

DAVIDSON FAMILY SERVICES

2024

ANNUAL REPORT

LOOKING at 2024

We Weathered the Storm and Came Through Stronger

In 2024 Davidson Family Services (DFS) was an example of success in regard to facing Hurricane Helene with resolve and 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 2025 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 LINC'S Day Program and the LINC'S Director and staff are continuing to seek success while caring for our Members. DFS Deep Creek is a beacon of advocacy for our Members. DFS is proud of our role in the IDD community.

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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2024 DFS Employee and Consumer Facts:

Consumers: 188

Males: 112

Females: 76

White: 31

African American: 5

Other: 1

Non Specified: 151

Employees: 294

Males: 97

Females: 197

White: 94

African American: 11

Other: 2

Non Specified: 184

A Message from the Owners

2024 started off as a great year with lots of discussion about new opportunities. As you know, September brought in a devastating storm with lots of challenges for many in our area.

During that time, we saw "People Helping People" and those I consider to be real life heroes! Our team put their needs aside to ensure others were ok.

I am proud to be a part of such a caring and selfless team, and I thank God for each one. We will keep our focus on making life great for those we serve and pray for continued blessings into 2025 and beyond.

Thanks to everyone who partners with us, we can't do this without you!

John & Cindy

DFS Executive Director Message

A huge thank you to all of our DFS family.

2024 has brought us so many new and amazing members, caregivers and families.

We appreciate all the time and effort each and every one of you pours in to making the lives of our individuals meaningful. The year also brought some sadness and challenges as our communities experienced the destruction of hurricane Helene. But it is in times like these that you realize, even more, how special this team truly is. We could not do this without you!

We look forward to 2025 and wish happiness to all of you.

Colleen Hahn, Executive Director

The financial history for Davidson Family Services for 2024 is presented in the following three pages.

Illustrated below is the 2024 representation of 2024 revenue for Davidson Family Services by funder type.

2024 Davidson Family Services / Revenue %'s by Funder Type	
Funder Type	% of Total Revenue
LOCAL MANAGEMENT ENTITY	70
FOSTER CARE	24
DIVISION OF SOCIAL SERVICES	5
OTHER	1
Total	100

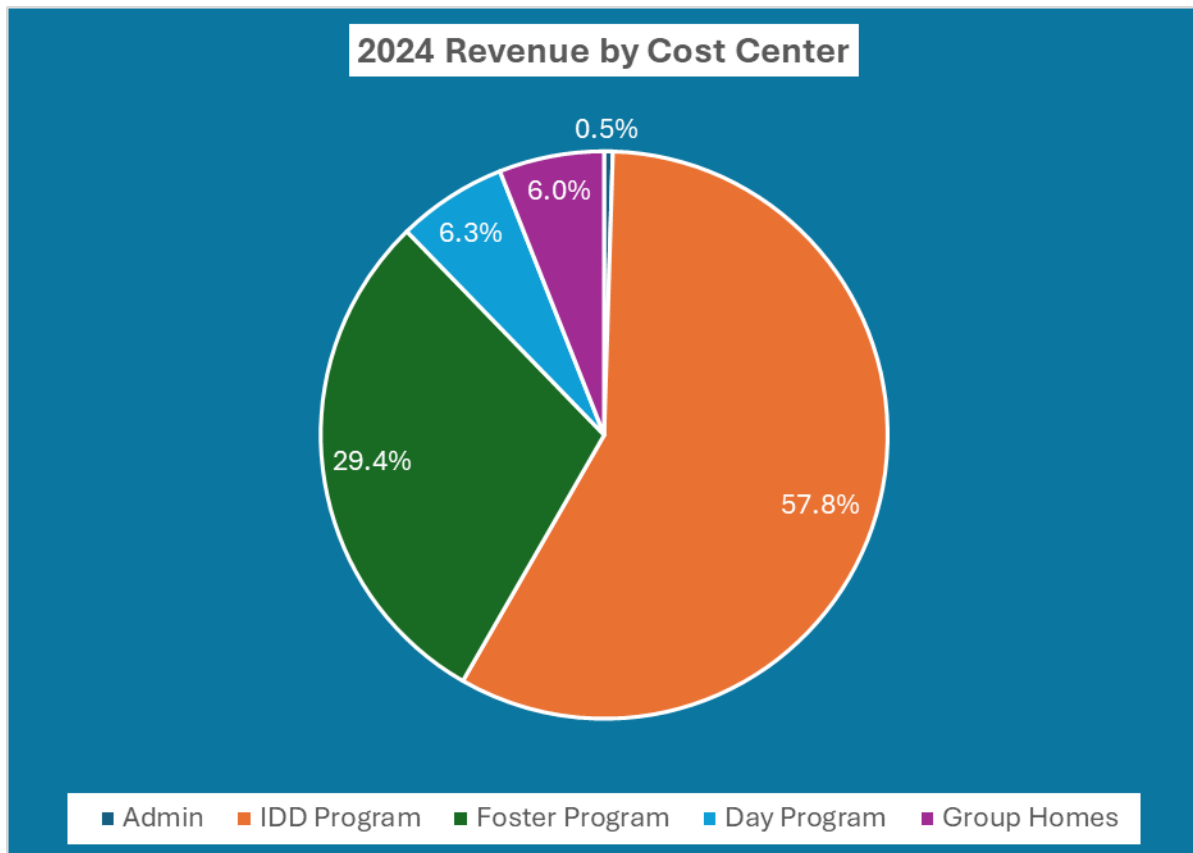
The distribution of revenue for Davidson Family Services for 2024 is shown in the table above. Local Management Entities (LME's) that include Vaya Health, Partners Behavioral Health, and Alliance Health made up 70% of the revenue for Davidson Family Services. This revenue supports residential, day support and periodic services for the IDD population served by Davidson Family Services. Foster Care Funding, from LME's that supports therapeutic care, contributed 24 % to the revenue while the Division of Social Services provided 5 % of the revenue that supported the Foster Care Program.

2024 Budget Summary

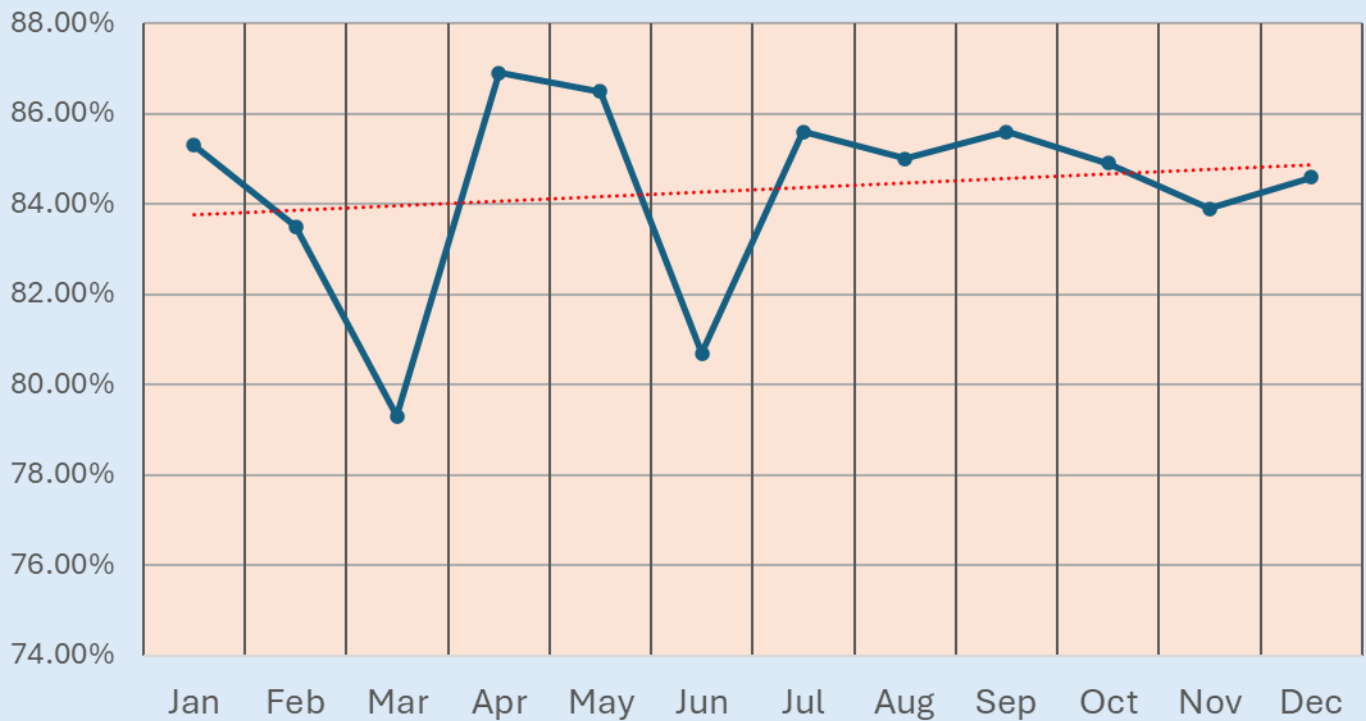
Revenue for 2024 was approximately 2% under budget while expenses were approximately 3 % under budget. This resulted in an approximate 6 % positive variance for the year. The year ended in a very stable financial condition for Davidson Family Services with optimism for a good and productive year in 2025.

Cost Center Revenue for 2024

The revenue contribution for 2024 by Cost Center is presented Below. The IDD Cost Center was the largest contributor by Cost Center by providing 57.8 % of the total revenue for the year. This includes residential and periodic services. Residential and periodic services are provided to the IDD population in the Western counties and the Piedmont area of NC. The Piedmont region has an office in Hickory, NC. Most of the IDD revenue is provided by Vaya Health. The Foster Care Program provided 29.4 % of the revenue for 2024. The Foster Care Program is expected to continue to grow in the upcoming years. The LINC'S Cost Center which provides day supports services in the Asheville area provided 6.3 % of the 2024 revenue. The Deep Creek Cost Center located in Andrews, NC also contributed 6.0 % to Davidson Family Services 2024 revenue.



2024 Utilization All Services Except Respite



2024 Utilization for All Services

The overall utilization of services provided by Davidson Family Services during the year 2024 is illustrated above. The graph shows the average utilization for all services other than respite. January 2024 began the year with a utilization of approximately 85 %. The year ended with a utilization of approximately 85 %. 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 and the holidays in a given month. Although not specifically displayed in the chart residential services, residential supports and foster care services have high utilization (approximately 97 %) while periodic services and day supports services have a much lower utilization.

2022-2024 SURVEY RESULTS

Overall

2024 Surveys	Total	Responses	Most Satisfied
	55		
Employee		34	87%
Consumer		14	94%
Guardian		7	93%
2023 Surveys			
	59		
Employee		34	84%
Consumer		16	70%
Guardian		9	93%
2022 Surveys			
	71		
Employee		35	78%
Consumer		23	76%

LME Funding Sources: 2024

(188 Members)

VAYA: 142 [75%]
Partners: 29 [15%]
Alliance: 3 [2%]
Other: 14 [8%]

Davidson Family Services: Service Utilization for 2024

Service	Qtr.:	1	2	3	4	Avg.
CN		51%	69%	54%	39%	48%
DS		50%	57%	56%	53%	54%
CLS		70%	63%	67%	76%	72%
PA						
Respite		3%	3%	2%	2%	2%
RS		96%	96%	96%	93%	95%
TFC		95%	98%	98%	99%	98%
SE		43%	48%	63%	58%	58%
IS		54%	18%	19%	18%	54%
Avg		75%	73%	77%	76%	82%

The Chart displays service utilization by quarter for 2024 for several key services provided by Davidson Family Services. Trends for 2024 were also effected by Hurricane Helene 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 hurricane restrictions. There were subtle to significant variance in utilization in services rendered in the community due to hurricane restrictions and flexibilities (CN, DS, SE).

Performance 2024

<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.	80	102	
AFL	Decrease the number of discharges to increase placement longevity and quality of life	6	9	
Employment	Increase the number of Members employed in the community	6	12	
Group Home	Decrease the number of behavior related incidents	14	21	
Community Integration	Increase Staff to expand Community Integration	12 DSI DSG Staff	14 DSI DSG Staff	
CLS	Increase CLS utilization	85%	72%	

GOALS FOR 2025

<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	20/year	
Supported Living	Increase staff availability to increase SL services on Members' plans	90%	
Community Integration	Increase Community activities and projects	6/year	
ALL	Increase overall utilization of Member services	+10%	

Accessibility Report 2024

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

The primary Accessibility challenges for 2024 were:

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

2024 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. CFSP service plans implemented with increased screening, admissions and incidents training.

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. Also, during QP to staff supervisions.

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 2025

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:

DFS PROGRAMS Updates 2024

LINCS Day Program:

Linking individuals to natural and community support (LINCS) –LINCS, while continuing to respond efficiently to health needs of the Members, also responded efficiently to Hurricane Helene, ensuring that all Members were safe and had accessibility; even traveling to the service location, if necessary. 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, AFLs 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.

Foster Care Program:

We currently have thirteen 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 70 kids in care and 47 foster families

Taylor Keller with the title of Foster Care Team Lead in the Piedmont region. She supervises Trinity Storie and Lex Foster.

We currently run 2 training classes for staff per month.

Kathy Dills has finished her TIPPS MAPP to assist with licensing families

A quick look at 2024---

We served a total of 102 kids during 2024 (started the year with 58 and ended up with 70 at the end of 2024) (We did reach our goal of 70 end of Dec.) we had 19 discharges, 4 adoptions, 12 Foster Families were licensed during the year 2023.

We had a total of 6 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

We were continued working with the DFS marketing team and planned our 2025 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 with Partners and VAYA

We passed our Re-licensure with the State during 2023 (it happens every two years) and are planning for the 2025 Re-licensure.

Our staff worked hard at learning the new authorization change and PCP change with VAYA.

The DFS Foster Care Team and Staff did our utmost to protect our Members during Hurricane Helene and are making great success in rebuilding and moving forward.

New Goal for 2025: 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.

To grow a stronger team by offering support and encouraging them to practice self-care and take time off as needed.

Piedmont Office:

The Piedmont Office led the way at DFS in 2024 during and after Hurricane Helene following up and tracking the overall safety of Members and staff; traveling to check on safety, health and accessibility and reporting back to DFS agency ownership and management.. 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 2025 will bring; including adding training for staff and Members in safe dating and use of technology.

Deep Creek Homes/Day Program:

The Deep Creek program had a successful and productive 2024. The Deep Creek office and services helped to support those around us who were effected by Hurricane Helene and we offered our presence and resources. 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 2025, and we look forward to all that the year brings.

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





