

DAVIDSON FAMILY SERVICES

2025

ANNUAL REPORT

LOOKING at 2025

Again, in 2025, Davidson Family Services (DFS) was able to meet challenges head on and come out of the year stronger and improved. In March, we had the forest fires which caused evacuations for many people in our surrounding towns. The DFS staff was efficient and caring in our response to the safety and health needs of our DFS Members, families and staff once again.

DFS added high quality, professional staff in all of our service areas. The individuals truly care about our Members and will be incredible additions to our already committed DFS Team.

The second half of 2025 was spent preparing for another CARF Accreditation and the CARF Team's visit in January, 2026. DFS Executive, Quality and Management departments spent 10 months preparing reports, documents, inspections and interviews interactions for the accreditation.

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.



(PICS PAGE and DFS HISTORY, pp. 14-15)

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2025 DFS Employee and Consumer Facts:

Consumers: 128

Males: 76

Females: 52

White: 102

African American: 10

Other: 2

Non Specified: 4

Employees: 297

Males: 93

Females: 204

White: 65

African American: 10

Other: 6

Non Specified: 216

A Message from the Owners

God continues to Bless us with peace, safety and a great team who truly care about "Helping People Help People". This was a brand we started with 28 years ago, and we have not changed our focus on Helping People. God really does Bless those who Bless others.

What a great year we've had, but it also came with a few challenges as well. I am so proud that no matter what we face throughout the year, we tighten our belts and jump in with both feet. I would like to thank our Leadership Team for always being on call for those difficult times, and for our staff and families who are also willing to pitch in. We truly are an amazing Team! Thank you for your patience and for your understanding that you realize we don't always have the answers, but we do work hard for you. I think we are all tired of this cold weather and looking forward to Spring

Thank you for being a part of Davidson's Family, and may God continue Bless You in 2026.

John & Cindy

DFS Executive Director Message

As we look back on the past year, I want to take a moment to express my sincere gratitude. To our owners, members, management, and all of our staff at DFS. Thank you for your trust, support, and collaboration. This year brought growth challenges and meaningful progress, and none of that would be possible without all of you. Your loyalty and belief in what we do continue to inspire us to improve and serve our members in the best way possible. I am excited for this year ahead and continuing this journey with all of you. Thank you for being an essential part of the lives of the individuals we serve and part of their amazing story!

Colleen Hahn, Executive Director

The financial history for Davidson Family Services for 2025 is presented in the following three pages.

Illustrated below is the 2025 representation of 2025 revenue for Davidson Family Services by funder type.

2025 Davidson Family Services / Revenue %'s by Funder Type	
Funder Type	% of Total Revenue
LOCAL MANAGEMENT ENTITY	76
FOSTER CARE	17
DIVISION OF SOCIAL SERVICES	6
OTHER	1
Total	100

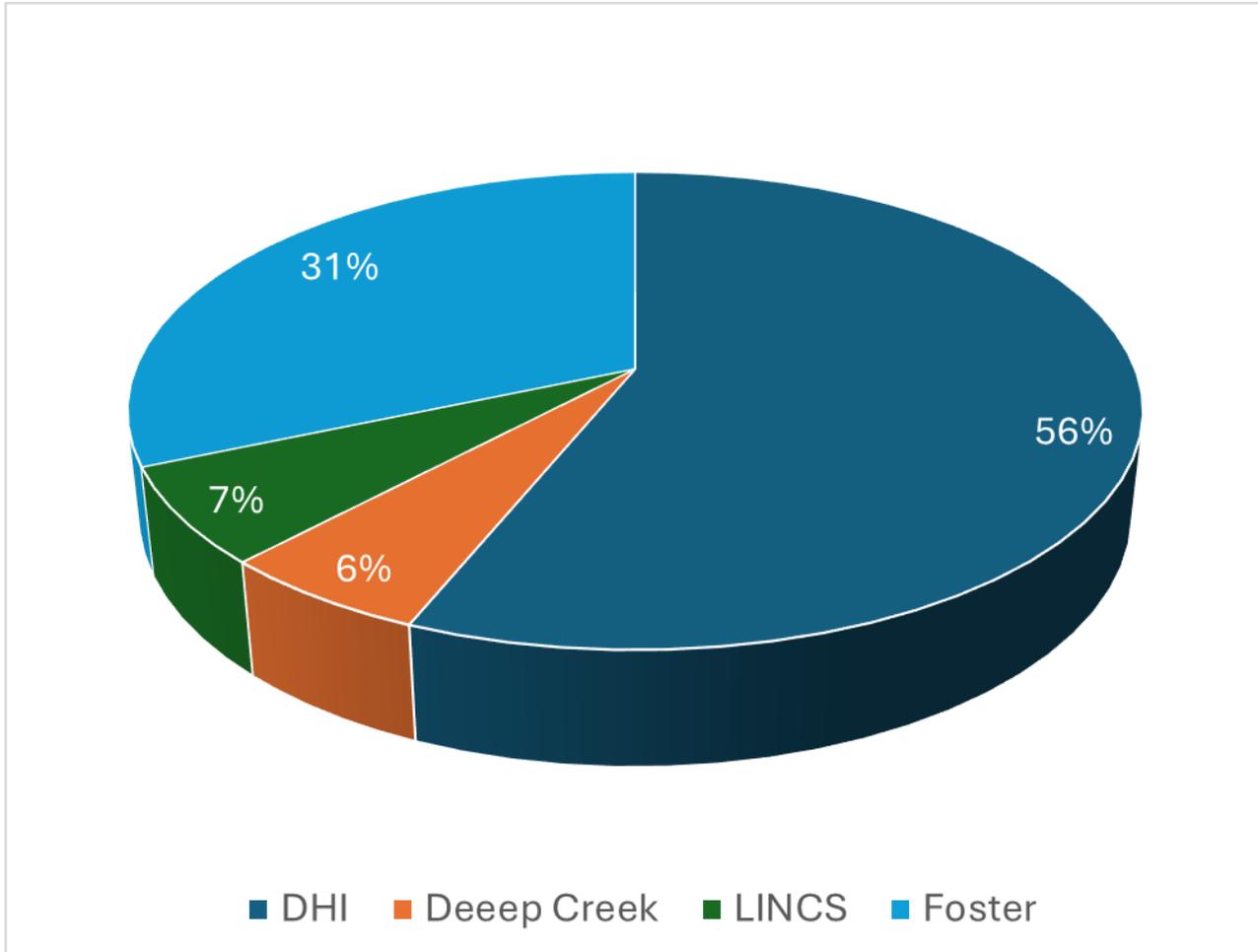
The distribution of revenue for Davidson Family Services for 2025 is shown in the table above. Local Management Entities (LME's) that include Vaya Health,

2025 Budget Summary

The Foster Program continued to grow in 2025 while the Residential and Periodic Programs remained virtually the same. Revenue exceeded expenses and a positive margin was obtained that somewhat exceeded budget expectations. The year ended in very stable financial conditions for Davidson Family Services with optimism for a good and productive year in 2026.

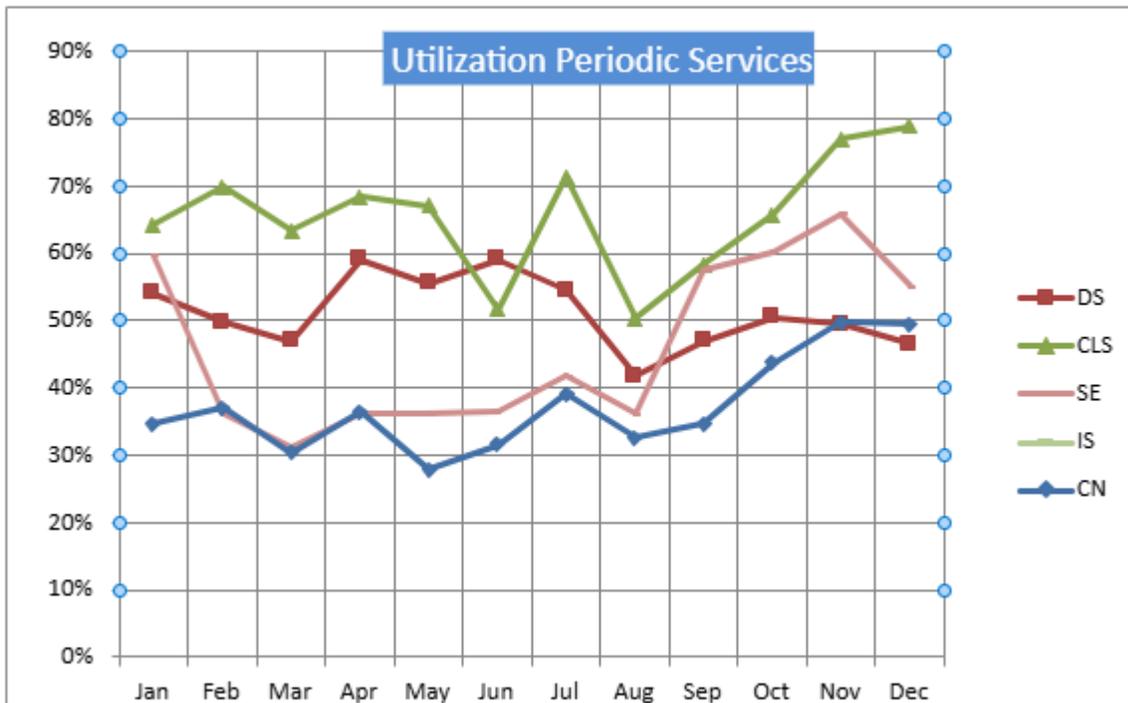
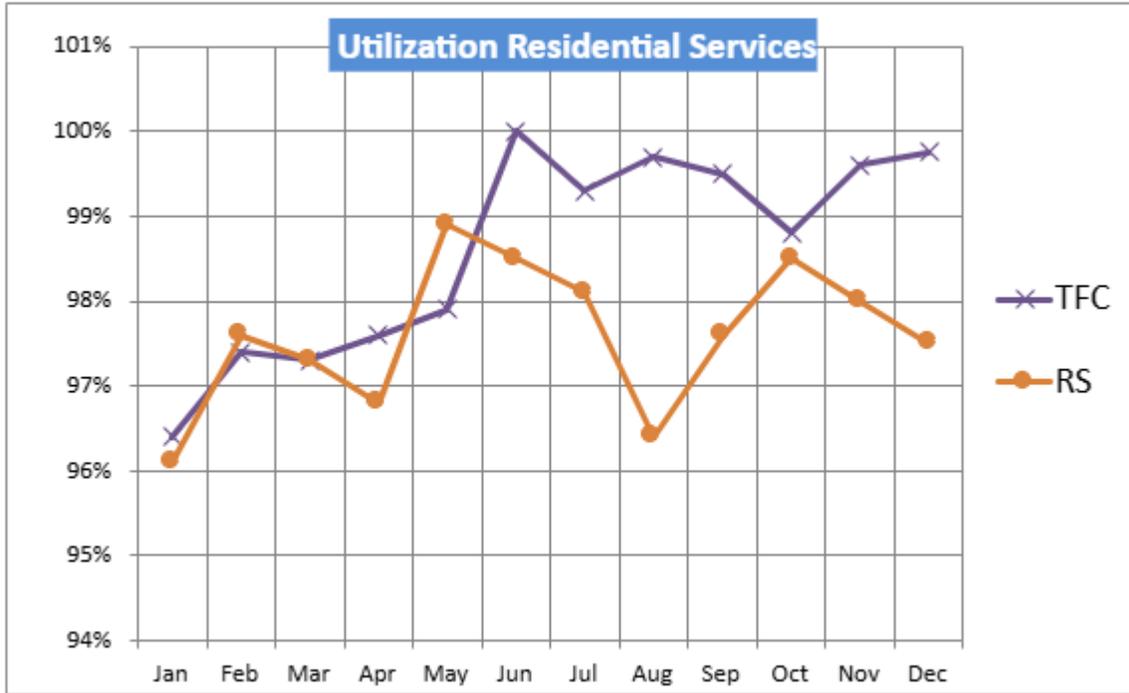
Cost Center Revenue for 2025

The revenue contribution for 2025 by Cost Center is presented Below.



2025 Utilization for All Services

The overall utilization of services provided by Davidson Family Services during the year 2025 is illustrated below. The graphs show the utilization for all services other than respite. Utilization for both Residential and Periodic Services shows an increasing trend toward the end of 2025.



2023-2025 SURVEY RESULTS

Overall

YEAR	COMPLETED	MOSTLY SATISFIED
2023	59	85%
2024	86	90%
2025	56	92%

LME Funding Sources: 2025

VAYA: 77%

Partners: 15%

Alliance: 2%

Other: 6%

Davidson Family Services: Service Utilization for 2025

Service	Qtr.:	1	2	3	4	Avg.
CN		35%	32%	35%	48%	37%
DS		53%	58%	48%	49%	51%
CLS		68%	62%	60%	74%	66%
Respite		2%	3%	2%	1%	2%
RS		97%	98%	97%	98%	98%
TFC		99%	99%	100%	99%	99%
SE		36%	36%	45%	60%	46%
Avg		82%	83%	81%	85%	84%

The Chart displays service utilization by quarter for 2025 for several key services provided by Davidson Family Services.

Performance 2025

<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	75
AFL	Decrease the number of discharges to increase placement longevity and quality of life	12	13
Employment	Increase the number of Members employed in the community	6	4
Group Home	Decrease the number of behavior related incidents	20	26
Community Integration	Increase Staff to expand Community Integration	4	7
CLS	Increase CLS utilization	85%	66%

GOALS FOR 2026

<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	Decrease the number of discharges toward positive longevity	15
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	25
Supported Living	Increase staff availability to increase SL services on Members' plans	4
Community Integration	Increase Community activities and projects	7
ALL	Increase overall utilization of Member services	6%

Accessibility Report 2025

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

The primary Accessibility challenges for 2025 were:

1. IT Access: PC to Laptop, PC to Printer, Desk Phone to Vonage, Authenticator issues, IT Management and SHARP response and access. DFS Leadership Team continues to work on solutions.
2. Heat and A/C in DFS Main Office Building 2. Regular auditing is improving consistency.
3. Communication amongst DFS services departments. Concrete goals to measurable improvement are in place.
4. Members access to personal item storage in between placements. QPs are working with Guardians/CMs.
5. Members timely access to external supports, evaluations and reviews. DFS and LMEs working to improve.
6. Potential effect of federal and state Medicaid cuts on services. No direct effects currently.
7. The need for a specific policy on AI use and new Cybersecurity focus. Policy updates/written and integrated.
8. New emphasis from LME on definition of 'Non Ambulatory' for residential services. DFS, LME, NCDHHS mediation continues.
9. Proper completion and submission of Drill Tickets by DFS staff. QM to QP to staff re-training continues.
10. Proper completion and submission of Incident Reports by DFS staff. Re-training continues.
11. Entry/exit doors having working hydraulics and pins for proper closure. Monitoring the progress.
12. Fluorescent lights and ballasts working properly in DFS offices given internal ceiling moisture and wear. Flo lights being replaced with LED lights several at a time.

2025 Safety and Health Report

Overall at DFS, Drills and Drill Tickets were completed consistently amongst management and staff with a resulting 94% on time rate of completion and submission. DFS Main Office QM led the tracking of health and safety tasking needs and weekly sought the input and support of DFS management and directors.

DFS LINC focused on the physical access to the 2 buildings, especially in the middle parking lot as well as the access to water by keeping the well and main operable and the water pure, through regular inspections.

DFS Foster Care did an efficient job at keeping Members and staff safe in the service environments given the LME and NCDHHS expectation through CFSP of admitting higher behavior Members to foster services and placement.

DFS Deep Creek, The Program Director worked diligently to acquire new medical providers for clinical specializations and dentistry. Deep Creek LLC and Program Director are completing work to move the DayHab facility several business fronts down in the same business complex which will include more front entry and rear entry access and safety and more well defined task and activity areas within the building.

DFS Piedmont resolved issues with front door accessibility absent internal lock systems by utilizing a giant STOP sign and alarm mats at the door. Also, staff proactively are doing regular physical checks on Members more often.

DFS Staff Safety continues to be tracked and monitored in a concrete attempt to improve the Emergency Medical rating and data for the agency.

DFS Incident Reporting saw a combined reduction of 9% in the occurrences of elopements, consumer behavior related incidents, medication errors and falls.

DFS tracking, reporting, follow up and accreditation preparations all serve to continually improve health and safety at Davidson Family Services.

LOOKING FORWARD TO 2026

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. Finding an excellent QP for the LINCS Day Program.
8. Supporting Members advancing in quality of life in order to help them step down in services.
9. Exhibiting success in placing higher behavior Members in Foster Care and Adult IDD.
10. Ensuring all DFS staff are equipped to respond safely to all Members' behaviors.
11. Growing the number of Foster Care Members receiving services to 80 Members.
12. Expanding Foster Care services in Piedmont.
13. Expanding Foster Care services in Deep Creek.
14. Hiring and establishing more AFL homes in the Deep Creek area.
15. Hiring and supporting excellent quality and support staff at LINCS Day Program.
16. Improving compliance consistently through performance improvement and efficiency progression in electronic billing, paperless documents and documentation coordination.
17. To grow the efficiency of the DFS agency by hitting a 95% paperless target.
18. Continuing to lessen the occurrence of Medication Errors.
19. Improving behavior responses and lessening the occurrence of consumer behavior related incidents.
20. Staff performance improvement in updating Members' Plans.
21. Staff performance improvement in company vehicle safety given weekly monitoring and reporting. Average below 20 Harsh Events weekly for all transport staff.
22. Continuing to track, monitor, report and complete all Accessibility tasks for optimum safety and health.
23. Work toward obvious measurability by quantifying occurrences of objective based tasks within a certain period of time for staff Supervisions.
24. Audit and improve Drill Tickets to clearly indicate Members' active response to safety preparation and procedures. Electronic access being monitored.
25. Increase DFS hosting community-based events (Integration into schools, LINCS events, Holiday events.)

DFS PROGRAMS Updates 2025

LINCS Day Program:

*LINCS Day Program: Linking Individuals to Natural and Community Support (LINCS)**

Last year was a remarkable year for us as we navigated the aftermath of Hurricane Hellen. LINCS was one of the few day programs that opened its doors immediately following the hurricane, allowing our members to return to their normal routines while providing a much-needed break for AFL staff, parents, and guardians. In the post-hurricane period, we encountered various health challenges, but we implemented safety procedures and plans to ensure the well-being of both our staff and members. We made sure our members had a safe place to come, offering meaningful activities in a supportive environment. Last year, we revisited important curriculum topics, including cooking, gardening, and creative arts. Our dedicated teachers and staff have invested significant time in these activities, which is reflected in the engagement we have seen throughout the year.

This year, LINCS will continue to focus on building healthy relationships, enhancing effective communication, and providing the highest quality services to all our members. We aim to collaborate closely with Guardians, Alternative Family Living (AFLs), and VAYA Health to foster a successful plan for our members. We will also bring in additional quality staff to ensure we deliver exceptional services. We look forward to connecting with the community and local businesses to create opportunities that allow our members to learn and contribute through employment and volunteering.

LINCS is committed to providing the utmost care and support for our members in 2026. We will continue to foster an environment where our members can work towards developing independence while learning to accept help in their daily lives. This will be achieved by maintaining our Cooking, Gardening, and Creative Arts classes. We feel truly grateful to have this program through the Department of Family Services (DFS) to continue serving our members.

Foster Care Program:

Our goal for 2025 was 20 families and 80 children by the end of the year

We served a total of 132 children during 2025 and ended with 73 staying in care (we exceeded the goal of children served)

We had four adoptions- the remainder of 59 that are no longer with us either needed a higher level of care, were reunified with family or left care after 18.

We grew to 13 staff and ended with 12 .

We are hiring a new worker in 2026 to replace one of our case workers who went to another position elsewhere.

We continue to have our Monday morning meetings at 10:30 with both Western and Piedmont teams.

We meet bi-monthly to complete Peer reviews and have time for updates from upper management and training if needed. We generally have lunch together.

We took all staff out for a Christmas celebration at Olive Garden during December.

Highlights we provided during the year for our parents:

In May (Foster Parent Awareness) DFS Service Coordinator spotlighted families and staff. She did an excellent job of getting post on FB to promote our services and trainings.

We offer monthly training (support groups) for our parents every third Thursday of the month. (virtual) all material is sent to parents so they can get the 10 hours of training required each year.

Staff did very well at using various foster care clinical sites to get their training toward their 24 hour required each yr for their position.

We offer informational meetings to those who are interested in foster care every third Tuesday of the month. (virtual)

We participated in the Hickory Autism walk, Special Olympics, booth at Lenoir Rhyne, Booth at Waynesville flea market, informational night at church in Robbinsville, informational meeting at church in Cleveland County. We were able to provide swag during these events and give our cards.

Due to the change to Healthy Blue all staff went through training and understand how to submit authorizations in their Availity system. Andy Hammett was a great support along with Rhonda Ward from Healthy Blue. Mary Chavis completes our intake packets, and we are happy to say there has been no lapse in service and all authorization requests sent to Healthy Blue have been approved.

We also had our two-year Foster Care license renewal from the State. Our Consultant Nicole Jenzen shared a few things she wanted us to work on, but overall it was the best review we have had since starting our program in 2016.

2025 was successful, we had some fluctuations in Member population, but were able to flourish and keep the program strong.

Piedmont Office:

In 2025, the Piedmont office hired a new QP to join the team. The Piedmont QP's have worked this past year to increase the quality of electronic charts.

We continue to work on additional support and training for dual diagnosed members. This has become integrated into our client specific trainings.

Piedmont developed a Member Advocacy Group, that gives our members a voice as well as educational speakers to support our members. The group is still in the early stages with big ideas for 2026. After experiencing challenges with attendance in our AFL Support Groups, the Piedmont is working to revamp the specifics of the support group in 2026. We are focused on growing the Piedmont area this year.

Deep Creek Homes/Day Program:

In 2025, Deep Creek Homes, Inc. maintained all 6 residential slots between the two group homes. No step downs occurred during 2025. One admission on 2/6/2025 - no other changes. The day program continues at 5 days/week with a total of 8 members attending.

We established a potential new dayhab facility in meeting the needs of all members served. We are awaiting state licensure approval into 2026.

2026 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 LINGS 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
132A MAIN ST.
ANDREWS, NC, 28901
828-321-4111





PICS PAGE...

DFS HISTORY

Davidson Family Services began in 1998 when the owners started Davidson Homes Inc. from their home in Swannanoa, NC. They were passionate Alternative Family Living (AFL) providers that truly cared about helping people with intellectual developmental disabilities (IDD). They saw the need to further that care and help individuals live more independently. Over 20 years later, Davidson Homes has changed its name to Davidson Family Services because the focus has always been on the family. Today we provide services in over 18 counties throughout the Western and Piedmont areas of North Carolina with over 300 employees. Services include: AFL, Foster Care, Respite, Day Programs, and most Innovations Waiver services. We are still passionate about changing lives and helping people of all abilities find happiness through their ongoing commitment to serve others.

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.

