

Senior Services Department Reports—March 2025

Program/Service Reports

Nutrition Services

Meals-on-Wheels

There are 1,064 older adults currently enrolled in the Meals-on-Wheels program and 234 waiting for hot meal service. Twenty-six of those adults have chosen to receive frozen meals while waiting. The need for Meals-on-Wheels is constantly growing and outpacing our capacity to provide the service. A person is placed on the waiting list due to program resource constraints or when the route that services their area is at capacity.

We made the decision to cancel the hot meal delivery on four occasions due to the threat of inclement weather. This decision does not come easily. Forecasts are not always certain, but the safety of the volunteers and the participants is top of mind. Fortunately, each winter we prepare our participants with a box of shelf stable meals for them to use if we are unable to deliver. After a storm has passed, we still must consider the sidewalks, steps to the door, and neighborhoods that have shaded roads that don't clear as fast.

We are so fortunate to have a community that embraces our mission and the people we serve. We have several different organizations, businesses, churches, garden clubs, and students that do all kinds of tasks besides meal delivery. A new group of students from Carver High School comes every Tuesday to help pack grocery bags! Radio station, WBFJ, brought in their annual Valentines cards handmade by people all over the community for program participants. Every month, employees from Bank of America and the STICHT Center bring in handmade birthday cards for all our recipients that have birthdays that month. Health Industry Professionals Serving Seniors (HIPSS) brought in Valentine candy to distribute to program participants.

Senior Lunch

The Senior Lunch Program provides an assortment of programs and activities that enable older adults to make healthy choices, be socially active, and remain independent. Many are participating in arts and crafts classes being offered at Sawtooth in the Intergenerational Center for the Arts and Wellness.

Valentine's Day parties, crafts, nutrition education, exercise, blood pressure checks, Bingo and Black History Month activities were some of the items on their calendars throughout the month of February. There are currently 126 participants enrolled in the program. The four sites are open Monday, Wednesday and Friday from 10:30 to 1:00 pm.

Thank you for your leadership and support of the nutrition programs.

Respectfully submitted,

Linda Kearsley
Vice President, Nutrition Services

In-Home Services

Home Care

People served: 126 Waitlist: 188 Wait List Scores > 25: 90

The Remember in December community item drive wrapped up at the end of December and volunteers arrived in January to pack bags of comfort and care items for participants in our Home Care program. A big shout out to the Home Care aides for delivering 120+ bags in record time. We had a goal to have all bags delivered by mid-February but exceeded the goal with almost all bags being delivered by the end of January! Every year, we are appreciative of the community's support in providing donations to meet this important year-round need.

During the winter season, adverse weather conditions can pose challenges for our aides to safely provide service to participants. Snow and icy roads/walkways can lead to service delays or even service cancellation. Since the first of December we have experienced a few instances where this has happened. The Home Care staff and aides navigated adjusting schedules to see as many participants as possible as soon as weather conditions improved. We are hoping that Spring is just around the corner and the winter weather is behind us!

Our annual monitoring visit from the PTRC's Area Agency on Aging took place in February. Home Care had a full programmatic review and unit verification. We are happy to report that our program policies and practices were in good order, all files and documentation were up to date, and all units were verified. Thank you to all staff in Home Care for your hard work!

Baby News! We are excited to announce that Tamara Smith, one of our Home Care aides, is expecting. She is anticipating the arrival of her baby girl, Ava, on April 23rd. This is a joyful occasion for Tamara, and we extend our heartfelt congratulations and support. We look forward to celebrating this wonderful event with her and wish her all the best during this special time.

Living-at-Home

CAP/DA: 134 Choice: 69 **Total Participants: 203** County Waitlist: 79

Living-at-Home participants have begun receiving care and comfort item bags, carefully packed by volunteers in January using donations from the Remember in December drive. Case Managers are delivering these bags during their monthly home visits and all bags should be delivered by the end of March. Each year, participants eagerly anticipate these items and are deeply appreciative of the community's generosity.

The CAP/DA Waiver has been renewed for an additional five years, effective retroactively beginning November 1, 2024. This renewal includes notable policy enhancements such as the inclusion of Certified Nurse Aide II services, a substantial increase in home modifications funding from \$13,000 to \$28,000 per waiver cycle, and an increase in Personal Emergency Response System (PERS) reimbursements. Additionally, there are updated guidelines regarding critical incident reporting, ensuring more comprehensive safety measures for

participants. These changes aim to improve the overall quality of care and support provided under the waiver program.

Tim Stewart left his position as CAP Case Manager in early December to pursue an opportunity with Hospice. We are excited to welcome Brenda Nolasco to our Case Management team, who joined us on January 13th to step into this role. Brenda brings valuable experience from her time with Child Protective Services and has been doing a wonderful job learning the ins and outs of CAP/DA. We're confident she'll continue to make a positive impact in her new position!

March is Social Work Appreciation Month, and we are proud to recognize the five Social Workers within our department. They bring invaluable skills, experience, and a well-rounded mix of talent and perspective to our Case Management team. We are grateful for their dedication and the positive impact they make every day!

Respectfully submitted,

Angela Wall
Vice President, In-Home Services

Williams Adult Day Center

The current enrollment at the Williams Adult Day Center is 145 participants, with an average daily attendance of 74 participants throughout the month of January. We completed 14 trial visits and 5 new enrollments in January.

We had a great holiday season with many exciting activities. In November we focused on fall crafts, turkey and traditions, things we're thankful for and Thanksgiving holiday plans. December brought a jolly Santa Claus to pay a visit with the participants and many winter and holiday activities. We ended 2024 with a bang – engaging staff and participants in our very own Williams Center ball drop. We continue to focus on intergenerational activities and relationships with our Generations Center partners. Children from Family Services were highly involved with these holiday activities. We also have participants that are involved with two different programs through WSSU. The first is the "Reach Program," which involves Physical and Occupational Therapy to promote health, wellness, and functional ability. The second is the "Walk on Program," which is a study to determine if incorporating a walking program will improve overall mental and physical health, as well as decrease caregiver burden for people living with mild cognitive impairment. Both programs have enriched the lives of participants.

We know how challenging holidays can be for caregivers, so we honored them with special gifts of appreciation and support to kick off the holiday season. Our "You are Making a Difference" bags were filled with items to promote comfort and stress relief. Golden Corral donated buffet gift cards, and we also had household plants available for any of the caregivers to take. One caregiver with tears in his eyes commented, "I should be the one giving a gift to the Center for all you do for us"! This is a testimony to the impact our services have on the community. Through our partners, caregivers have been able to step back and participate in a variety of art classes, which has been a creative outlet for them as well.

On Monday, February 17, we had our first Staff Training Day. We closed the Williams Center to participants and used the time to conduct trainings on our policy and procedures which included hands-on drills. We ended the day with team building activities that brought us together. We are already discussing items we want to include in next year's training/team building day.

We are celebrating 50 years of service! Our adult day services started back in 1975 and over the decades have continuously evolved and adapted to meet the changing needs of individuals and families providing crucial support while facing the challenges that come with memory loss and frailty. Throughout 2025, we will celebrate this milestone year with events, activities, and opportunities for community involvement. While we reflect on where we started, we also look forward to the future of care and service. We are grateful to all the families, caregivers, staff, volunteers, and supporters who have made the past 50 years possible. Here's to many more years of service, compassion, and community!

Respectfully submitted,

Penny Hale
Williams Center, Director

Aging Resources

This year, we continue our commitment to delivering exceptional customer service by responding promptly to inquiries while also enhancing our support for caregivers across our programs. Later this month, we will launch a new caregiver portal on our website, providing access to on-demand recorded seminars, self-help articles, and the ability to request information and referrals to specific caregiver resources. Our Caregiver and Community Education Coordinator, Jennifer Shore, remains dedicated to researching and developing educational opportunities for caregivers to engage with.

Our team successfully processed over 10,000 requests for program information and referrals to community resources during calendar year 2024. I'm pleased to share that we maintained a 100% renewal rate for all Elder Care Choices companies with calendar year contracts. This valuable benefit is now accessible to nearly 7,500 employees. Elder Care Choices webinars continue to attract strong participation from working caregivers. Email remains the preferred method of contact for our corporate clients. Way to go team!

Work on our Directory of Services begins soon. Our goal is for the 2025-2026 edition to hit the shelves during the first quarter of the upcoming fiscal year.

Below are some of the recent responses from Help Line callers and Elder Care Choices corporate client satisfaction surveys:

"The representative who helped me was extremely kind, patient, and understanding."

"I highly recommend the Senior Services Help Line to a senior or anyone seeking information to assist a senior. It is a fantastic resource that I believe truly cares about the well-being of seniors."

"The rep who contacted me was very kind and transparent. I appreciated her insight very much"

"Eased my mind about what next steps need to be. Very helpful and kind."

"Very helpful information was provided. It would be helpful to have resources for completing necessary documentation."

Respectfully submitted,

Sandra S. Rinaldi
Vice President of Aging Services

Creative Connections

Creative Connections classes have continued to progress smoothly and have been well received by seniors throughout the community. Offerings include Wellness Wednesdays drumming with John Beck, Hands On Clay classes where participants made Pottery Mugs and Berry Bowls in the Sawtooth Ceramics studio and Beginning Pickleball classes. A new Journaling/Memoir Writing class was enjoyed by several seniors and Winston-Net continued to provide their monthly Digital Literacy Classes that are available to people of all ages throughout the community. This quarter also included the following intergenerational art opportunities: Intergenerational Acting Lessons taught by the 40+ Stage Company, and Intergenerational Drumming classes for Head Start students and Williams Adult Day Center participants all underwritten by City of Winston-Salem ARPA funds and CAHEC grant funding.

Susan Lewis, the Connections and Arts Coordinator, conducted OMA training for new volunteers and assisted with OMA sessions conducted in the Williams Adult Day Center. The decision was made to conclude the Call Connections program. The level of participation by both the seniors and the volunteers was disproportionate to the time and effort of staff and volunteers collecting and reporting Call Connections data. All volunteers and participants received personal communications and referrals to One Hope Baptist Aging Ministries (BAM) were provided for Call Connections participants if desired.

Kinship Care Coordinator, Frandee Nichols continues to facilitate the agency's Kinship Care activities. The Grandparents Raising Grandchildren Support Groups were consolidated into one group that meets on the third Wednesday of each month. A Holiday luncheon was provided for the Support Group in December. As a part of the January Support Group meeting, a focus group on plans for an intergenerational summer camp was held with the grandparents.

Anita Ford, the Memory Connections Project Coordinator, provided dementia education for Redeemer School. The final Memory Connections Partners' meeting was held on February 11, 2025. Anita and Renee continue their work on the final deliverables for the ACL grant.

An Intergenerational Summer Camp Committee comprised of Generations Center Partners began meeting monthly to plan for three weeks of intergenerational summer camp fun. Participating partners in addition to Senior Services include WSSU's OT Department, Family Services Head Start, Sawtooth, UNCOSA, Wake Forest University's IMPROVment, and the Winston-Salem Symphony. The Camp schedule is as follows:

Session 1: June 9-13-Family Services Toddlers and WSSU OT graduate students

Session 2: June 23-27-Visual Art Camp with Sawtooth School for Visual Art (rising 3rd-6th graders)

Session 3: July 21-25- Music and Dance with UNCOSA Drumming, Dance with IMPROVment and PLAY Music with the WS Symphony. (ages 7-10)

All camp sessions will take place from 8:30-12:00 noon and include a service project. The camp will target families of parents/grandparents and their children

Respectfully submitted,

Renee Griffin
Creative Aging and Partnerships Officer

Administrative Reports

Community Engagement

This update provides an overview of some of the activities and initiatives that the communications and engagement team has been focused on. As we continue to amplify our mission and the impact of our programs, we rely on the support of our volunteers, staff, donors, and board members. We appreciate your ongoing involvement and commitment to helping us serve older adults in Forsyth County.

1. Extra, Extra! We've successfully launched *The Extra Mile*, a monthly e-newsletter dedicated to keeping Senior Services volunteers informed and engaged. Each issue is designed to express our gratitude for their contributions, help them understand the impact of their work, and keep them up to date with what's happening at Senior Services. The newsletter not only highlights important updates but also shares inspiring stories and acknowledges the vital role volunteers play in our organization.

2. Speaker's Bureau Ambassadors Needed. Our Speaker's Bureau is looking for dedicated ambassadors who can help raise awareness about the needs of older adults in Forsyth County. We are seeking volunteers who are passionate about advocating for our mission, whether by presenting at community meetings, recruiting new supporters, or spreading the word about our programs. If you're interested in becoming a Speaker's Bureau Ambassador, more information is available through our engagement team. Your voice can make a difference!

3. Service Alliance Updates. The Service Alliance, a group of dynamic early to mid-career professionals and community leaders, continues to play an essential role in supporting Senior Services. This year, their efforts were instrumental in the success of the Art Show and Sale benefiting Meals-on-Wheels. We are excited to begin planning for our annual Pints for a Purpose brewery event, which will kick off our Christmas in July item drive. Their enthusiasm and support have helped make a lasting impact, and we look forward to more collaborations in the future.

4. Celebrating 50 Years of Adult Day Services. This year marks a significant milestone—50 years of providing exceptional care through our Elizabeth and Tab Williams Adult Day Center. Known as one of the best Adult Day Centers in the country, we're proud of the legacy we've built and the quality of care we continue to provide for older adults living with memory loss and/or frailty. Join us in celebrating this achievement and stay up to date with how we're celebrating by visiting our dedicated webpage at seniorservicesinc.org/wadc-50/.

5. 7 Over Seventy Nominations Coming Soon. We are gearing up for our 10th annual *7 Over Seventy* awards, an event that honors seven individuals over the age of 70 who have made significant contributions to our community. Nominations will open April 7 and continue until May 9. We invite everyone to submit candidates who have demonstrated outstanding service, engagement, or achievements that have positively impacted Forsyth County. Stay tuned for more details.

6. Volunteer Appreciation Luncheon. Our volunteers are the heart and soul of Senior Services, and we are planning a special luncheon to show our appreciation. The annual Volunteer Appreciation Luncheon will be held on **Thursday, May 8, from 11:30 AM to 1:00 PM.** We encourage everyone who has volunteered to join us for this celebration of their dedication and contributions. It's an opportunity to come together, celebrate, and recognize the incredible impact our volunteers have on the lives of older adults in our community.

7. Volunteer Opportunities for Board, Staff, and Service Alliance Members. There are countless opportunities for board members, staff, and Service Alliance members to get even more involved with Senior Services. From supporting Meals-on-Wheels, assisting at the Williams Adult Day Center, to helping with event planning, there's a role for everyone. For more information, please contact **Tyler Smith**, Volunteer and Community Outreach Coordinator, at tsmith@seniorservicesinc.org or call **336-721-6961**.

8. 2024 Remember in December Item Drive Results! Because of your support and the generous spirit of giving that resides in our community, we collected **8,917 health, hygiene, and household help** items – that's a few more than last year! We also received **36 gift cards**, valued at over **\$570.00** and received over **\$8,000** in financial donations. Item donations are being shared with program participants.

You can view photos from this year's holiday donations [here](#).

9. Santas for Seniors Delivered! We were astounded by the generosity of several local organizations and community supporters who stepped up as Santas for Seniors to provide presents for over 100 Senior Services program participants this past holiday season.

10. Subscribe to Senior Services YouTube Channel. We've been sharing stories on our YouTube channel that highlight the people and programs making a difference in the lives of older adults. From heartwarming volunteer stories to updates about our services, these videos are a powerful tool to keep our community informed. We encourage everyone to **subscribe** to the channel and stay updated on the inspiring work we're doing. You can watch and share our most recent video featuring a dedicated Meals-on-Wheels volunteer [here](#).

Respectfully submitted,

Joel McIver
Vice President of Communication and Engagement

Business Operations

Facility Usage and Staffing Updates The Generations Center and Shorefair sites are thriving. At the Generations Center, spaces are actively utilized not only during weekdays and evenings but also on weekends. In January, we recorded 253 bookings for meeting rooms—200 at the Generations Center (totaling 559.75 hours) and 53 at the Senior Services building (totaling 132.5 hours).

With the introduction of public usage for meeting rooms, the theater, and the stage, we've hired two PRN Event Operations Coordinators. Additional revenue from space rentals will fully fund these positions.

Operations Update The operations team has had a busy and productive winter. Two snowfalls and cold temperatures provided valuable learning opportunities for ensuring the safety of staff, volunteers, visitors, and partners. These were the first winter weather events since the new facility's construction, and all efforts went smoothly.

Preparations for spring are now underway, including pruning plants and readying lawns and flower beds for the growing season. Additionally, in January, we successfully addressed 28 operations-related requests with a 100% closure rate—17 from partners at the Generations Center and 11 from Senior Services staff members.

Technology Updates Our technology department continues to excel in supporting our IT infrastructure and resolving issues promptly. In January, we managed 119 trouble tickets with a 95.8% closure rate—42 submitted by Generations Center partners and 77 from Senior Services staff.

The department has also completed a comprehensive equipment inventory, marking the first time we have a complete record and cost assessment of all operational equipment. By mid-March, we anticipate the first iteration of a new volunteer database—updates to follow soon.

We remain incredibly busy and deeply excited about the growth and opportunities ahead.

Respectfully submitted,

John Brown
Business Operations Officer

Development

Art Show and Sale benefiting Meals-on-Wheels

On Saturday, March 2 we hosted the 15th annual Art Show and Sale. A look at the numbers:

- **\$54,681** in sales (\$6,709 more than 2024) with **263** individual transactions.
- At least **770** attendees, not including staff, volunteers, and artists.
- **74** participating artists who showed **937** pieces.
 - **22** artists are giving 100% of their proceeds = \$9,170.
 - **19** artists were first-timers.
- **498** pieces sold (53%). In 2024 we sold 415 of the 756 pieces (54.8%).
- **48** patron gifts, an increase of 18 patrons over 2024.



Positive feedback was received from artists on the entire process, and several shared it was one of the most organized and well-curated shows. They appreciated the move to the Generations Center, because of the additional space and so that more of the public could visit and find their reason to come back.

So many to thank for the show's success!

- Huge shout out to Sarah Wright, Director of Giving and Events, for her event leadership.
- The communications, engagement, and operations teams for their logistical, technological, and facility support.
- Staff, friends of staff, members of the Board and Service Alliance who volunteered to help setup and serve on event day.
- The Service Alliance for their "hang out" party ahead of the show to help us get art fully ready.
- The Art Show Committee (Joanna Britt, Leslie Karpinski, Lynn Eisenberg, Barbara Fager, Randi Honeycutt, and Ashley Sanders) for tireless work throughout the entire process over the last five months.
- The artists for their participation and sharing about the show throughout the community.
- Chairs Mimi and Spencer Bennett and honorary chairs Luci and Dek Driscoll were by the development team's side through it all!

Together, everyone's time, energy, and enthusiasm made all the difference. Here's to year 16 on Saturday, March 7, 2026!

Meals-on-Wheels Donor Appreciation Reception

On Friday, March 1 we hosted a donor appreciation reception for a segment of Meals-on-Wheels donors. There were **70** donors in attendance, a mix of artists, board members, and donor-volunteers. Everyone enjoyed the opportunity to view the incredible artwork, reconnect with one another, and experience the beauty of the Generations Center in such a special way. It was a meaningful opportunity to express gratitude, strengthen relationships, and



continue building goodwill and stewardship for the mission we all support.

As a special takeaway, each guest received paper infused with basil or lavender seeds, a symbolic gift representing growth, renewal, and the lasting impact of their generosity. This thoughtful gesture allowed attendees to bring a piece of the evening home with them – planting not just seeds, but also a reminder of the nourishment and care they help provide to others through their support.

Special thanks to Chairs Mimi and Spencer Bennett and honorary chairs Luci and Dek Driscoll for hosting the reception!

2024-2025 Annual Fund

We continue to have strong support of the Annual Fund. As of March 3, prior to Art Show Sales being entered, we've raised **79%** of our \$1.755mil goal. We have \$366,600 more to go! Individual giving remains up by 13% compared to last year.

The End of Calendar Year mailers went to 1,905 donors in print with timed follow-up emails. We received 262 gifts in response to the effort, totaling **\$121,634**. This represents a 7.2% conversion rate of donors who received an invitation to give. The average gift size was \$464.25.

Sponsorship bundling continues to flourish. We now have bundle commitments from seven community partners:

- Allegacy Federal Credit Union
- Arbor Acres
- CarePatrol of Winston-Salem
- Garner Foods Foundation
- Leonard Ryden Burr
- Novant Health
- Southern Pharmacy Services

Please be sure to express gratitude to any contacts you have at these places. If there are any you are interested in learning more about or thanking personally, let me know and we can discuss strategy. Continue to share about this exciting opportunity with your networks as well.

Save the Date

- 10th annual 7 over Seventy Awards Luncheon – Thursday, August 21, 11:30 AM
- 25th annual Evening for Alzheimer's Care – Friday, October 17, 2025, 6:30 PM

Respectfully submitted,

Mark Batten
VP of Development

Finance

The Accounting department finalized the 2024 tax season and is currently preparing for the upcoming fiscal year 25-26 agency budget planning and preparation process. The finance team meets weekly to discuss and prioritize deadlines. Sharon Perrone shares accounting priorities weekly with Kristen Perry.

Department accomplishments this quarter are listed below:

1. Various process notes and videos created for future reference and training materials.
2. Streamlined accounts payable vendor check requests process to eliminate paper storage.
3. Developed a cumulative year over year events revenue and expenses report including all past years.
4. Continuing review of current fiscal policy for possible updates.
5. Nov. 2024 – Jan. 2025 agency financial statements issued.
6. Received successful and favorable Piedmont Triad Regional Council (PTRC) annual monitoring/audit visit results.
7. Began drafting salaries and wages multiple grants allocation percentages worksheet/reference tool to assist with future grant applications.
8. Reconciled Creative Connections Capital Campaign expenses with construction budget.
9. Forecasted future Creative Connections Capital Campaign funds remaining to support fiscal years 25-26 and 26-27.
10. Produced Q2 FY2425 NMTC financial statements for Cherry Bekaert.
11. Electronically filed fiscal year 23-24 annual IRS 990 reports for 3 entities (SSI, SSF, and SSSC).
12. Multiple monthly, quarterly, and annual required grants reporting filed.
13. Cross-training of CD schedule, general ledger accounts reconciliations, and ARMS accounts receivable program billing occurred.
14. Filed SSI and SSSC bi-annual NCDOR sales tax reimbursements.
15. Completed fiscal year 23-24 annual required federal single audit with favorable results.
16. Prepared Forsyth County's Business Personal Property Listing (BPPL) 2025 forms with 2024 calendar year expenses for both Shorefair and IGC buildings.
17. Utilizing volunteers for PTRC ATMS reassessments and waiting lists in addition to digitally storing general ledger journal entries.
18. Closed fiscal year 23-24 in accounting software, MIP.
19. Created and mailed calendar year 2024 SSI vendors' IRS 1099 forms.
20. Submitted annual New Markets Tax Credits (NMTC) construction financing annual community benefits report.

Respectfully submitted,

Sharon Perrone
Director of Finance

Human Resources

We are excited to welcome the following new members to our team:

- Brenda Nolasco – Social Work Case Manager, Living at Home Department
- Andi Labosky – Meals-on-Wheels Service Associate

Staff Committee Updates All committees have now met at least once, with some meeting multiple times. Here are updates from two committees below:

Employee Engagement On December 12, the Employee Engagement Committee hosted the Senior Services Holiday Party, featuring Olive Garden and a spirited game of *Holiday Jingle!* Staff feedback highlighted high engagement and enjoyment. Looking ahead, on March 21, we will host a Staff Chili Cook-Off, where 12 teams of three will stir up some fun! The committee is also planning upcoming events, including:

- Mindfulness Mondays
- 50th Anniversary Celebrations to get in on the fun with the Williams Adult Day Center
- Staff Art Activities and more!

Belonging Council shared three priorities at the 2/25/25 Family Meeting:

- Strengthening connection and engagement among Home Care Aides and WADC staff.
- Ensuring open dialogue on difficult workplace topics.
- Promoting fairness and equal opportunities for all employees.

Staff Trainings

Supervisor Skill Building. Our first training session on 1/29/25 provided an overview of supervisory skills and policy refreshers. Based on positive feedback, we have scheduled additional Manager Training Sessions throughout the year to include the following topics:

- Hiring Bootcamp
- Performance Feedback & Coaching Conversations
- Adverse Action, PIPs, and Documentation
- It's Okay to Be the Boss
- Reflection & Celebration

All Staff Training. We are working collaboratively across organizational areas to develop a staff training calendar for the year. Training sessions have been prioritized based on staff survey feedback and are designed to equip staff with practical knowledge that enhances their effectiveness in serving our community and builds a variety of skills. They include:

- Policy Refreshers – Regular sessions ensuring all staff stay informed about hiring practices, brand standards, workplace harassment, leave policies, complaints and grievances, and safety procedures.

- People Development – Workshops and roundtables covering communication, teamwork, de-escalation techniques, and goal setting.
- IT & Technology Training – A structured curriculum of beginner and intermediate sessions on Microsoft Office Suite, Teams, OneDrive, SharePoint, and recognizing cybersecurity threats.
- Job-Specific & Service Training – Specialized sessions for program staff covering dementia sensitivity, home visit safety, mental health first aid, social services administration, and compassion fatigue.
- Wellness & Employee Support – Focused training on mindfulness, cultural competency, workplace grief and loss, and stress management to promote a healthy and inclusive workplace.

As always, I am here to listen, support, and help in any way I can. Please reach out in whatever way works best for you!

Best wishes,

Kaitlin Wilmoth
Director of Human Resources

General News and Notes

Happy New Year! It's hard to believe we're already three months into the new calendar year. The Senior Services team continues to work incredibly hard each day to bring our mission to life and to move our organization forward. As you can see from these reports the Senior Services team has started the year strong! Here are a few general updates:

Aging Outlook and Service Report. I am excited to share that Senior Services has released it's second annual Aging Outlook and Services Report. Our Business and Data Analyst, Yakeemah Faulkner, along with support from the communication and engagement team, the aging resources department, and more has been hard at work compiling information for this report. In this second year, we've focused on additional visual elements and data that are compelling for various audiences. This report is developed to provide relevant statistics related to the landscape of aging in our community and to share a snapshot of how Senior Services programs are serving older adults and responding to needs in Forsyth County. Here is a link to the report on our website: <https://seniorservicesinc.org/aging-outlook-service-report/>.

Season of Reflection (Reviews, Goal Setting, and More) For the second year in a row, ahead of annual review and goal setting conversations, each department/agency leader developed a survey to get feedback from their teams. The surveys could be completed anonymously and were designed to gather information about what staff think is working well and areas that may need some attention within their teams. This year, we also asked teams to share their thoughts on how their department leader was faring in several key leadership domains and the leadership skill areas they thought the department leader should most focus on in the coming months. This data was compared with self-assessments each leader took earlier in the year to help identify gaps and better hone in on development opportunities for each person. I wanted to share how much we all appreciate staff taking the time to reflect on the last couple of years and sharing their honest, thoughtful perspective through the survey/evaluation tool. The results for each leader were compiled, reviewed, and shared with them. They have given valuable information and are helping to inform our annual review and goals conversations. Thank you for participating!

IGC has a new partner – Black Coffee and Cuisine. Don't forget Black Coffee and Cuisine, the new Generations Center café, is now open for business. The first two weeks in March will be a soft opening with Al Shaw, the owner, serving his breakfast menu one week (8:00am-10:00am), his lunch menu the second week, before going to his full menu beginning March 18. In March he will operate on Tuesdays, Wednesdays, and Thursdays only. In April, he will serve his full menu Tuesdays – Fridays, and come May 1 he will be operating a full five days per week. Please stop by the café and meet Al and buy some tasty treats.

We remain incredibly grateful for the support and leadership of our Board, and for the dedication and commitment our staff shows in their work day in and day out.

Respectfully submitted,
Kristen Perry
Chief Operating Officer