



2024 IMPACT REPORT

Program of All-Inclusive Care for the Elderly

PACE Senior
CommUnity
Care

 **Volunteers
of America** | NATIONAL
SERVICES

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INTRODUCTION LETTER

As we reflect on the past year, we are proud to share significant milestones in our journey at Senior CommUnity Care PACE. This year has been marked by remarkable growth in both our Maryland and Jefferson County programs, underscoring our commitment to enhancing the lives of seniors in our communities.

In 2023 we announced the opening of our new facility in Louisville, KY, as well as expansion into Northern Kentucky in 2024. These new locations not only broaden our reach but also allow us to provide our vital services to more individuals and families in need. Our team has worked tirelessly to ensure that each new facility embodies our mission of compassion and support, delivering high-quality care that promotes independence and well-being.

As we continue to expand, we remain deeply grateful for the support from our dedicated board members, staff, vendors, and partners at both the federal and state levels. It is through these collaborative efforts that we can make a meaningful impact on the lives of those we serve.

Thank you for your continued interest in and support of Volunteers of America Senior CommUnity Care PACE.



Eric Nilsen

Regional VP, PACE Operations

Program of **All-Inclusive Care for the Elderly (PACE)** is designed for adults 55 and older. PACE facilitates the necessary supports so that individuals can safely live in the home they love and families can have peace of mind. PACE works to promote and provide for the independence of aging adults. It is a personal approach to meet the individual needs of our community members.

- By utilizing PACE-designated providers, individuals work with a **team of health professionals** to receive coordinated care, including primary care, physical therapy and social support.
- **Additional services** such as home health, transportation, dentistry, and social connections are included. For most participants, the comprehensive service package **enables them to remain in their community** rather than receive care in a nursing home.
- We are available **24/7/365**.
- **Referrals into the program are welcome** from practitioners, family, friends, or self.



WHO WE ARE

MISSION STATEMENT

Our mission is to enhance the quality of life and independence for 55+ adults by providing services, which help them stay in their community and in their own residence.



WHO WE ARE

NORTH CAROLINA, since 2013

=164

=94

Wake, Durham, and a portion of Granville Counties

MARYLAND, opening 2025

=21

Prince George's County

NORTHERN KENTUCKY, since 2024

=14

Serves Boone, Campbell, Kenton, Gallatin, Carrol, Owen, Grant, and Pendleton Counties

KENTUCKY, since 2023

=45

=21

Serving Jefferson County

JEFFERSON COUNTY, opening Dec. 2024

Jefferson County

MICHIGAN, since 2015

=224

=91

Ingham, Eaton, and Clinton Counties, and portions of Shiawassee and Jackson Counties

COLORADO, since 2008

=306

=112

Delta and Montrose Counties



739

PACE participants
in 4 states

PACE PARTNERS



353

PACE staff
in 5 states



Kentucky



Maryland



Michigan



Northern Kentucky

NELLY ROYSTER

How was life before PACE?

Before PACE, I was overwhelmed with grief after losing my mom, sister, and two brothers in a short time. I felt incredibly lonely and shared my struggles with my Duke Primary Care doctor.

How has life been since you have been a participant at PACE?

Since joining PACE, I no longer feel lonely. I've made wonderful friends at the day center, where I attend five days a week. I have an aide who helps me get dressed in the morning before transportation takes me to the center. While there, I work out in the rehab gym with my physical therapist and enjoy chair exercises with my friends.



What would you tell someone who is interested in PACE?

I would encourage anyone to consider PACE. It's a great place to make friends and connect with others. I particularly love playing BINGO every Friday after lunch—it's one of the highlights of my week.

PARTICIPANT STORIES

SCC NORTH CAROLINA

Executive Director Impact Statements



This year, SCCNC enhanced our activities programming by expanding the number of small participant groups to include gardening, jewelry club, cooking club and a digital literacy group. We expanded our community visitors and resumed community outings including a new monthly Farmer’s Market outing from May through September which has been well received by our participants. Our innovative programs are designed to address both physical and psychosocial needs of our seniors, maximizing their independence and increase quality of life.

SCCNC has integrated two technology platforms into our care planning to have objective data for IDT members to use to improve participant care and implement appropriate interventions. A group of our participants received a remote monitoring device on their assistive device provided by WalkWise. This device provided data on how often our participants used their device. IntusCare which provides business analytics tracked these participants and found that walking related falls were decreased by 16% and falls with harm were decreased 48% in the first 7 months after implementing WalkWise.

SCC NORTH CAROLINA

Jane Venick // Executive Director



Diversity Equity and Inclusion (D.E.I)
SCCNC is dedicated to creating and fostering an inclusive environment where employees and participants feel respected and valued bringing their authentic selves to the site. 75% of our participants are persons of color and 66% are women. This year we have celebrated many cultures and holidays with participants and staff. Just to name a few events this year, DEI hosted our 4th annual MLK breakfast celebrating the legacy of Dr. King. Staff and participants were able to learn about the Jewish High Holy Days and Christmas and Easter traditions around the world. The participants also enjoyed the Pride parade celebrating LGBTQ+ Pride month and a Juneteenth Luncheon supporting locally Black-owned businesses. We strive to continue to learn about the diversity all around us.





Senior
CommUnity Care
of North Carolina
wins WalkWise
Program of
the Year



WalkWise is excited to announce that **Senior CommUnity Care of North Carolina (SCCNC)** has won the WalkWise Program of the Year Award, which was announced at the 2024 National PACE Association Annual Conference in San Diego. This achievement highlights SCCNC’s commitment to leveraging technology to improve the well-being of seniors, which aligns perfectly with this award’s core values and objectives.

A dedication to communication and driving meaningful interventions has marked the partnership between WalkWise and Senior CommUnity Care. SCCNC has successfully integrated digital solutions into their care workflows, allowing for remote monitoring and better health outcomes. **The impact of adopting new technology can be seen in the remarkable accomplishments they have achieved to benefit their participants, such as reducing falls with injury by 48% and inpatient days by 51%.**

SCCNC’s open communication, dedication to follow-up, and integration of other care teams at their PACE program has been crucial to the success of their technology adoption. They have set a standard for excellence and innovation, and this award celebrates the power of collaboration to drive meaningful change.

We extend our congratulations to the entire team at Senior CommUnity Care of North Carolina, whose hard work and dedication have been crucial to the ongoing success of their program. Together, we are committed to improving the lives of seniors and making a lasting impact.



The Harry and Jeanette
Weinberg Foundation

The Harry and Jeanette Weinberg Foundation – granted VOANS PACE \$400,000 in grant money to support the construction of Senior CommUnity Care of Maryland, located in Prince George County, MD. Opening date in 2025.

hjweinbergfoundation.org

BARBARA HUGGINS



How has PACE helped you live independently?

I am wheelchair-bound and able to live alone because I am a part of PACE. My husband was my caregiver, and when he passed away, I thought that I would have to move to a nursing home. However, PACE increased my center days and increased my home health, allowing me to continue living in the home that I shared with my husband. I am so very grateful for that.

What are some challenges that you faced before you were a participant at PACE?

My life was not as stable before PACE. I have stayed in the same home and have received healthcare from PACE for some years now. It has been good stable care.

PARTICIPANT STORIES

What would you tell someone who is considering PACE?

You should join PACE so that you can make friends and live independently. The staff cares for you like you are their family.

SCC NORTH CAROLINA

PACE IMPACT



“ My mom was enrolled in the program at PACE and looked forward to spending time with the friends she made and the staff at the center. **She was well loved and taken care off**, from the bus drivers to the care team she loved and appreciated everyone. My family and I appreciated everything and everyone who came across her path while at PACE. A special thank you to Ebony for being there for us during her final days.

~ Brenda M. (SCC of North Carolina)

“ The PACE program is a great service to the community. I enjoy seeing the way the team of professionals who work there, partner with our participants to meet their needs. This benefits all of our participants in **maintaining their independence and connections within the community.**

~ Kristen N. (SCC of Michigan)

“ PACE provides exceptional care to senior citizens, and is truly remarkable with a dedicated and compassionate network of providers, ensuring the well-being of all clients. The abundance of resources available to clients creates a **supportive and enriching environment, enhancing their overall quality of life.** Additionally, PACE offers a sense of security to caregivers, knowing their loved ones are in capable hands. This program is a true blessing for both seniors and their families, making it a top choice for anyone seeking unparalleled care and support.

~ Kelly B. (SCC of North Carolina)

“ I find it to be humbling and extremely gratifying to be able to be a part of participants lives in many ways. They feel like family, and they also tell me that PACE and all the people that care for them and assist them are family to them. Many times, some little thing that is so easy for me is daunting to them. **It brings great joy to be able to assist them to accomplish what they thought was impossible. This is where I belong.** We try to treat everyone as a special, valuable part of our PACE family with no regard to any of the myriad differences among us. Each is valued and appreciated for their own special, unique qualities. Participant's and employees alike.

~ Sherry S. (SCC of Colorado)

Executive Director Impact Statements



We've seen a 10% increase in participant enrollment over the past year, with a 3% rise just since the start of the fiscal year. This growth truly reflects the trust and confidence our community has in our program. I'm also happy to report that our participant satisfaction surveys show a 96% satisfaction rate, highlighting the amazing work our staff is doing to provide caring and high-quality support.



SCC MICHIGAN

Becca McKenna // Executive Director



This year, we introduced in-house Behavioral Health programming, including the addition of a Behavioral Health Therapist. The feedback has been incredibly positive, and we've already seen a significant improvement in our participants' mental health. These new programs are designed with the utmost care to meet the needs of our aging adult population.



BO HINES

Bo has been a PACE participant since October 2016. He had suffered a major stroke and fall in February earlier that year, leaving his left side paralyzed and in a medical induced coma for 21 days. Bo and his wife were living in Missouri and decided they would move in with their daughter in Michigan. After moving in with his daughter, it was clear she needed more support to help keep him safe in the community and he was referred to the PACE program.



PACE was able to provide caregivers, transportation, medications, and routine skilled therapy to regain his strength and functioning. After two years of working with the PACE therapy team, Bo was able to transition from a wheelchair to a walker. Bo had initially resigned himself to believe that he would never walk again and was terrified of the prospect of having to live the rest of his days in a nursing home. PACE is able to transcend the ordinary boundaries of the healthcare system in order to keep individuals living safely in the community.

PARTICIPANT STORIES

SCC MICHIGAN

KAREN KENNEDY

I want to express the incredible impact the PACE team has had on our family. My sister Heather and I began noticing our mom, Karen, struggling with everyday tasks in 2021 after her cochlear implant surgery. Initially, it was just a few forgetful moments, but things worsened—she got lost in her hometown and forgot to take her medications. By September, she was diagnosed with dementia, followed by Alzheimer's in January 2023.

Thanks to a recommendation from the Tri-County Office on Aging, we connected with PACE. They advised us to enroll Mom in Medicaid, which she qualified for, allowing us to work with them to help her stay in her apartment longer. Throughout the summer of 2023, PACE worked diligently to keep Mom safe and healthy, despite challenges like her apartment complex's restrictions on staff visits.

By July 2023, it became clear that Mom could no longer live safely alone. PACE facilitated daily visits to the day center and helped my sister improve Mom's home safety with aids and security cameras. However, when Mom moved in with Heather, it was only for three months due to worsening behavior that left Heather exhausted and sleeping on the couch.

The PACE team then helped us find a placement at The Ridge, which was far better than anything we could have managed on our own. We were anxious about the costs, as Mom relied on Social Security and a small pension. After some time at The Ridge, we now need to transition her to a smaller facility due to capacity issues.

We will miss the PACE team that made caring for Mom possible. I truly don't know what we would have done without them; their guidance, empathy, and support were vital in keeping Mom safe during this challenging time. PACE is more than a service; it's a ministry that has helped us through a confusing and traumatic period.

I wish I could name all the wonderful staff who supported us, but I want to especially thank Elizabeth, Jeanette, Bailey, Carrie, and Leslie. We are deeply grateful from the bottom of our hearts.

** This testimony has been summarized for clarity and formatting*



PARTICIPANT STORIES

SCC MICHIGAN

PACE NATIONAL OVERVIEW

Most participants are dually eligible for Medicare and Medicaid. They must be eligible for nursing care and live in a designated PACE area.



The average age of participants is 76



156 PACE Organizations



76% Live in the community

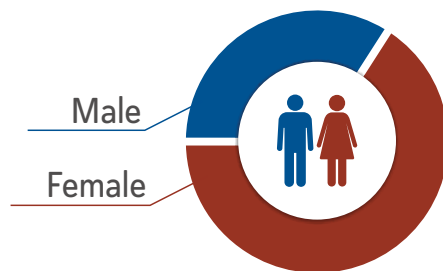
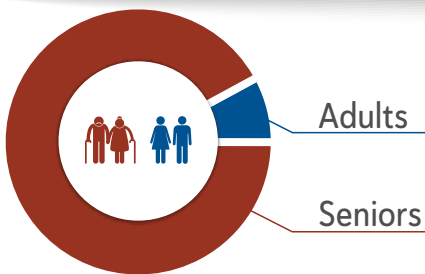


326 PACE Centers



23,564 Meals Served

States pay PACE programs on average 12 percent less than the cost of caring for a comparable population through other Medicaid services, including nursing homes and home and community-based waiver programs.



Top 5 Ethnic Groups Served

- White
- Hispanic or Latino
- American Indian or Alaska Native
- Black or African American
- Other

81.76%

Participants are dually eligible for Medicaid and Medicare

17.41%

Participants are Medicaid-only

81.76%

Participants pay a premium (Medicare-only and other)

In Medicare, payments to PACE organizations are equivalent to the predicted costs for a comparable population to receive services through the fee-for-service program.

GROWTH

Over the course of the year, we successfully achieved an enrollment of over 300 participants in our program, with 65 new participants joining and only 28 disenrolling. This reflects our ongoing dedication to reaching those who can benefit most from PACE services. We are optimistic about increasing our growth rate in the coming year as we continue to focus on serving our community.

SATISFACTION

We are proud to report that the SCCCO participant satisfaction rate increased from 90.8% in 2023 to 95% in 2024. This significant improvement underscores our commitment to providing high-quality care and services to the participants enrolled in our PACE program. Additionally, the number of participants who would recommend PACE to a friend or family member rose by nearly 8%. This rise in confidence and trust indicates that our participants feel secure in the care they receive, which enables them to continue living safely within the community.

UTILIZATION

SCCCO has consistently met and exceeded our utilization goals, maintaining low hospitalization and ER visit rates. We attribute this success to the diligent efforts of our Interdisciplinary Team (IDT) and Care Teams, who work tirelessly to manage the care of our participants within their homes and the community. We are also proud to have maintained our goal of keeping 90% of our participants living in the community, rather than in nursing homes.

STAFF RESTRUCTURE

The year 2024 brought significant organizational changes to SCCCO. We welcomed Cara Helmick as our new Executive Director, with Trisha Martinez taking on the role of Center Director in Montrose and Acacia Ator as Center Director in Eckert. Additionally, we re-established Integrated Care Managers in both counties, with Terrica Garrison in Eckert and Mari Moreno in Montrose, to enhance care coordination for participants who visit local hospitals and to provide better oversight for those residing in residential facilities. We also hired a Provider Relations Representative to serve as a liaison between SCCCO and our community-contracted providers. This role aims to foster stronger working relationships and support the resolution of contracting, claims, and operational issues.

SCC COLORADO

Cara Helmick // Executive Director



ACHIEVEMENTS

Our community outreach team has made tremendous strides in building relationships with community providers and expanding our presence in the areas we serve. Through attending numerous community events, hosting ice cream socials, and carrying out random acts of kindness, we have strengthened our community ties. Additionally, Dr. Schoo has been instrumental in forging professional connections within the medical community, presenting continuing education at Montrose Memorial Hospital, with plans to extend these opportunities to Delta Health and other medical partners.

This year has been one of growth, increased satisfaction, effective utilization, organizational restructuring, and community achievements, all contributing to the ongoing success and impact of SCCCO on the Western Slope.





Click on image to watch the video

Barbara and Robin

Watch the latest video testimonials
from our PACE participants and staff

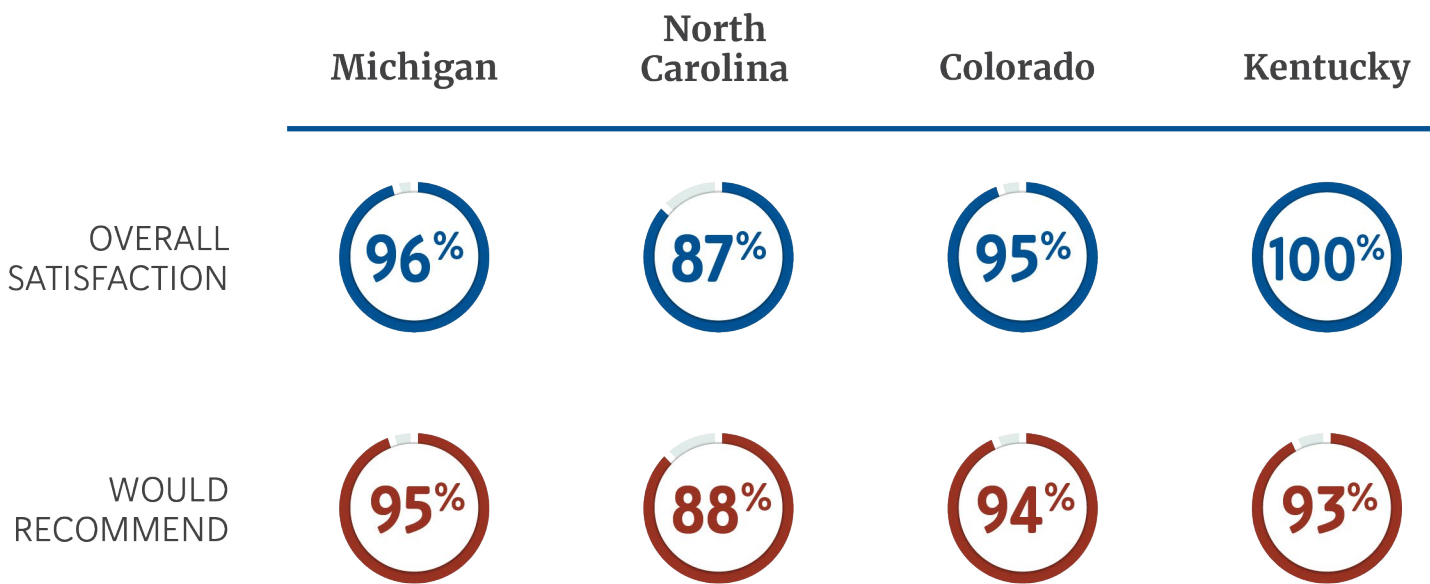


Click on image to watch the video

Vicki Lee and Gavin



PARTICIPANT SATISFACTION FY2024



Our programs are located in Louisville, Kentucky, and we currently serve 68 participants, all residing in Jefferson County. I would like to highlight the impact our program has had on the community since we have opened the first program in August of 2023.

Participant Growth and Satisfaction: We have seen a 183% increase in participant enrollment this year, demonstrating the trust and confidence our community has in our program. Our participant satisfaction surveys indicate a 100% satisfaction rate, a testament to our staff's commitment to providing compassionate and high-quality care.

ENHANCED SERVICES AND PROGRAMS

This year, we were excited to receive approval from the Commonwealth of Kentucky to launch our new program, Senior CommUnity Care of Jefferson County. We plan to begin serving participants at this new program in January of 2025. This program is located in the south end of Louisville, which will better serve the local population.

STAFF DEVELOPMENT AND RECOGNITION

We love to recognize the efforts of our staff here in PACE. As a relatively new program, often it is a requirement that our staff wear multiple hats in order to meet the needs of our participants and what the day has to offer. PACE can be a very challenging but rewarding a career, and we are so thankful for the dedicated staff members that serve our participants every day. As a team we believe that it is the mission and not the position that one is called for.

GROWTH

The team at Senior CommUnity Care of Kentucky has enjoyed and overcome the challenges of the PACE model of care. As the first new program VOANS has launched in almost a decade, we have relied on our partnerships and supports across the country to assist with our financial and operational success. While we initially had a slower than anticipated start to our program, we have found our footing this year and have steadily increased the number of participants we serve. We continue to reach new referral sources as marketing and outreach spreads the word of this awesome and robust model of care.

SCC KENTUCKY & JEFFERSON COUNTY

Chiquita Booker // Executive Director



COMMUNITY ENGAGEMENT AND PARTNERSHIPS

We have strengthened our partnership with Christian Care Communities. Our downtown Day Center is located in the garden level of Christian Care Communities' Friendship House, an affordable senior housing building. By offering the full array of PACE services on the campus, residents are able to maintain their independence with PACE and enhance their quality of life. Currently, there are over 30 participants in the PACE program that reside in Friendship House or the nearby Chapel House.





SCC of Northern Kentucky PACE hosted a grand opening and ribbon cutting ceremony on July 17.

Senior CommUnity Care (SCC) of Northern Kentucky is celebrating the opening of the Program of All-Inclusive Care for the Elderly (PACE) serving eligible participants residing in Northern Kentucky – including Boone, Campbell, Kenton, Gallatin, Carroll, Owen, Grant and Pendleton counties.

SCC of Northern Kentucky is a partnership of Volunteers of America National Services (VOANS) PACE Holding Company, a recognized PACE operator, and St. Elizabeth Healthcare.

Additional community supporters include VOA-Mid-States, continuing their commitment to the vital services to this region. St. Elizabeth Healthcare and its affiliated physicians have partnered with PACE to provide care for the program’s participants. Baptist Life Communities is also a sponsor of this program.

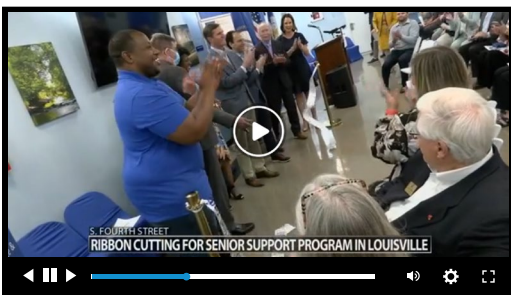
Read the full article: www.nkytribune.com

“ Older adults who prefer to stay at home instead of going into a nursing home now have a new option in Louisville. State and city leaders on Friday cut the ribbon for the new Program of All-Inclusive Care for the Elderly (PACE) in Louisville. Starting July 1, the federal-state program will start serving eligible people over the age of 55 in Jefferson County, as it does in more than 300 locations nationwide. In Louisville, it will operate in the lower level of Friendship House on South Fourth Street in Old Louisville.

WDRB News: LOUISVILLE, Ky. (WDRB)



State and city leaders cut the ribbon on a new PACE program in Louisville, KY, that will begin serving older adults in Jefferson County on July 1.



Click on image to watch the video

PACE Senior
CommUnity
Care



www.voans.org



2024 IMPACT REPORT

INQUIRIES

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