

Impact Report

FY 2025





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Dear Partners, Stakeholders, and Friends,

It is with great pride and gratitude that I present this year's PACE Impact Report, reflecting on a transformative period for the Volunteers of America National Services PACE programs and for the seniors and families we serve.

This past fiscal year has been marked by significant growth and achievement as we've worked tirelessly to fulfill our mission of providing comprehensive, community-based care that enables older adults to live independently and with dignity in their own homes. Our progress represents not just organizational milestones, but real lives changed, families supported, and communities strengthened.

I'm pleased to share that we've opened three new PACE programs this fiscal year — one in Maryland, one in Louisville, and another in Northern Kentucky. These centers are more than buildings; they are gateways to quality care, community connection, and hope for hundreds of seniors who might otherwise face institutionalization. Additionally, we're working toward expanding our footprint into Florida in 2026, bringing the proven PACE model to even more communities where it's desperately needed.

Throughout this year, we've remained steadfast advocates for our participants, working at every level to ensure that seniors who require comprehensive care have access to the support they need while remaining safely in their homes and the communities they love. This advocacy work is at the heart of what we do, and it continues to drive our daily decisions and long-term strategy.

As you review this report, you'll see the faces and stories behind our numbers—individuals whose lives have been transformed by the PACE model and staff members who are dedicated to providing the best care in communities across the country. I invite you to celebrate these achievements with us and to join us as we look toward continued growth and impact in the year ahead.



With gratitude,

Eric Nilsen

Regional Vice President, PACE Operations

WHO WE ARE



OUR HISTORY

Volunteers of America National Services (VOANS) is a subsidiary of Volunteers of America, Inc. (VOA), one of the nation's largest faith-based human services organizations. VOA was founded in 1896 by social reformers Ballington and Maud Booth with the mission to reach, uplift, and serve those in need. The founding mission continues to be fulfilled today. From unhoused veterans to seniors and families in need to at-risk youth, men and women returning from prison, and those recovering from addiction, VOA is transforming lives by improving the health, happiness, and stability of communities across the nation.

VOANS was established to provide quality affordable housing and healthcare services to further support people facing challenges due to income, age, and physical or mental disability, with a specific focus on seniors. VOANS is one of the few organizations with a proven track record for providing compassionate, service enriched housing, nursing care, assisted living, and the program for all-inclusive care for the elderly (PACE).

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.”

MISSION

We positively impact the lives of individuals through affordable housing and compassionate care.

VISION

Communities where everyone has the housing and services they need to flourish where they live.

STRATEGIC PRIORITIES

Our pillars serve as our priorities and provide direction on how we intend to achieve our vision.

- Building a Financial Foundation for Resilience and Growth
- Investing in our Values-Driven Workforce - the Foundation of our Mission
- Expanding Resident- and Community-Centered Solutions in Select Markets for Smart, Sustainable Mission Growth
- Multiplying Impact Through Strategic Partnerships with VOA Affiliates and Mission-Driven Organizations

[Access the FY25 VOANS Impact Report here.](#)





Jane Venick, Executive Director

Senior CommUnity Care of North Carolina (SCCNC) is pleased to announce that it has submitted a Request for Proposal (RFP) application to expand Program of All-Inclusive Care for the Elderly (PACE) services into Johnston County. This proposed expansion reflects SCCNC's continued commitment to addressing the growing needs of North Carolina's aging population by providing comprehensive, community-based care that enables seniors to maintain independence, dignity, and quality of life.



The PACE program has truly been a blessing for my parent. It provides us with peace of mind knowing that our loved ones are in such capable and caring hands. We highly recommend their services to anyone seeking comprehensive, compassionate care for their aging family members.

Jess, May 2024

PARTICIPANT SATISFACTION

overall satisfaction **94%**

would recommend **88%**

Source: SCCNC 2024 Satisfaction Survey

Reclaiming Life's Pleasures: John's Story of Recovery with PACE

John M., who was living in another state and working as an interior designer came to Raleigh, North Carolina about three years ago to visit family and had a stroke during his visit. This stroke required him to get rehabilitative therapy and then be placed in a nursing home in Raleigh, where he remained until joining PACE.

PACE worked with the Money Follows the Person (MFP) program to help bring John into the community, helping to find an accessible apartment to meet his needs, as he is wheelchair bound. PACE also conducted a lengthy pre-enrollment home assessment for safety and provided recommendations for initial home function. PACE provided John with needed durable medical equipment even before enrollment after he was discharged from a skilled nursing facility to allow for a safe home discharge.

Since then, John has truly enjoyed his ability to maneuver throughout his home and his environment at will. He has reported to PACE staff that his biggest joy is to cook fun and interesting meals at home and to re-engage in his artistic recreational activities. According to John, PACE has completely changed his life for the better.



Shared Humanity and the Table of Wisdom: A Creative Narrative

by Steven A., SCCNC Participant

At the heart of the senior community center—where time dances in slow, reflective rhythm—a grand assembly gathers daily. It's the Table of Wisdom, a place where voices, though sometimes frail, resonate with the depth of life lived.

THE GATHERING

From all walks of life, they come. Some guided by the gentle hands of caregivers, others wheeling themselves with dignified determination. Some faces hold a silent, foggy gaze, while others sparkle with tales yet untold. Together, they wait for lunch—an ordinary moment, made extraordinary by their presence.

THE CHRONICLES OF AGES

Each wrinkle, a chapter. Each sigh, a sentence. Each smile, an unwritten verse.

THE NARRATIVES UNFOLD

There's Deborah, whose hands once cradled the sweet weight of newborns, now tremble gently with age. She remembers the scent of her garden, the laughter of children, the sorrow of goodbyes. Next to her, Bill, who fought battles far and wide, now fights the quiet war within his mind. His stories of valor, now snippets of memories, still echo with courage and hope. And there's Betty, who speaks of a love that endured through decades, of letters written and hands held. Her voice, though soft, carries the strength of a heart that has loved deeply and truly.



COMMUNION OF STORIES

As lunch is served, conversations bloom. They speak of childhoods spent in different lands, of marriages that spanned oceans and decades. Each tale, a precious thread in the tapestry of time.

THE SILENT WISDOM

For those who can no longer voice their thoughts, their eyes speak volumes. The aged faces, like ancient tomes, reveal stories of resilience and grace. Every lined forehead and weary expression whispers secrets of the past, lessons learned and legacies left.

A SYMPHONY OF CULTURES

Their stories are not just personal but cultural treasures—embodying hopes, loves, and faiths from every corner of the globe. Each narrative, whether spoken or silent, adds to the rich mosaic of human experience, connecting a generational thread of shared humanity.

created Feb. 7, 2025



Becca McKenna, Executive Director

Celebrating 10 Years of Care and Community

This year, Senior CommUnity Care of Michigan proudly marks a decade of serving older adults and their families through the PACE program. Over the past 10 years, we've witnessed lives transformed, independence regained, and countless moments of joy and connection.

We're deeply grateful to our participants, families, caregivers, staff, and community partners for being part of this journey.



SCC MI at the Capital:



PARTICIPANT SATISFACTION

overall satisfaction **97%**

would recommend **93%**

Source: SCCMI 2024 Satisfaction Survey



Beth's Story: 10 Years with PACE

In April 2025, Senior CommUnity Care of Michigan commemorated 10 years of service with an open house event recognizing participants who had been with the program since its inception in 2015. One of those participants (Beth) shared reflections on her experiences with PACE throughout the years.

When Beth initially became an active participant at our center, she was using a walker. She shared how, after age 50, her health began to decline and she is currently managing several illnesses including (list the illnesses). After 10 years at PACE, Beth is no longer using a walker and hasn't progressed to using a wheelchair. She is in good spirits and is proud that she doesn't have diabetes.

Beth has worked closely with the clinic to find solutions of wound care products that work for her due to many skin irritants and preferences. She also works closely with our dietician Amanda for wound healing, as well as to help her diet while managing to stay away from her 36 different food allergies. Beth also works closely with Amanda to manage her Crohn's symptoms, as she doesn't wish to take the medications for Crohn's disease. With Amanda's education, Beth takes a



natural food-oriented approach which is working. When she was recently hospitalized, doctors saw no signs of Crohn's.

Prior to joining PACE, Beth would black out for 2-4 days before someone found her. She credits her success to continuing at-home to daily home-care, rehab, and her personal emergency alert button.

Beth feels like PACE has opened a new path for her future and her health. She credits this to all the staff who have become like family.

"The impact PACE has made on my life during the past 10 years has been tremendous. It has improved my health, my happiness, and my stability—physically, spiritually, mentally, and emotionally."

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Chiquita Booker, Executive Director

July marked an exciting milestone for our **Kentucky PACE** as we celebrated our second anniversary since opening our doors, continuing our mission of providing comprehensive, compassionate care to seniors in our community.

Even more special, August marked the two-year anniversary of our very first participant, who unfortunately transitioned in the first quarter of this year. Her journey reflected the heart of what PACE is all about—helping older adults live safely and independently with the support of a full team behind them in the community for as long as they are able.

As we reflect on two years of service, growth, and success, we continue to look forward to new beginnings.

In January 2025, we officially launched **Jefferson County** in the South End of Louisville. This program continues our effort and ensures that even more Kentuckians have access to high-quality, coordinated care. This new site brings the same level of excellence and dedication, with personalized healthcare, transportation, activities, and supportive services all designed to meet the unique needs of each participant. Between the two programs, we have received over 90 referrals monthly from our community partners throughout calendar year 2025.

From our very first member at the Kentucky program to our newest participants at Jefferson County, we're proud of the impact PACE is making across Kentucky — one person, one family, and one success story at a time.



Mr. Tom's Story

Healing through Music, Care, and Joy

Affectionately known by everyone as “Mr. Tom,” this spirited gentleman brought more than just medical records when he first walked through the doors of the Senior CommUnity Care of Jefferson County PACE Center — he brought music, joy, and a presence that’s hard to forget.

Mr. Tom lives with his daughter. Before he joined PACE, Mr. Tom's daughter managed his many required appointments, medications, and follow-ups related to his complex health condition. His medical journey was anything but easy. Because he was fragile in health and facing several obstacles, his daughter often bore the weight of caregiving alone.

But everything started to shift the day Mr. Tom became a PACE participant.

From the very beginning, Mr. Tom lit up the PACE Center with his energy. A natural entertainer, he wowed the crowd daily with his music, quickly becoming a favorite among both participants and staff. He now attends the PACE Center five days a week, where all of his appointments, diagnostic tests, and transportation needs are carefully coordinated — relieving his daughter and giving her the chance to enjoy her life again.

“I’ve got my problems,” Mr. Tom admits, “but since I’ve been with PACE, I don’t even think about them. I’m just happy.”

He shared that a recent diagnostic test showed no ongoing concerns — something he celebrates with cautious optimism. “Of course, not everything is because of PACE,”

he says, “but getting good, consistent care sure helps.”

Mr. Tom is especially fond of the activities assistant who helps keep his days filled with purpose and fun. Whether it’s singing, socializing, or just soaking in the energy of the center, he’s found a second home at PACE — one that gives him both joy and peace of mind.

For Mr. Tom, healing has come not only through medicine, but through music, laughter, and the knowledge that he — and his daughter — are no longer in this alone.



“I’ve got my problems, but since I’ve been with PACE, I don’t even think about them. I’m just happy.”

Congressman McGarvey Visits Senior CommUnity Care of Kentucky

Senior CommUnity Care of Kentucky was honored to welcome U.S. Representative Morgan McGarvey for a visit to our Louisville PACE center. He met with staff and participants, toured the facility located within Friendship House, and learned how the PACE model supports older adults in Jefferson County.



MAKING HEADLINES

Read more about Congressman McGarvey's visit [here](#)



PARTICIPANT SATISFACTION

overall satisfaction **100%**

would recommend **87%**



Source: SCCKY & SCCJC 2024 Satisfaction Survey

Ms. Hattie's Story: Faith, Family, and Finding Independence Again

At Senior Community Care of Kentucky PACE, one of the participants — affectionately known as Ms. Hattie — is a well-respected Christian and senior in the community, who now calls Friendship House her home. Her presence and deep faith have made her a beloved figure in the community. But her journey to becoming a PACE participant is one marked by struggle, resilience, and a rediscovery of independence.

Originally from a small town, Ms. Hattie faced a difficult time after being discharged from the hospital. Her health declined, and she found herself unable to manage day-to-day life. That's when she moved to Friendship House — and, as she puts it, "From there, it was history."

At first, Ms. Hattie rarely left her apartment, only venturing out for religious events or to check the mail. She was physically limited, often in pain, and deeply saddened that she could no longer attend church — an essential part of her spiritual and social life. Her devoted sister-in-law, Bonita, did nearly everything for her, while also caring for her brother and her husband (Ms. Hattie's brother). The turning point was when Ms. Hattie enrolled in the PACE program.

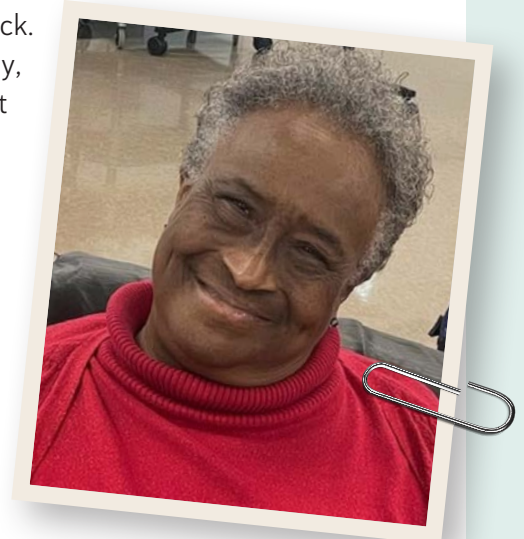
"PACE is the best thing that has ever happened to me," she says with a smile. "Call it lazy if you want to — but I like not even having to leave the building to get everything I need."

Today, Ms. Hattie is thriving. She comes to the PACE center not just for medical care or to pick up supplies, but to reconnect with old friends, make new ones, and enjoy lunch in good company. The socialization has lifted her spirits, and the care she receives has transformed her physical capabilities.

During one of her recent visits to PACE, Ms. Hattie was glowing — it was her birthday. Her family had taken her out to Golden Corral, and she was especially eager to share the news with her physical and occupational therapists: "I got into my sister-in-law's car with very little pain, and I was so excited!"

*"I feel like myself again.
And that's a blessing."*

she beamed. "Next, I'll be going back to church. Before, my pain was so bad I couldn't ride in a vehicle. Now, I'm almost ready." Thanks to PACE, Ms. Hattie says she feels like she has her independence back. Just as importantly, she's grateful that Bonita can now focus on her own health and caring for her husband. "I feel like myself again," she says. "And that's a blessing."





Robert McFalls, Executive Director

Celebrating the Launch of Senior CommUnity Care of Northern Kentucky

On July 17, 2024, Senior CommUnity Care of Northern Kentucky proudly celebrated its grand opening—expanding access to compassionate, comprehensive care for older adults in the region. We are deeply grateful to **Volunteers of America National Services, Volunteers of America Mid-States, St. Elizabeth Healthcare, and Baptist Life Communities** for their partnership and shared commitment to enhancing senior care in our community.



MAKING HEADLINES



Senior CommUnity Care of Northern Kentucky was invited to sit down with Liz Bonis on *What's Happening in Health* to talk about how PACE is transforming senior care! Watch the discussion [here](#)



[Local 12: New center offers alternative to nursing home care in Northern Kentucky](#)



What an amazing organization!

PACE - NKY is changing lives by helping others. The facility is beautiful and the staff are amazing!

Craig Farrell, August 2024

This is a wonderful place to work! This CommUnity center is fantastic! **I am blessed to be a part of this team.**

Shawn Black, September 2024

Donna's Story: A Feeling of Belonging

In August 2024, Donna found herself overwhelmed. Grieving the recent loss of her beloved husband, while also being legally blind and recovering from open-heart surgery, she also developed a painful spinal infection. It was a difficult time—physically, emotionally, and financially. Yet, more than anything, Donna wanted to stay in the home she and her husband had chosen together. Their condominium, with its peaceful backyard fountain, was filled with memories. It was where they had built a life together, and it brought her comfort and connection to his spirit.

Another source of comfort was her loyal dog, Bailey. More than just a companion, Bailey had once saved their lives, alerting them in time to escape a devastating house fire in 2018. Donna couldn't imagine leaving Bailey behind.

As her health declined and depression set in, Donna feared she would lose

everything. Then one day, while listening to the news, she heard about the PACE program operated through Senior CommUnity Care of Northern Kentucky, a service of Volunteers of America National Services. "It was like an answered prayer," she recalls. Donna enrolled in the PACE program and everything changed. Today, she receives comprehensive care through PACE. Her care includes medical services, home health support, transportation, and socialization through the PACE Day Center three times a week.

"They don't just get you to your appointments," Donna says. "They make you feel like family. There are so many laughs, activities and friendships at the Day Center. I feel like I belong again."



"They don't just get you to your appointments. They make you feel like family. There are so many laughs, activities and friendships at the Day Center. I feel like I belong again."



SCCNKY's Medical Director, **Dr. Brittany Calico**, was acknowledged as one of "31 WiSE Women of St. Elizabeth: Fearless Leader" which recognizes women who are dedicated to social justice, service, and community contributions in a leadership role. She was one of two women across the St. Elizabeth hospital system to receive this recognition. WiSE and the Women of Color and Culture subcommittee at St. Elizabeth partnered with the Office of Health Equity, Culture and Community to honor these 31 WiSE Women at St. Elizabeth Healthcare during Women's History Month in March.





Grand Opening: Senior CommUnity Care of Maryland

May 2025 marked the official opening of Senior CommUnity Care of Maryland PACE, a new chapter in providing high-quality, compassionate care to older adults in our region. This milestone represents our commitment to serving the community with dignity, respect, and support.

We extend our gratitude to our partners at **CCI Health Services**, **Volunteers of America National Services**, and **Volunteers of America Chesapeake & Carolinas** for their collaboration and belief in this vision.



Meet Darla

Since being enrolled in the PACE program, Darla has been consistently meeting with a social worker and advocating for herself with regard to updating her vital records. In such a short time, Darla has obtained her birth certificate and she has ordered a new social security card. Darla is also working toward obtaining a real ID. All of these actions will assist Darla in continuing to live safely and independently in the community.



U.S. HOUSE OF REPRESENTATIVES

Certificate of Congressional Recognition

Date Received: 5/22/25

From the office of U.S. Congressman Glenn F. Ivey on our Grand Opening:

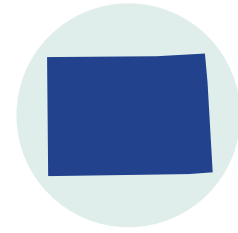
“Your efforts to ensure the needs of our elder community are met are commendable, admirable and needed. Thank you for making our community healthier.”



MAKING HEADLINES

Read more [here](#)



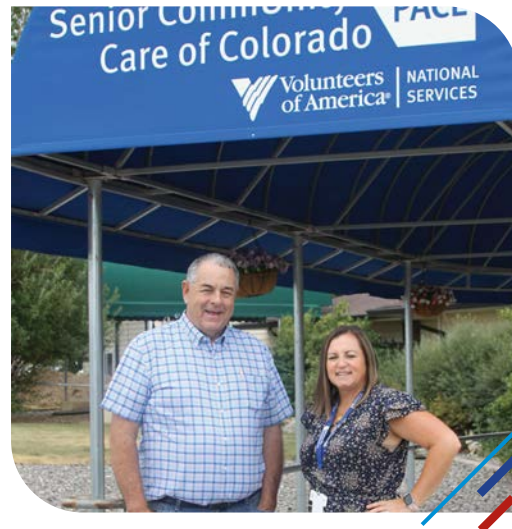


Cara Helmick, Executive Director

Senator Cleave Simpson toured the Montrose Senior CommUnity Care PACE center in August 2025 to see how the program supports older adults. He met with participants and staff, learning how PACE helps seniors stay in their homes while receiving comprehensive care.

“Programs like PACE are vital to the well-being of our community.”

— **Senator Cleave Simpson**, District 6 Colorado



My journey with taking care of my senior parent was so ominous, until I was blessed to find these extraordinarily helpful folks!

Susanne Miller, October 2024

PARTICIPANT SATISFACTION

overall satisfaction **95%**

would recommend **95%**

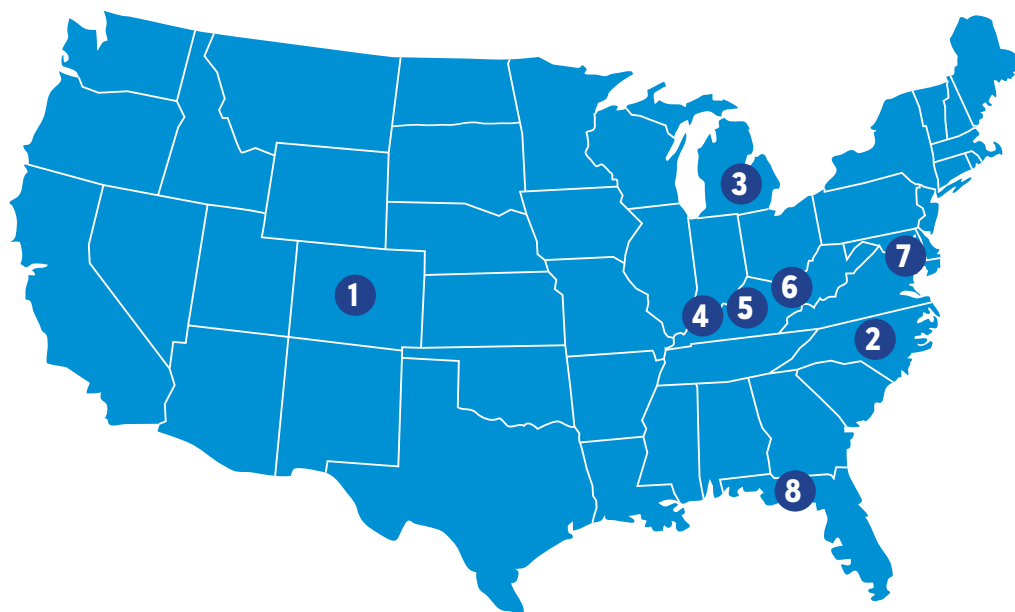
Source: SCCC 2024 Satisfaction Survey

[Watch the latest video testimonials](#) from our PACE staff and participants.



By the Numbers

SENIOR COMMUNITY CARE PACE



835
Total Participants

299
New Enrollments

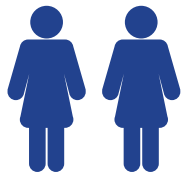
359
PACE staff
in 6 states

	STATE	SINCE	COUNTY/COUNTIES	CENSUS	STAFF
1	Colorado	2008	Delta and Montrose	302	115
2	North Carolina	2013	Wake, Durham, and a portion of Granville	172	97
3	Michigan	2015	Serves Ingham, Eaton, Clinton and portions of Shiawassee and Jackson	225	89
4	Kentucky	2023	Jefferson	83	27
5	Jefferson County	2025	Jefferson	17	8
6	Northern Kentucky	2024	Boone, Campbell, Kenton, Gallatin, Carrol, Owen, Grant, and Pendleton	36	16
7	Maryland	2025	Prince George's	0	7
8	Florida	Coming 2026!			

as of June 30, 2025

Senior CommUnity Care PACE Across the United States

SENIOR COMMUNITY CARE PACE



65.6%
women



34.4%
men



AVERAGE AGE

55

65

75

85

73.96



RACE/ETHNICITY

60%	White
34%	African American
4%	Hispanic
2%	Asian American



TOP LANGUAGES

- English
- Spanish
- Arabic
- Korean

SCC PACE PARTNERS



Kentucky



Michigan

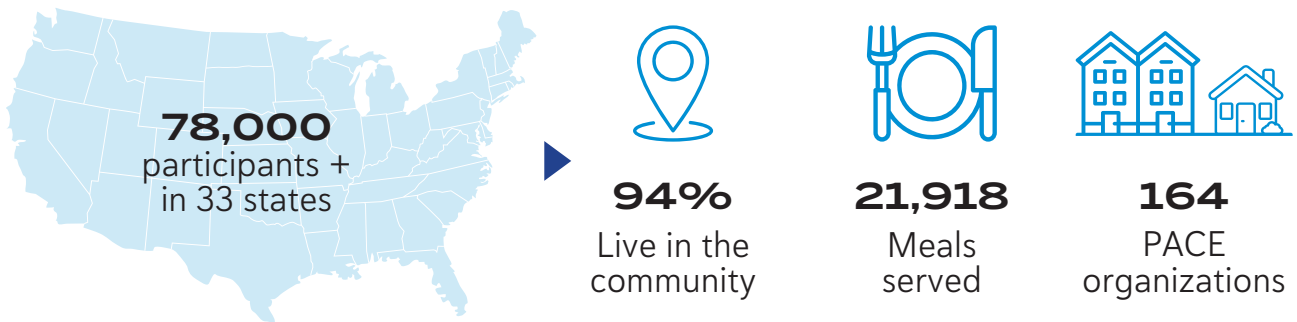


Northern Kentucky



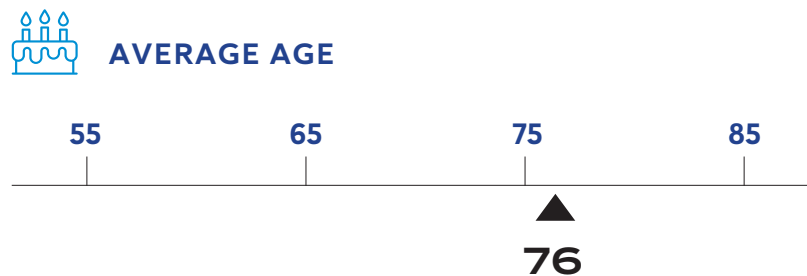
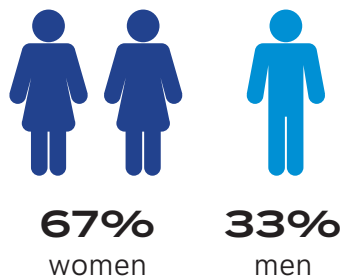
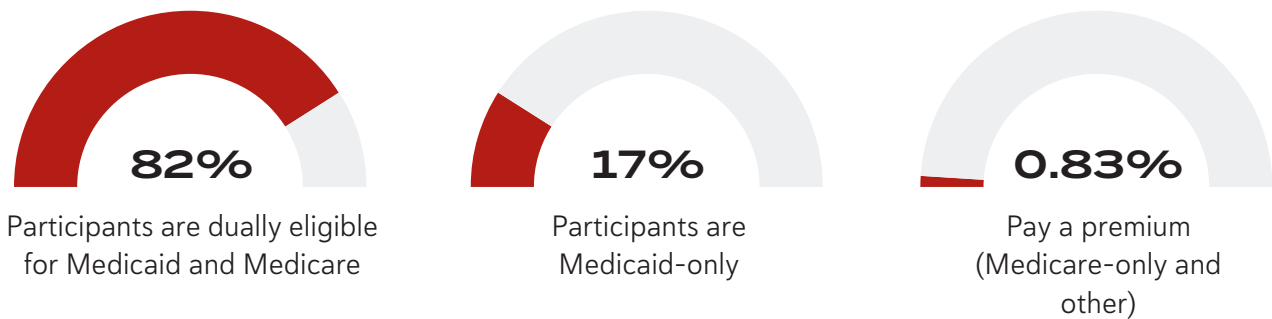
Maryland

NATIONAL PACE ASSOCIATION OVERVIEW



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.

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.



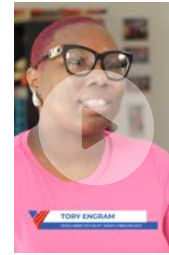
PACE Awareness Online and TV



[SCCM Commercial Campaign](#)



[VOANS PACE Video](#)



[VOANS Video Holistic Healthcare](#)



Looking Ahead



Senior Community Care of Florida PACE is growing! We are proud to share that construction is underway on our brand-new PACE center in Tallahassee, Florida. This state-of-the-art facility will expand our ability to serve older adults and their families—offering even more opportunities for seniors to age safely, comfortably, and independently in their communities.

This new location represents our continued commitment to bringing high-quality, compassionate care to more Floridians. The Tallahassee center will include modern clinic space, dedicated areas for rehabilitation and recreation, and welcoming environments designed to foster social connection and wellness.

We are energized by what's to come, new partnerships, new opportunities, and a deeper impact across North Florida. The future of PACE is bright, and we're proud to lead the way.



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