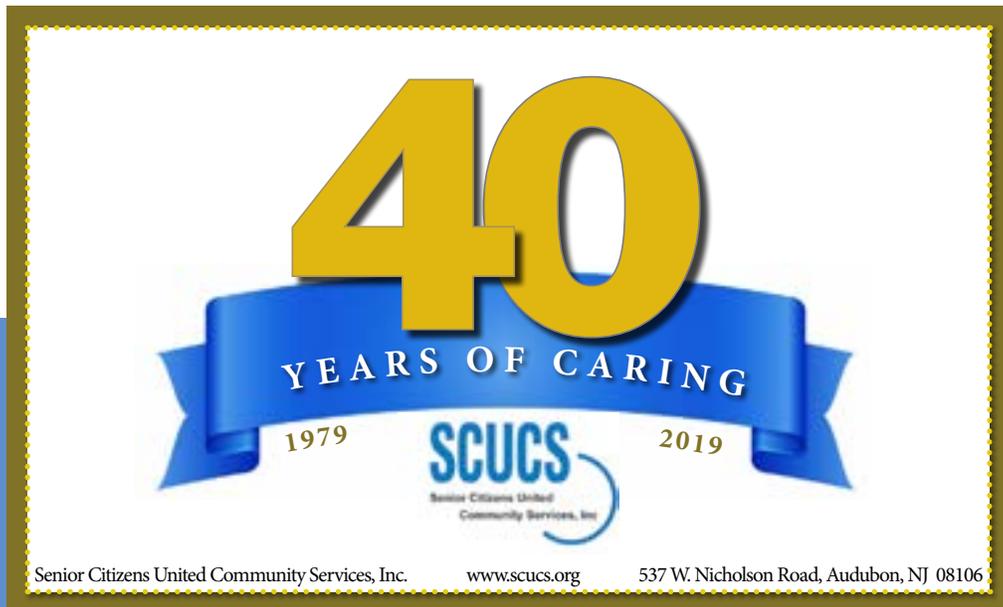


SENIOR CITIZENS UNITED COMMUNITY SERVICES, INC.



ANNUAL REPORT 2019



BOARD OF DIRECTORS

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President
Term expires 12/2022

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Term expires 12/2020

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Term expires 12/2021

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Term expires 12/2021

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Term expires 12/2020



The mission of Senior Citizens United Community Services is to *“enhance the quality of life, encourage independence and provide a safe and supportive living environment for older adults and adults with disabilities, especially those with the greatest socio-economic need.”*

2019 FINANCIAL AND PROGRAM HIGHLIGHTS

A total of over \$7,997,000 was raised through contributions and grants. Over 93% of funding went directly to services and activities to assist the elderly and people with disabilities in our community.

For more information, please visit www.scucs.org.

Because of your generous support . . .



We are proud to have made a difference in the lives of over **5,000** elderly and People with Disabilities.

13,746 emergency food meals were distributed to elderly households experiencing financial hardship to prevent hunger and malnutrition.

5,161 hours of service were provided by **146** volunteers.

25% more residents were provided with fuel assistance in 2019 than in 2018.

30% more meals were provided in 2019 than the year before.

Your continued support will enable us to further our work to assist the frail and vulnerable elderly population and people with disabilities in Southern New Jersey and to help those with the greatest socio-economic need.

THE HEART OF SCUCS.....VOLUNTEER RECOGNITION

5,160 hours of dedication provide by 146 volunteers



A Volunteer Luncheon was held April 9th, 2019 at Auletto's Catering to recognize the many dedicated volunteers with a pin for their many years of services with the agency; 2 have been with the agency 25+ years, 1 for 20+ years, 4 for 15+ years, 10 for 10+ years, 25 served 1 year.



COMMUNITY SERVICES

"Excellent and outstanding service." Concette Marino

"We don't know what we would have done and do without you and SCUCS." James and Brenda Ault

I want to send my heartfelt gratitude to the SEN-HAN bus drivers who went above and beyond in providing me with confident, compassionate and patient transport services. Their professional kindness and courteous demeanor meant so much to me as a senior patient undergoing health care treatment." Velma Watkins

We both just want to thank you for your OUTSTANDING SERVICE TO SENIOR CITIZENS. My father's warmth and safety this winter is the result of your stellar service!" MSGT Theodore Phoenix, United States Air Force, Retired.

A community that cares



Rohrer Towers, Saint John's the Evangelist, Saroja and Friends, Mabel Kay House, Camden County Retired Educators Assoc., J&R Young at Heart, Gloucester Catholic High School, Stanfill Towers continue to support us with food drives.

Many groups and individuals continue to volunteer at SCUCS including Cherry Hill West High School Special Education –Community Based Instruction Program, Devereux MR DD Community Services, Bancroft, Experience Works, Workforce 55.

NUTRITION SERVICES

It's more than just a meal...

The Food Shelf was established to handle emergency situations and meet the end of the month food shortages experienced by many low-income seniors

The food Shelf was ready for the holidays, thanks to many donations! Hams were included in our Thanksgiving emergency food bags, along with gift-wrapped scarves, hats, socks, toiletries.



MEALS ON WHEELS

In Camden County, thirty-six percent (36%) of the elderly live alone and thirteen percent (13%) of them live in poverty.

Nearly 1 in 6 seniors are threatened by hunger

Our Meals on Wheels project consists of a daily meal delivered to the client's home.

Increase Food Security.....Reduce Hunger

SEN-HAN TRANSIT

SEN-HAN TRANSIT RECEIVES 2019 BEST OF AUDUBON AWARD

SEN-HAN TRANSIT HAS BEEN RECOGNIZED IN THE NON-PROFIT ORGANIZATION CATEGORY FOR ENHANCING THE POSITIVE IMAGE OF SMALL BUSINESS THROUGH OUR SERVICE TO OUR CUSTOMERS AND OUR COMMUNITY.

Transportation for Camden, Burlington and Gloucester Counties

In 2019

161,141 rides were provided for senior citizens and persons with disabilities to assist with their transportation needs.

- SEN-HAN received a new para-transit vehicle to replace old one and better serve our participants.
- 25 routes were provided in 2019 for special needs transportation.



IN-HOME CARE



SCUCS PROGRAMS AND SERVICES aimed at keeping the Elderly and those with Disabilities in their homes and to relieve the stress that can occur on a day-to-day basis with the responsibilities of care giving:

Respite Services

- 90% of the caregivers felt that the program helped reduce their stress and prevented long term placement in a facility.
- 94% felt the services offered them relief from care giving responsibilities

Adult Family Care

- 74% remain living in an AFC community home today.
- 100% of survey respondents are happy with their living arrangements and caregivers.

Personal Care Services

- 84% felt the Personal Care Program helped them maintain their independence.
- 88% of the participants felt that the program helped reduce their stress and helped them remain independent.

DDD Supports Coordination

- SCUCS provided Support Coordination services to 216 DDD Clients, up 8% from 2018.
- 99% of individuals receiving these services remained living in the community.

Telephone Reassurance

- 94% said receiving the calls through the Telephone Reassurance Program helped to reduce their stress level by making them feel safer and more secure. For some, it is the only personal contact they will have for the day. In the U.S., nearly 29% of 46 millions older adults, live alone.

COMMUNITY TOURS & TRAVEL

SCUCS offers an extensive year-round trip program open to everyone wishing to travel with us.

Funds from this service go toward other agency services such as SEN-HAN Transit, in-home services, nutrition programs and emergency services.

Trips

316 trips including day, overnight, extended excursions, cruises and more were held in 2019 enhancing the quality of life for many active independent seniors.



40 YEARS OF CARING

Improving the health and welfare of the elderly and people with disabilities

The agency began operation in 1979 with grants from Title III to provide short-term homemaker care, para-transit, the Golden Voice Newspaper and emergency repairs/fuel. The agency employed 15 staff and offered no additional services.

Over the years, SCUCS has researched, written proposals, secured foundation funds, and implemented several pilot projects that still operate today due to the success of the agency in securing long term funding for these projects. SCUCS has had many “firsts” including the Senior Shared Housing Program, the Respite Care program, Sound Advice and Adult Family Care. SCUCS lends its expertise to other counties and assists them in implementing these programs in their counties.

The SEN-HAN Transit system has available to the Title III project, a fleet of 57 vehicles consisting of van and buses. 100% of this fleet is lift-equipped to handle the needs of ambulatory, semi-ambulatory and wheelchair passengers. SEN-HAN has a 1:5 back up ratio that enables SEN-HAN Transit to meet industry standards.

SEN-HAN Transit is a regional, coordinated and consolidated transportation system designed to offer specialized transportation services to the elderly and disabled passengers. SCUCS is the only non-profit agency operating the Casino Revenue program and the only one operating the Casino Revenue program in two counties. In 1984, The Camden County Board of Freeholders and in 2012 the Burlington County Board of Freeholders designated SCUCS to be the provider of para-transit transit services for their counties.

The Community Services Unit provides monthly emergency food bags, heater repairs and replacements, fuel allotments, back bill utility payments, emergency housing assistance, shut-in shopping and a lending closet of medical appliances. Housing counseling, Shared Housing matching and Reverse Mortgage Counseling are also offered through this unit.

SCUCS has over 35 years of experience in operating home health aide/homemaker programs, which benefit Camden County’s elderly including Respite Care program and the CCDS&DS Personal Care Program (County-wide In-Home Services). The Adult Foster Care (AFC) was initiated in January 1989 through a multi-year grant from The Robert Wood Johnson Foundation. A grant from the NJ State Department of Health was received in July 1992 to expand this program and in 1996, AFC (now Adult Family Care) became a Medicaid Waiver program. In 1999, the Department of Health and Senior Services (DOHSS) initiated an ambitious program for caregivers in New Jersey entitled “Caregiver Education Initiative” (CEI). In 2014, the DDD Support Coordination was added to the In-Home Services Unit to development and implement innovative strategies aimed at enhancing the lives of adults with developmental disabilities living in the community. In 2008, SCUCS began administering Camden County’s Home Delivered Meals and Congregate Nutrition programs. We ran the Home Delivered Meals Program through 12/31/17 and Congregate Program through 2018.

TODAY THE AGENCY'S SERVICES INCLUDE:

Information and referral:

Information on services and programs available within the communities are provided to senior citizens, caregivers and adults with a permanent physical disability; individuals are linked to the services and opportunities that are available within the communities.

Speaker's Bureau:

Speakers are available to promote awareness of programs, services and information of relevance to older persons, family caregivers and adults with physical disabilities age 18 and older.

Emergency Food Bags:

SCUCS retains a fully stocked food shelf at all times for those in need of emergency food. Two food bags are provided each month to an individual identified as in need of assistance. Clients without the means to pick up their food may be eligible to have their food delivered to their home if a volunteer is available in their area. Items are donated by schools, churches and companies that want to help end hunger in their communities.

Lending Closet/Medical Appliances:

Some medical appliances are available on a temporary basis to those who cannot afford to purchase them on their own. These items include wheelchairs, walkers, canes, shower/bath seats, commodes and a very limited number of adult diapers are also available. Items for the Lending Closet are donated by county residents who no longer need these appliances.

Emergency Fuel & Heater Repairs/Replacements:

During the winter, this program offers Camden County residents free fuel or heater repair/replacement to heat their homes. SCUCS can also assist in the prevention of an interruption of utility service in the event of a "Disconnect Notice" when funds are available.

Coordination for Emergency Housing:

SCUCS, with the cooperation of local shelters and county government, can provide temporary emergency housing for those seniors who qualify.



TODAY THE AGENCY'S SERVICES INCLUDE:

Shut-In Shopping:

This bi-weekly shopping service is available to homebound seniors not able to shop for themselves. Clients are responsible for the cost of all purchases. A screened volunteer will take a shopping list to the supermarket or pharmacy to purchase up to 20 items for the client's use only. The service is based on the availability of volunteers.

Case Management:

Case Manager arranges and coordinates the delivery of multiple services to vulnerable and/or functionally impaired older individuals.

Reverse Mortgage Counseling:

A SCUCS HUD Certified Counselor provides Reverse Mortgage Counseling to Camden County individuals aged 62 and older.

Respite Care:

The Respite Care program is designed to give caregivers relief from the day-to-day responsibilities to their loved ones by providing care for vacations, weekends or even just a few hours a day. Through a menu of respite options such as adult day care programs, in-home health aides and temporary out-of-home placements, caregivers can choose the program that best suits their needs.

In-Home Caregiver Education:

The Caregiver Education Initiative (CEI) is specifically designed to focus on the needs and concerns of the caregiver. Many people find themselves in a care giving role for a relative or friend. Some can use assistance to make their care giving role more manageable and effective.

Coordination for Emergency Housing:

SCUCS, with the cooperation of local shelters and county government, can provide temporary emergency housing for those seniors who qualify.

Homelessness Prevention:

SCUCS, with the cooperation of local shelters and county government, can provide temporary emergency housing for those seniors who qualify.

Intensive Case Management:

This service offers supportive assistance to Emergency Assistance recipients who are being closed for exhausting their total EA time limit and who are SSI recipients that received EA through the Housing Assistance Program (EA) or Work First New Jersey recipients receiving EA through the Hardship Extension (HHE).

TODAY THE AGENCY'S SERVICES INCLUDE:

Support Coordination:

The Support Coordination Program is a Medicaid Program intended to help adults 21 years of age or older who meet DDD functional criteria maximize independent functioning in a community setting.

Telephone Reassurance:

The Telephone Reassurance Program is for any resident of Camden County 60 years of age or older who is homebound, lives alone or with an elderly spouse. The service offers a friendly phone call by a trained volunteer to an older adult to assure their wellbeing and safety and to provide comfort and compassion to someone's day.



Adult Family Care:

The Adult Family Care (AFC) program helps seniors that are in need of intensive supervision avoid the threat of institutionalization by placing them in the homes of family caregivers trained and supervised by a team of licensed nurses and social workers to ensure that all of the senior's needs are being met.

Senior Shared Housing:

The Shared Housing Program matches elderly Camden County homeowners with individuals seeking an affordable housing situation, while reducing the financial burden for both parties. It also helps combat loneliness and isolation by building a companionship where at least one person is over 60 years of age.

Housing Counseling:

Housing Counseling is available to seniors and permanently disabled residents of Camden County. The Housing Coordinator can provide you with information on alternative housing to fit your individual needs.

TODAY THE AGENCY'S SERVICES INCLUDE:

Meals on Wheels:

Meals on Wheels consist of a daily meal delivered to the client's home. Cost is \$7.85. Ideal for residents 60 years of age or older, frail or ill and physically or mentally unable to leave their home.

Non-Emergency Transportation:

This service provides door-to-door rides to doctors' offices, hospitals and other medical facilities for county residents 60 years and older or those permanently or temporarily disabled (subject to a physician's certification).

Shopping Transportation:

SEN-HAN Transit offers a weekly shopping service in 24 municipalities for residents 60 years or older and those permanently or temporarily disabled (subject to a physician's certification).

Private Employment Transportation:

SEN-HAN provides safe, affordable, efficient transportation service for Camden County senior Residents and adults with disabilities to competitive work sites and employment support services in the county.

Post-Secondary Education Transportation:

This weekday service is provided to students with a disability attending local colleges and universities, as well as those who are 60+ years of age and residents of Camden County.

Veterans Facilities/Hospital Transportation:

Veterans' non-emergency medical transport is available to clients in need of transportation on a first come, first served basis, depending on ride availability. Eligible clients are: veterans having served a minimum of 90 days (unless discharged earlier for medical leave) in active military service and have received a discharge other than dishonorable.

Recreational Trips:

A year-round trip program offering day trips as well as overnight trips and cruises is available at minimal cost for anyone wishing to travel with us. Trip packages come complete with transportation, entertainment and a trained escort. Credit cards are now accepted.

COORDINATION/NETWORKING

SCUCS is an active participant of NJ Homeless Management Information System.

SCUCS has been a leader in homeless prevention services for over 20 years.

SCUCS is a member of the Southern NJ Continuum of Care, and the Homeless Network Planning Committee, working closely with other agencies within the housing and homeless networks.

SCUCS is an active member of Gloucester County's Comprehensive Emergency Assistance Systems Committee.



Over the years SCUCS has been able to network and partner with various agencies within the housing/homeless continuum.

Together we act as a gateway to local, state, federal and private housing programs in the area.



SCUCS IS MAKING A DIFFERENCE IN THE NEEDS OF THE ELDERLY IN SOUTH JERSEY



SCUCS is making a difference in the Needs of the Elderly in New Jersey

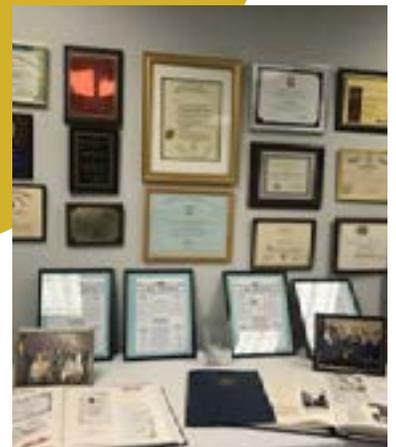
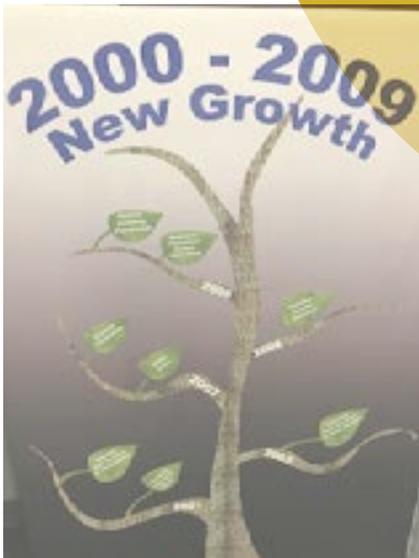
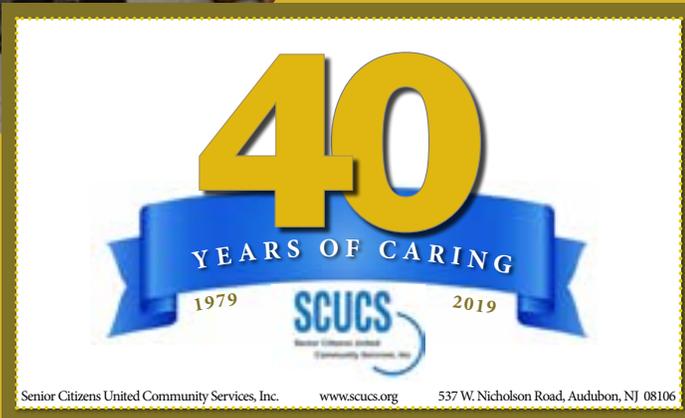
- The AFC Program
Statewide
- Reverse Mortgage Counseling
Statewide
- Emergency Services
Camden and Gloucester Counties
- SEN-HAN Transit
Camden, Burlington and Gloucester Counties
- DDD Support Coordination
Atlantic, Burlington, Camden, Cumberland, Gloucester, Mercer and Salem Counties
- Intensive Case Management
Camden, Cumberland, Gloucester and Salem Counties

Advocacy

SCUCS has a strong working relationship with other local non-profits and governmental agencies. Entitlement applications are ongoing and enable clients to stretch their limited incomes.

SCUCS staff has representatives on the Homeless Network Planning Community (CPAC), Convener of CPAC's Aging and Disabled Sub-coalition, Permanent Affordable Supportive Housing Subcommittee (P.A.S.H/CPAC), Camden County Human Service Advisory Council member (CPAC), Council on Special Transportation (COST), United We Ride committee (South Jersey Transportation Authority), South Jersey HMIS User Group member, Systems Evaluation Committee (CPAC) and Camden and Burlington County Transportation Advisory Committees.

40 YEARS OF CARING



2019 YEAR IN REVIEW: IMPACT REPORT

Adult Family Care

- 23 participants resided in Adult Family Care Homes and out of institutions in 2019.

DDD Supports Coordination

- 216 DDD participants, 21 years of age or older who met DDD functional criteria, received support coordination in 2019 to help maximize independent functioning in a community setting.

Emergency Services

- 13,746 emergency food meals were provided to 168 senior citizen households with 204 family members experiencing financial hardship.
- 193 shut- in shopping visits were made by volunteers to 19 homebound senior citizens.
- 126 senior citizens avoided utility shut offs with back utility bill assistance.
- 434 medical equipment appliances were provided to 112 elderly to help them remain in the community.
- 23 Heater repair and replacements, were provided to elderly residents to prevent hypothermia in the elderly and to avoid homelessness and help them remain in the community.
- 92 Senior Citizen residents received emergency fuel to prevent hospitalization and hypothermia in the elderly.
- 318 elderly and 568 low income residents were assisted with emergency services in 2019.

2019 YEAR IN REVIEW: IMPACT REPORT

Housing

- 6,240 hours of housing counseling was provided to the 988 households with elderly and persons with disabilities.
- 423 shared housing units were provided, 151 households resulting in 8 matches.
- 44 senior citizens households received HECM counseling.
- 41 households avoided or resolved homelessness via a temporary rental relief payment by this agency
- 22 households found alternative rental housing and secured better residences.
- 62 households were able to remain in their homes due to assistance from SCUCS putting other eligibility programs in place so they could afford to stay.
- 21 were able to occupy permanent housing without financial rental assistance.
- 251 housing searches were provided to 172 households, 8% higher than the previous year.

- 59% of seniors in Camden County were searching for safer, more affordable housing.

Nutrition

- 14,285 Home Delivered Meals were delivered to 81 seniors throughout the year for MLTSS, Life at Lourdes, JACC and self-pay.
- 3,063 meals were delivered to homebound, frail elderly on weekends.

Personal Care Services

- 2,907 hours of personal care were provided to 48 frail elderly
- 88% of the participants that received Personal Care services remained living independently in the community in 2019.
- 84% felt that the Personal Care Program helped them remain more independent in their home.

Telephone Reassurance

- 7,548 calls were made to homebound elderly living alone as a safety check from a caring volunteer providing peace of mind to family, friends and participants.
- 94% felt safer and more secure as a result of the calls from caring volunteers.

2019 YEAR IN REVIEW: IMPACT REPORT

Transportation for Camden and Burlington County

- 161,141 rides were provided for senior citizens and persons with disabilities to assist with their transportation needs;
- 92,610 Non Competitive Employment rides
- 1,092 rides were provided to Dialysis Centers
- 15,741 shopping rides were provided for the elderly
- 11,691 nutrition site rides were provided to the elderly
- 7,058 employment rides were provided for the elderly and adults with disabilities
- 27,133 Non-Emergency Medical rides were provided for senior citizens and persons with disabilities
- 1,099 Personal Business Rides were provided
- 2,617 recreation rides were provided
- 2,100 Social and Medical Day rides were provided
- 4,359 rides were provided to Veterans

Respite

- 13,438 hours of respite care for 177 caregivers.
- 85% of the participants that received Respite services remained living independently in the community in 2019.
- 98% of the caregivers felt respite services helped make it easier to care for their loved ones at home and reduce stress.

Volunteer Services

- Gloucester Catholic High School and Baptist Region Schools have held food drives for the emergency food shelf program for the past 5 years.
- Many groups and individuals continue to volunteer at SCUCS including Cherry Hill West High School Special Education –Community Based Instruction Program, Devereux MR DD Community Services, Bancroft, Experience Works, Workforce 55

WE WOULD LIKE TO THANK THE FOLLOWING FOR THEIR SUPPORT:

Camden County Board of Chosen Freeholder

Camden County Division of Senior & Disabled
Services-ADRC

Burlington County Board of Chosen Freeholders

Burlington County Office on Aging

Gloucester County Board of Chosen Freeholder

Gloucester County Department of Human Services

Gloucester County Division of Senior Services

Camden County EFSP Local Board

Community Development Block Grant

NJ Department of Human Services

NJ Department of Veterans Affairs

NJ Transit

Social Services for the Homeless Funds

US Department of Agriculture (USDA)

US Department of Housing & Urban Development
(HUD)

Many Community Volunteers & Supporters