

# ANNUAL REPORT

## 2024

SENIOR CITIZENS UNITED COMMUNITY SERVICES, INC.



537 W Nicholson Road

Audubon, NJ 08106

(856) 456-1121

Email: [scucs@scucs.org](mailto:scucs@scucs.org)

Website: [www.scucs.org](http://www.scucs.org)

# BOARD OF DIRECTORS

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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, adults with disabilities and those at risk of homelessness, especially those with the greatest socio-economic need.

# Improving the health and welfare of seniors and people with disabilities

The agency began operation in 1979 with grants from Title III to provide short-term home-maker care, paratransit, 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.

SEN-HAN Transit is a regional, coordinated and consolidated transportation system designed to offer specialized transportation services to seniors and passengers with disabilities. The SEN-HAN Transit system has available a fleet of 54 vehicles consisting of van and buses. 100% of this fleet is lift-equipped to handle the needs of ambulatory, semi-ambulatory and wheelchair passengers.

The Community Services Unit provides monthly emergency food bags, heater repairs and replacements, fuel allotments, back bill utility payments, emergency housing assistance, benefits counseling, shut-in shopping, a lending closet for medical equipment, housing counseling, shared housing, reverse mortgage counseling, tenant based rental assistance and SHIP counseling.

SCUCS has over 40 years of experience in operating home health aide/homemaker programs, which benefit seniors 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 (Adult Family Care) became a Medicaid Waiver program until 2023. 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 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. In 2014, the DDD Support Coordination was added to the In-Home Services Unit to develop and implement innovative strategies aimed at enhancing the lives of adults with developmental disabilities. In 2021, SCUCS was awarded a grant for Housing Navigation and Benefits Counseling. In 2022 we received funding for the State Health Insurance Assistance Program (SHIP) and in 2023, for Tenant Based Rental Assistance (TBRA).

# TODAY THE AGENCY'S SERVICES INCLUDE

## COMMUNITY SERVICES

- **Emergency Food Bags:**

SCUCS always retains a fully stocked food pantry for those in need of emergency food. Two food bags are provided each month to individuals 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.

- **Lending Closet/Medical Equipment:**

Medical equipment is available on a temporary basis to those who cannot afford to purchase these items on their own. Wheelchairs, walkers, canes, shower/bath seats, commodes and adult diapers are examples of items available.

- **Emergency Fuel & Heater Repairs/Replacements: Utility Payment Assistance:**

During the winter, this program offers Camden and Gloucester County residents free fuel or heater repair/replacement to ensure homes are properly heated. SCUCS can also assist in the prevention of an interruption of utility service when funds are available.

- **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.

- **Reverse Mortgage Counseling:**

A SCUCS Certified HUD Counselor can provide Reverse Mortgage Counseling to individuals aged 62 and older to help determine if a Home Equity Conversion Mortgage (HECM) is right for them.

## TODAY THE AGENCY'S SERVICES INCLUDE

- **Senior Shared Housing:**

The Shared Housing Program matches 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 residents with disabilities in Camden County. The housing counselor can provide you with information and up to date resources on alternative, available housing to fit your individual needs.

- **Homeless Prevention:**

SCUCS can assist clients with the payment of security deposits and rental assistance to prevent housing instability and reduce homelessness.

- **Benefits Counseling:**

The Benefits Counseling Program strives to give clients the skills and means to make the adjustments necessary to remain living independently in the community. The ability to attain financial self-sufficiency, prevent future homelessness and sustain independent living are the major goals of this program.

- **State Health Insurance Program (SHIP):**

The SHIP Program provides free help to Medicare beneficiaries who have problems with or questions about their health insurance coverage. SHIP is a statewide program administered by the New Jersey Department of Human Services and is funded, in part, by a grant from the U.S. Administration for Community Living. SCUCS is the provider for Burlington County and Camden County.

- **Tenant-Based Rental Assistance (TBRA):**

The TBRA program provides rental subsidies to low-income Camden County households to help them afford housing. The goal of the program is to promote housing stability and prevent homelessness.

# TODAY THE AGENCY'S SERVICES INCLUDE

## IN-HOME SERVICES

- **Respite Care:**

The Respite Care program provides temporary relief for primary caregivers by offering short-term care options for the person needing assistance. Offering a break from caregiver responsibilities allows caregivers some time to run errands, attend medical appointments, enjoy leisure activities or go on vacations. Respite options include attendance at an adult day care program, home health aide services, and temporary out-of-home placements in a skilled nursing or assisted living facility.

- **Intensive Case Management (ICM):**

The goal of ICM is to help 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 secure permanent housing. Referrals come directly from Camden, Gloucester, Cumberland and Salem County Boards of Social Service.

- **Personal Care Program:**

The Personal Care Program provides short-term home health aide assistance to Camden County Seniors aged 60 and older who need help with things such as: bathing, meal preparation, light housework and laundry.

- **Support Coordination:**

The Division of Developmental Disabilities (DDD) Support Coordination Program is a Medicaid Waiver Program intended to help adults 21 years of age or older with intellectual or developmental disabilities connect with community resources and access needed services that will help them achieve their life goals.

- **"Rivertown" Case Management Program:**

This program provides case management services to individuals and caregivers residing in the Burlington County "Rivertowns" of Palmyra, Riverton, Riverside, Delanco and Beverly.

## TODAY THE AGENCY'S SERVICES INCLUDE

### SEN-HAN TRANSPORTATION

- **Non-Emergency Transportation:**

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

- **Private Employment Transportation:**

SEN-HAN provides safe, affordable, efficient transportation service for Camden County senior residents age 60 or older 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 who have served a minimum of 90 days (unless discharged earlier for medical leave) in active military service and have received a discharge other than dishonorable.

- **Rides were provided to:**

- Non-Competitive Employment sites
- Dialysis centers
- Shopping
- Nutrition sites
- Employment/Job sites
- Doctor's offices for non-emergency medical appointments
- Personal Business
- Recreational Activities
- Social and Medical Day care programs
- Veterans Hospital

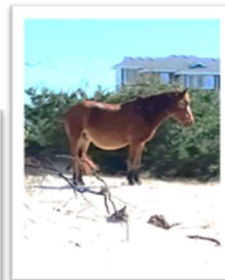
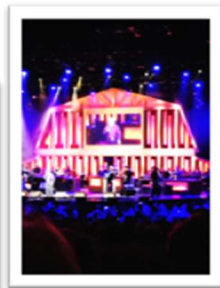


# TODAY THE AGENCY'S SERVICES INCLUDE

## RECREATIONAL TRIPS

### **Day Trips, Overnight Getaways, and Cruises**

Senior Citizens United Community Services offers a year-round travel program that includes day trips, overnight getaways, and cruises at an affordable cost for seniors. Trip packages are thoughtfully planned and include transportation, entertainment, and a trained escort (with most day trips also including a meal). Proceeds generated from these trips directly support other SCUCS programs and services. A comprehensive booklet outlining all trips offered throughout the year is available online. Trip reservations may be made online or by phone, and credit cards are accepted.





## 2024 FINANCIAL AND PROGRAM HIGHLIGHTS

A total of \$12,958,183 was raised through contributions and grants. Over 95% of funding went directly to services and activities to assist the elderly and people with disabilities in our community.

Because of your  
generous support...



We are proud to have made a difference in the lives of over **5,000** seniors and people with disabilities.

**11,046** emergency food meals were distributed to elderly households experiencing financial hardship to prevent hunger and malnutrition.

**3706** hours of service were provided by **51** volunteers.

**108,834** rides were provided through Sen Han Transportation to seniors and people with disabilities, ensuring they were able to get to and from doctor and personal appointments, shopping, day programs and work.

**167** caregivers received a break from care giving responsibilities.

**52** clients aged 60 and older received short-term home health aide services to assist with personal care needs

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

# VOLUNTEERISM

Volunteers are the backbone of SCUCS. Their dedication, compassion, and generosity make it possible for us to serve our community and fulfill our mission every day. The many programs and departments that benefit from their time and talents include:

- The Food Shelf (sorting foods, stocking shelves, making up food bags and distributing food)
- Shut in Shopping (volunteer shoppers)
- The Trips Department (trip escorts)
- Community Services (clerical work)
- In-Home Services (clerical work)

Our volunteers are recognized annually for their commitment to SCUCS and the community.



# COMMUNITY ENGAGEMENT

“

*We have worked with SCUCS for over 8 years to provide home care services for Camden County seniors in the comfort of their homes. A lot of vulnerable and poor senior citizens of Camden County have benefited and are still being assisted through services offered by SCUCS. They are well organized and dedicated to the needs and well-being of their clients.”*

*Chinwe Ezech-RN, Director of Nursing at Sonya Staffing*

*“The SAFE Program has worked collaboratively for over 30 years with most of the programs that SCUC offers. These programs include Housing Counseling, Emergency Services, Budget and Credit Counseling, Shared Housing, SEN\_HAN Transportation, Respite Program, Home Health Aide services and Heating and Cooling. Whenever a client of ours has a problem related to transportation, housing, in-home care, financial management or emergency help, we have always been able to call SCUCS to assist us and work with us to provide the best care for our clients.”*

*Sue Long, Director SAFE Program, Center for Family Services*



## A Community that Cares

SCUCS food pantry receives non-perishable food donations throughout the year from churches, schools, private organizations and individuals.

Many groups and individuals continue to volunteer at SCUCS including students from Cherry Hill West High School Special Education Community Based Instruction Program.

SCUCS collaborates with Workforce 55 for front office staff.

Social work students from Rutgers University and the University of Delaware completed internships with SCUCS

Staff routinely attend community events such as health fairs and informational workshops and are available to present at speaking engagements throughout the counties we serve to increase awareness about the services offered through SCUCS.



## COMMUNITY SERVICES

- **EMERGENCY SERVICES:**

**296 clients received assistance through emergency services in 2024.**

**Heating & Cooling:** the program assisted 20 clients with 3 air conditioner repairs, 1 air conditioning replacement, 9 heater repairs and 7 heater replacements.

**Lending Closet:** 160 items (walkers, canes, wheelchairs, shower chairs, commodes and rollators) were borrowed or given out through the lending closet.

**Rental and Utility Assistance:** a total of 211 clients with 414 household members received services this year. The program helped with 98 utility payments, 214 rental payments, 31 fuel payments and 41 security deposits.

- **COUNSELING:**

**SCUCS Benefits Counseling:** Assisted 306 clients with budget reviews, benefits screening and in the completion and submission of 232 entitlement applications.

**State Health Insurance Program (SHIP):** 1508 Medicare beneficiaries in Burlington and Camden Counties received counseling to assist in the selection of their insurance plan.

- **HOUSING ASSISTANCE:**

**Shared Housing:** Worked with 73 home seekers and providers, conducted 23 introductions and 13 weekend trials. Successful matches were made for 7 seekers. We added 9 New home providers in 2024.

**Housing Navigation:** 145 housing providers were added to the housing database.

**Housing Counseling:** 406 clients (181 families) received housing counseling to identify more affordable housing solutions. 75 clients were homeless and 57 of them found housing.

**Tenant Based Rental Assistance (TBRA):** 49 clients received housing rental subsidies.

- **FOOD ASSISTANCE:**

**Food Pantry:** 109 clients received food from the pantry. A total of 10,380 meals were provided.

**Shut-in Shopping:** 6 homebound seniors had volunteers shop for them this year.

- **LENDING CLOSET:**

125 items including but not limited to walkers, wheelchairs, canes, rollators and shower chairs were lent to seniors in Camden County.

- **TENANT-BASED RENTAL ASSISTANCE (TBRA):**

125 items including but not limited to walkers, wheelchairs, canes, rollators and shower chairs were lent to seniors in Camden County.

## SEN-HAN TRANSPORTATION

108,834 rides, an average of 435/day, were provided for senior citizens and persons with disabilities to assist with their transportation needs in Camden, Burlington and Gloucester Counties.

- SEN-HAN received 8 new paratransit vehicles to replace old ones and better serve our participants
- New Software added
- Medical Transportation hours were expanded, and additional medical drivers were hired to accommodate additional medical and dialysis needs.
- Annual Sen-Han Roadeo was November 5, 2024.
- SEN-HAN drivers participated in the National Roadeo in Palm Beach, Florida
- Transportation Public Hearing was held September 2024





# A YEAR IN REVIEW ... 2024 ACHIEVEMENTS



## IN-HOME SERVICES

- **Respite Services:**

- **173 clients/caregivers received assistance through Respite Care Program in 2024.**
- 99% of the caregivers felt that the program helped reduce their stress and prevented long term placement in a facility.
- 100% felt the services offered them relief from caregiving responsibilities.
- 85% said having respite services prevented them from having to place their loved ones in a long-term care facility.

- **Personal Care Services:**

- **2447 hours of personal care were provided to 52 frail seniors in Camden County in 2024.**
- 100% felt that services helped them maintain their independence.
- 97% said having the services helped reduce their stress and helped them remain independent.
- 90% reported having zero falls while services were in place.
- 85% reported no hospitalizations while receiving services.

- **DDD Support Coordination:**

- **SCUCS provided Support Coordination services to 235 participants in 2024.**
- DDD services are being provided in 8 Counties: Atlantic, Camden, Burlington, Gloucester, Salem, Cumberland Cape May and Mercer.

- **ICM Program:**

- **Has expanded to cover 4 counties: Camden, Gloucester, Salem and Cumberland.**
- SCUCS provided intensive case management services to 34 clients, 5 in Gloucester County, 28 in Camden County and 1 in Salem County.

- **Rivertown Case Management:**

- From June 2024 – June 2025, 152 referrals were received for case management services. 32 were for individuals residing within the “Rivertowns” and 120 referrals were for those in neighboring towns. Case Mangers helped with entitlement applications, housing support, transportation and food resources.

# A YEAR IN REVIEW ... 2024 ACHIEVEMENTS

## TRIPS

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

Funds generated from our trips help to support other agency projects and programs.

197-day trips, overnight trips and extended excursions including cruises, dinner theatres, National Park tours and European vacations were among the places visited in 2024.



## 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- tee (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.



## WE WOULD LIKE TO THANK THE FOLLOWING FOR THEIR SUPPORT:

- Camden County Board of Commissioners
- Camden County Division of Senior & Disabled Services – ADRC
- Burlington County Board of Commissioners
- County Office on Aging
- Gloucester County Board of Commissioners
- 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
- Many Community Volunteers & Supporters