



Changing Lives in a Life-Changing Time





Laura Ferrara
Chief Executive Officer

I began our last report with three words: *We change lives!* After a year that profoundly changed our world, our commitment to those words remains unswayed.

Not in our lifetimes has that commitment been needed so desperately. As COVID-19 swept through our communities, more and more older people found themselves isolated from friends, neighbors and loved ones. Smiles and hugs became masked faces, socially distanced waves and fear of a threatening virus.

I'm proud to say Senior Care Partners P.A.C.E. boldly stepped into this gap. We continued to serve our participants while embracing every precaution to keep them safe. We even turned one of our locations into a 24/7 care center for older COVID-19 patients, with full PPE available so family members could be with their loved ones. Our amazing team made these difficult days a little brighter for hundreds of older adults. You can read about our pandemic experiences on pages 9-10.

What's more, we kept our promise to grow our services in line with the PACE 2.0 Initiative set by the National PACE Association—bringing our transformative care model to more people and more communities, even in the face of the pandemic.

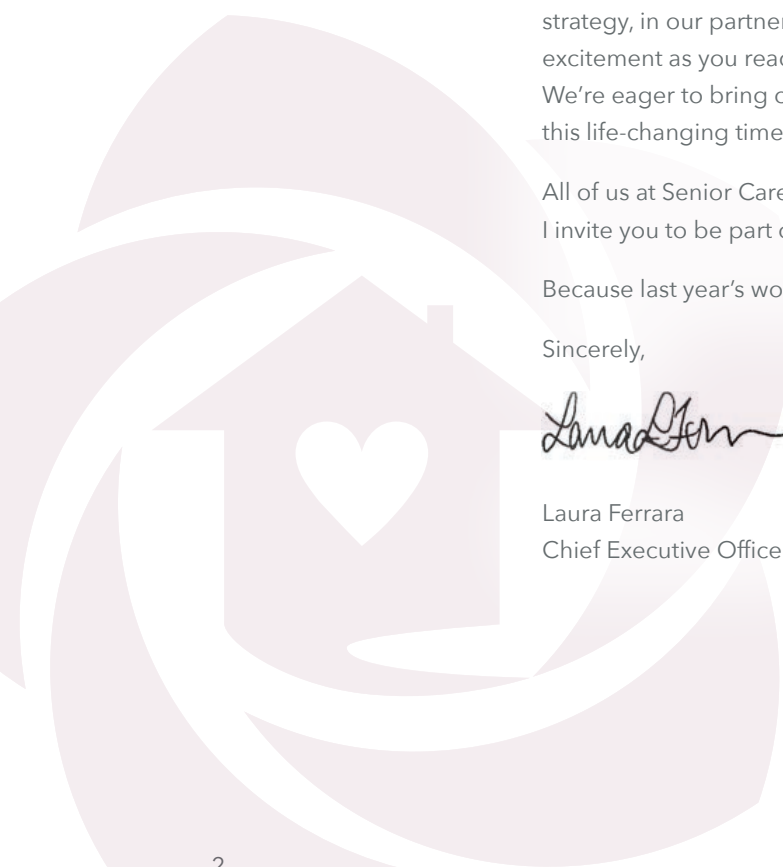
As I write this, COVID-19 still rages. Yet I'm confident in our team, in our strategy, in our partners and in our supporters. I hope you share our excitement as you read about our milestones and our plans for the future. We're eager to bring compassionate care to those who count on us—even in this life-changing time.

All of us at Senior Care Partners P.A.C.E. are deeply grateful for your support. I invite you to be part of our crucial work in 2021 and beyond.

Because last year's words are more important than ever: *We change lives!*

Sincerely,

Laura Ferrara
Chief Executive Officer



"You all are the real heroes! You will go down in history for the work you are doing—our children and grandchildren will read about you. You are inspirational! It is like Jesus walking into my doors—bringing me food and saying, 'I'm here to help you.' What you do is just pure love. You are heroes!"

—SCPP Participant

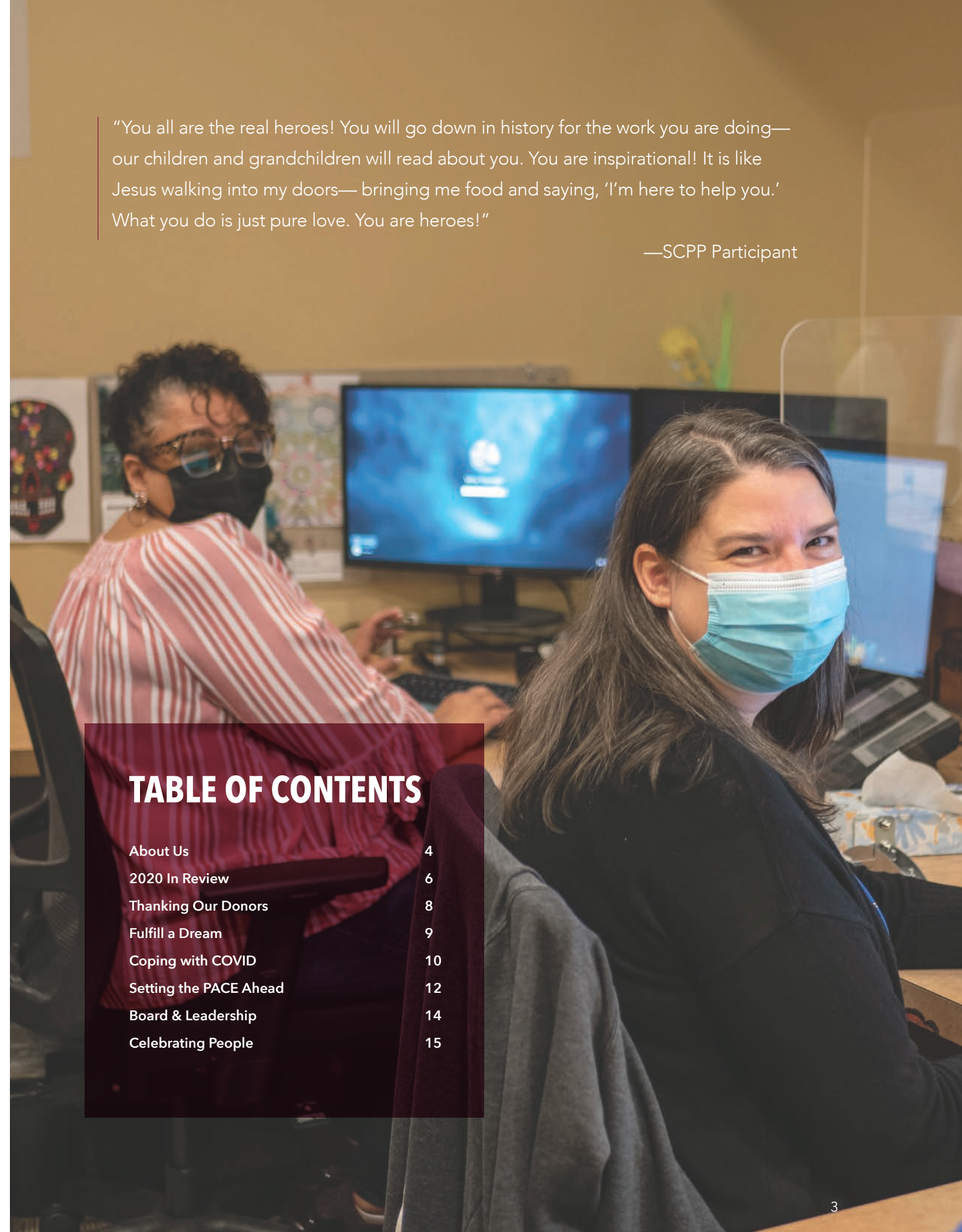


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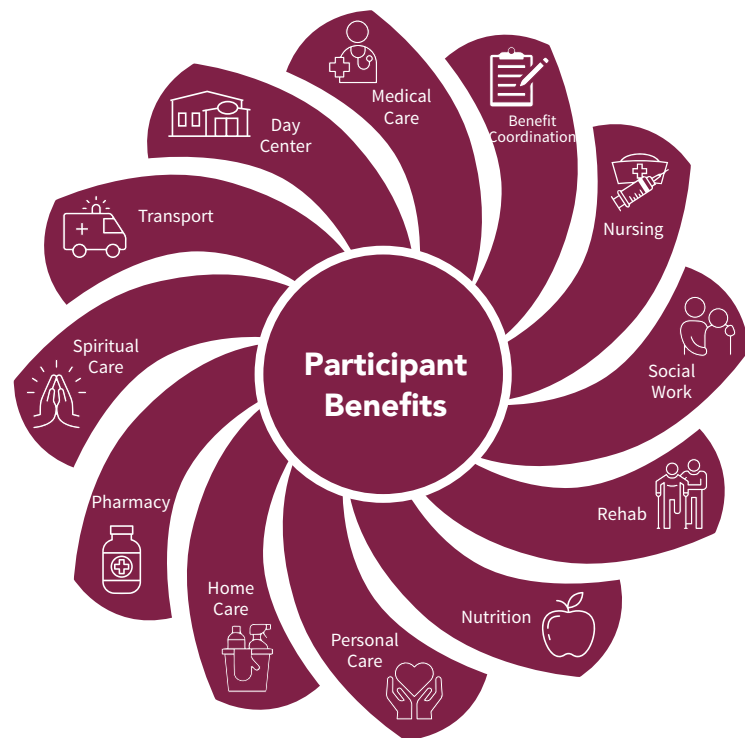
ABOUT US

Senior Care Partners P.A.C.E. brings integrated, comprehensive, compassionate care to older people so they can live a full and healthier life while staying in their own home.

We coordinate and provide at-home care for at-risk or frail individuals through a team of health care professionals—medical doctors, physician assistances, nurse practitioners, physical/occupational/speech/recreational therapists, dietitians and medical social workers. Through our facilities, we offer medical and therapy clinics, day care, social activities and other services tailored to the needs of each patient.

What is PACE?

The Program of All-Inclusive Care for the Elderly (PACE) Model of Care is centered on the belief that seniors with chronic care needs and their families are better served in the home and community instead of through institutional care. Developed in the 1970s, the PACE model serves the needs of Medicare and Medicaid older adults age 55 and older through coordinated acute and long-term care services.



Senior Care Partners P.A.C.E.

Established: 2006. First participant 2009.
 Service Area: Calhoun County, Kalamazoo County, east Van Buren County, southeast Allegan County, southwest Barry County
 Locations: Battle Creek, Kalamazoo, Portage, Albion
 Staff: 300

Our Core Values

Compassion

We have a strong desire to support those in need; we practice servant leadership; we provide a place to belong and a purpose for being.

Integrity

We have a sincere desire to serve those who are at risk of losing their independence and their home; we strive to be good stewards of public funds and advocates for those we serve; we are honest, candid, and seek diversity.

Teamwork

We operate in a culture of open communications and honesty; we accomplish more together than we could as individuals; we each contribute daily to the good of the organization.

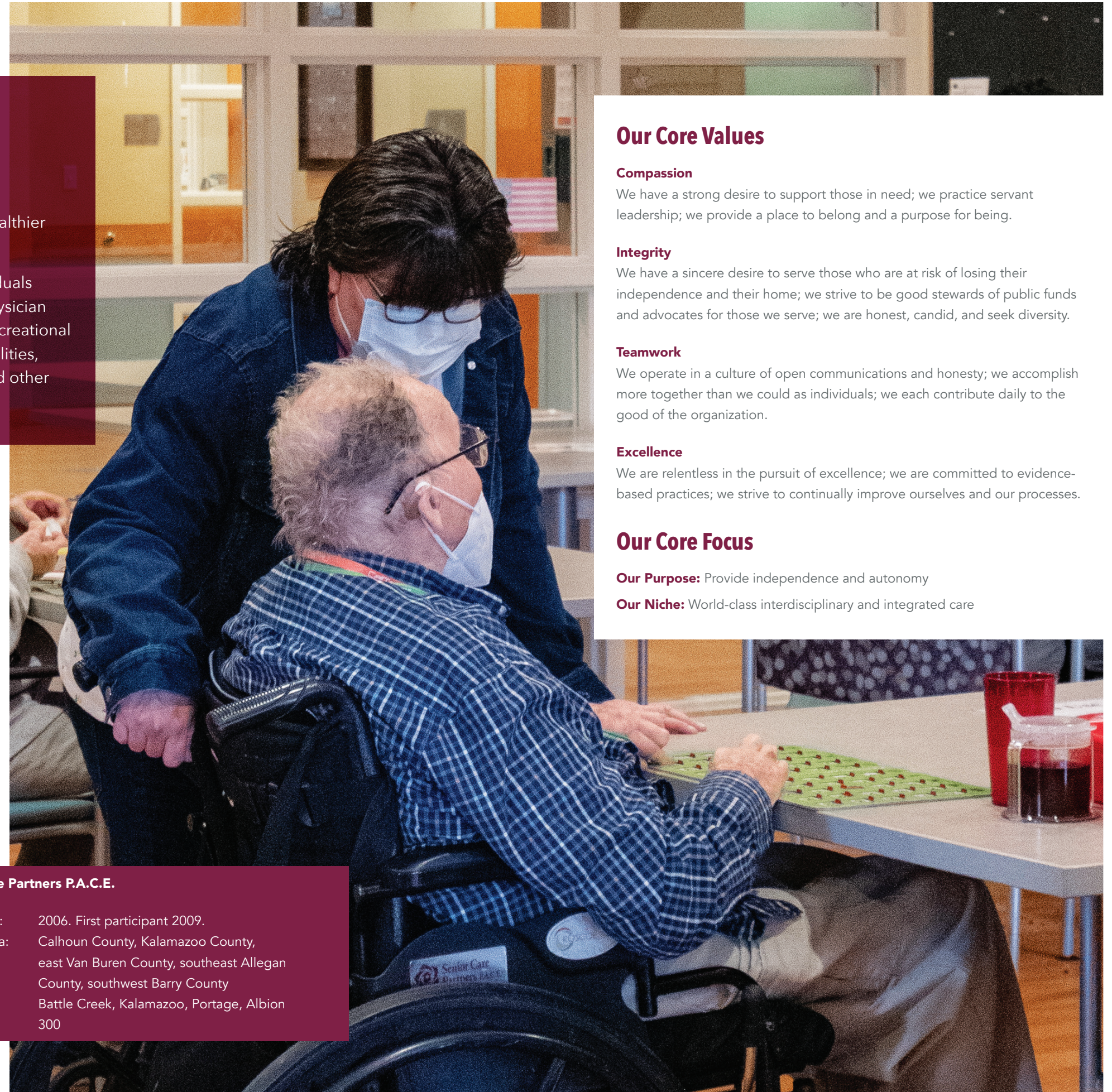
Excellence

We are relentless in the pursuit of excellence; we are committed to evidence-based practices; we strive to continually improve ourselves and our processes.

Our Core Focus

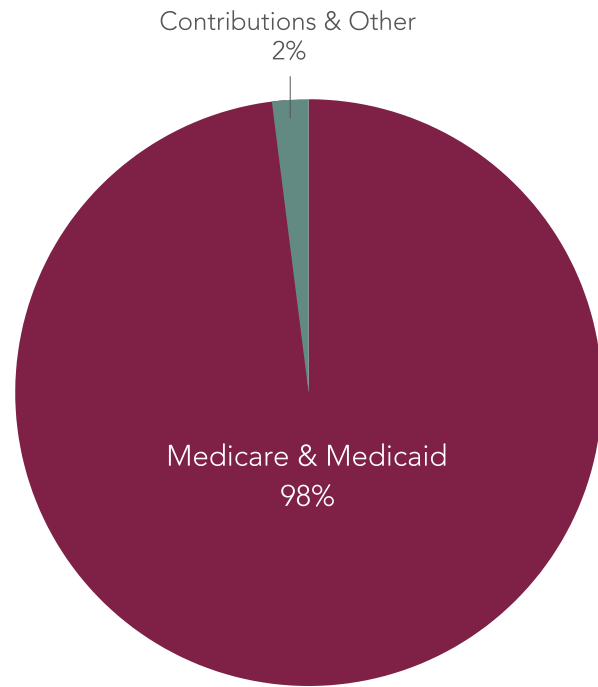
Our Purpose: Provide independence and autonomy

Our Niche: World-class interdisciplinary and integrated care

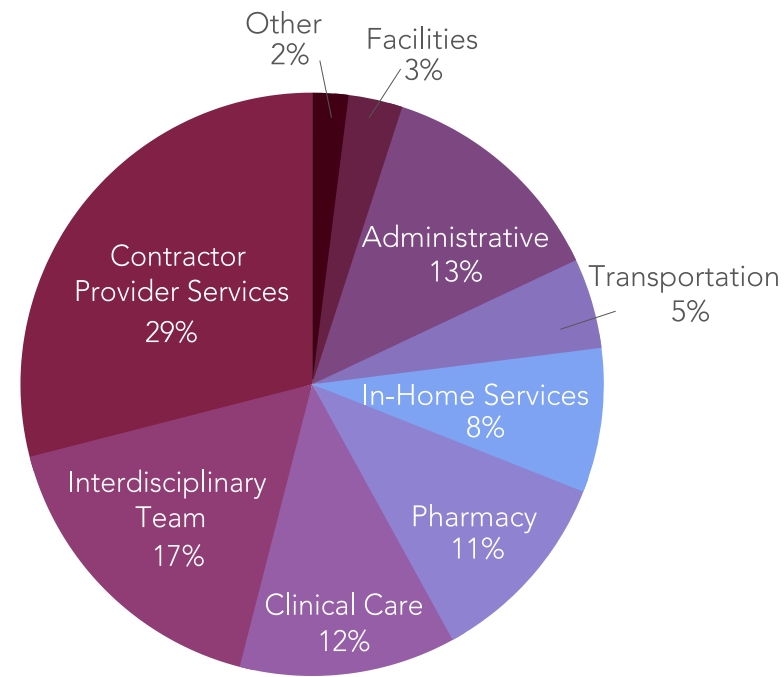


2020 IN REVIEW

Revenue Sources

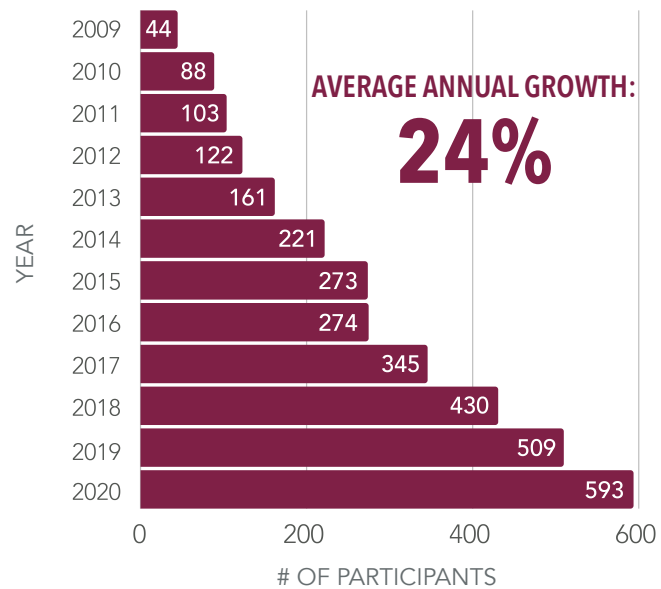


Operating Expenses



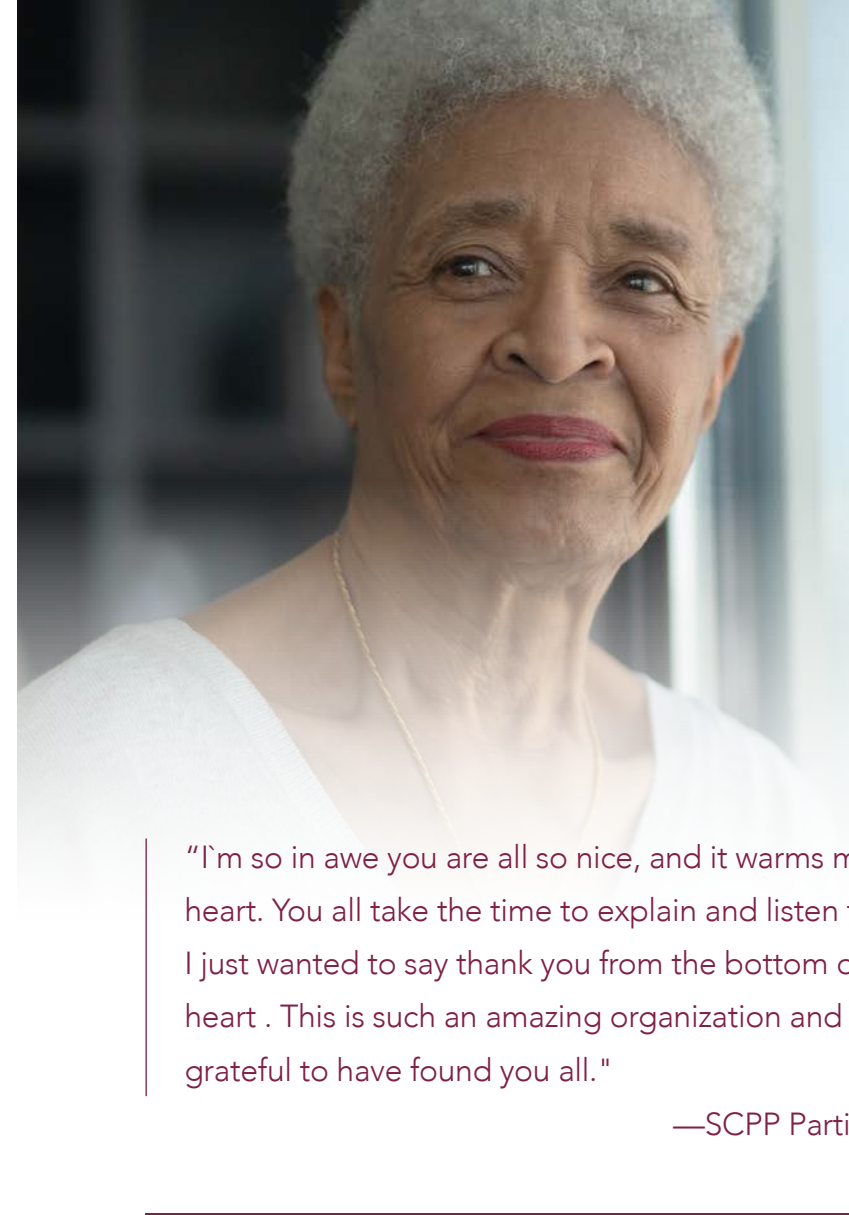
We're Growing!

Total Participants by Year



593
TOTAL PARTICIPANTS ENROLLED
+16.7% over 2019

66% Female 2% Medicare only (private pay)
34% Male 7% Medicaid only
91% Dual eligible



"I'm so in awe you are all so nice, and it warms my heart. You all take the time to explain and listen to me. I just wanted to say thank you from the bottom of my heart. This is such an amazing organization and I'm so grateful to have found you all."

—SCPP Participant

Key Highlights

- Albion Center opens—May 2020



- SCCP announces that its parent company, Comprehensive Senior Care Corp., will assume operation of Senior Health Partners—October 2020.



111,476
HOME CARE HOURS PROVIDED



43,526
MEALS PROVIDED
(IN-HOME AND IN A CENTER)



26,976
TRANSPORTS PROVIDED



27,387
PARTICIPANT VISITS TO AN
SCPP CENTER



145,792
PARTICIPANT ENCOUNTERS WITH
CARE PROFESSIONALS

Primary care physicians, physical/occupational/recreational therapy, registered nurse, social worker, dietician, personal care assistant



\$259,722

TOTAL CONTRIBUTIONS

100%

OF ALL DONATIONS GO TO
BENEFIT OUR PARTICIPANTS!

GRATITUDE IS THE HEART'S MEMORY

The words of that French proverb sum up the thankfulness we feel for our generous donors. We thank and celebrate all of you who make our work possible!

- | | |
|--|--|
| Thomas & Nancy Allen
<i>(in memory of Myrtle Evans)</i> | Kalamazoo Community Foundation |
| Avery Family (via BCCF) | Karen Keese
<i>(in memory of Myrtle Evans)</i> |
| K. Baker
<i>(in memory of Myrtle Evans)</i> | Tom & Kathy Kent |
| Battle Creek Community Foundation | Kiwanis of Battle Creek |
| Blueberry Hill Assisted Living | Living Well Church |
| Corrine Bradley | Larry & Linda Lueth |
| Cronin Foundation | Erin Majka |
| Firespring Foundation Givesource | Marshall Community Foundation |
| Sandy Gernaat | Mercantile Bank |
| Cora & John Hagemann
<i>(in memory of Dorothy Rose)</i> | MI Works |
| Hearst Foundation | Network For Good |
| Melody Jenner | RC Auton Consulting |
| <i>(in memory of Laura Smith)</i> | Colleen Roberts
<i>(in memory of Linda Ermel)</i> |
| Wayne Jenner | Jaye Steinman |

“They have shown me [they are] very helpful. And for four years now I’ve been able to live in my own home.”

—Ruby, SCPP Participant

FULFILL A DREAM

The employees of Senior Care Partners P.A.C.E. are making dreams come true! For the third year in a row, employees gave funds so our participants can experience a lifelong wish. In 2019-2020, nearly \$11,000 went to fulfilling 16 dreams through this magical program.

Thanks to our amazing employees who supported Fulfill A Dream:

- | | | | |
|------------------|-------------------------|--------------------|------------------|
| Kim Baker | Elizabeth Edson | Tina Kirchoff | Molly Petersen |
| Gianna Balazs | Jeannie Ellison | Cynthia Krantz | Tina Reiman |
| Latana Barnes | Laura Ferrara | Stephanie Labbe | Cortney Rowe |
| Jackie Bicknell | Stacey Gaskill | Mike Lightfoot | Danielle Rudd |
| Amanda Bozell | Molly Giffels | Jennings, Cassie M | Shannon Schutter |
| Tania Brammer | Calley Green | Rebecca Loszewski | Jaime Shoemaker |
| Mindy Campbell | Rebecca Haineault | Marianne Love | Sarah Simpson |
| Aleisa Charameda | David Halley | Alexandria Lueth | Jennifer Smith |
| Renae Cheeseman | Qiana Harrison | Kristen Maly | Shannon Smith |
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| Maggie Comben | Kristine Hirzel | Karen McKendree | Stephanie Thomas |
| Amber Crandall | Nicole Holmes | Karleigh McNutt | Katelyn Thompson |
| Carrie Cubbison | Michelle Huffman-Markle | Renee Miller | Rebecca Tippman |
| Nikki Cummins | Cassie Jennings | Timothy Mitchell | Suzu Triesenberg |
| Beth Davis | Courtney Jones | Melissa Montague | Sarah Volland |
| Kristen DeHaan | Sarah Kalinosky | Ryan Murphy | Elizabeth Warner |
| Michelle Dekema | Julia Karnemaat | Deborah Neuman | Lisa Woodruff |
| Dana DeWitt | George Kidder | Sonia Personette | |



May received a new easel for painting and a lift recliner so she can sit while painting.



Tony got a new bed to replace his broken one, plus bedding, a rug and a small refrigerator.



Sandra will be able to visit her brother in Atlanta. She is currently planning her trip.



Jeff had a chance to shop online for clothing for a trip—his first time shopping in years.

COPING WITH COVID



Care & Compassion: How We Responded

Dr. Elizabeth Warner was barely three months into her role as SCPP's Medical Director when the pandemic upended everything. "Some days we were making decisions almost every hour as new data came out," she said.

The power of the PACE Model is its human connection. But with lockdowns and a greater risk of infection among older adults, SCPP had to find new ways to connect with participants safely while keeping them healthy.

In line with stay-home orders, SCPP closed its centers except for acute medical or psychosocial needs. Staff eagerly redeployed to bring services to PACE participants at home or through online tools. Recreational staff workers made frequent in-home visits to interact and provide activity packets. Virtual tools allowed participants to take field trips, play virtual games with others, or simply socialize. The medical team was able to use technology for telehealth visits.

In April 2020, an SCPP participant lost her husband to COVID-19. Struggling with both the virus and dementia, she needed ongoing care. That led Warner and SCPP to turn the Portage site into a fully staffed, 24-hour coronavirus care center. "We repurposed the center in a single day," Warner said.

Over several weeks, SCPP brought medical and hospice care to 11 coronavirus patients at the Portage site. Eight passed away per their wishes, Warner said, but with one big difference: "No one died alone. Staff were there 24/7, and we provided full personal protective equipment for family members so they could be with their loved ones."

At-home and online outreach continues even after SCPP reopened its day centers at limited capacity. The driving force, Warner said, is keeping participants engaged, healthy and knowing someone cares.

"We're socially bound creatures, wired for connection with others. The challenge with COVID-19 has been, how do we do that for our older adults?" said Warner. "The flexibility and focus of the PACE Model is making connection possible, even in the face of a pandemic."

On January 19, 2020, the first confirmed U.S. case of COVID-19 was reported. By May 2021, the virus killed more than 591,000 Americans, 81% of them age 65 and above. COVID-19 proved two crucial things: the "can-do," compassionate spirit of the SCPP team; and how the PACE Model can effectively serve our community's older adults.



Value of Flexibility: What We Learned

The numbers tell a compelling story about the PACE Model: Through October 2020, the novel coronavirus killed 3.4% of residents in long-term care facilities nationwide; in that same period, just 1.6% of PACE participants died of the illness.

At first blush, you might not expect that outcome. Some 88% of PACE participants lived in their communities when the pandemic struck. That would seem to put them at greater risk for infection. Instead, PACE programs—including SCPP—showed their ability to change quickly.

"COVID-19 proved that the PACE Model is remarkably adaptable," said Laura Ferrara, CEO of SCPP. "We need to look at ways to grow PACE to better support the expanding population of older adults, especially those with chronic conditions."

Among the ways SCPP adapted to keep participants home, healthy and safe:

- Staff shifted smoothly from providing in-center services to delivering at-home care;
- SCPP equipped its Portage day center for 24/7 COVID-19 care;
- Team members checked in regularly—often daily—so participants felt cared for;
- Home-delivered meals and virtual activities kept participants fed and engaged;
- The medical team used telehealth tools to address physical and mental health needs.

Adaptability will likely remain SCPP's mindset, said Medical Director Dr. Elizabeth Warner. "We'll never go back to the old normal," she said. "COVID-19 uncovered all the cracks and fissures in how our society supports older adults. The more we learn, the more we need to adapt, to learn how to dance with uncertainty."



Cheers for Our Staff!

I am fiercely proud of our staff and how they stepped up in the face of the coronavirus pandemic. Many of them moved far beyond their regular jobs and personal comfort zones to meet the needs of our older adults. Their unwavering commitment and compassionate care made the past year safer, brighter and healthier for the people we serve. From the Board of Directors, the Executive Leadership Team, our participants and their families, and from myself: *Thank you for making a powerful difference!*

GrandPads Connect Seniors

Technology is providing a vital lifeline to older adults. Last year, SCPP distributed 225 tablet computers called GrandPads to participants in Calhoun and Kalamazoo counties. The GrandPads provide homebound seniors with a way to interact with others, play games, take classes, go on virtual trips, and do video calls with friends, family and medical providers. As a result, SCPP has seen a decline in depression and loneliness among GrandPad users as well as fewer hospitalizations and after-hours calls. We sincerely thank those who funded GrandPads: Battle Creek Community Foundation, Dorothy U. Dalton Foundation, Fetzer Institute, Marshall Community Foundation, Edward N and Della L. Thome Memorial Foundation, United Way of the Battle Creek and Kalamazoo Region, and the Calhoun County senior millage.

SETTING THE P.A.C.E. AHEAD

Ninety-five million Americans are 55 years of age or older, according to the U.S. Census Bureau. Those over age 65 are the fastest-growing segment, fueled by 10,000 Baby Boomers who reach that mark every single day.

The impact of this rapid change can't be understated—nor can the need for our society to adapt to meet older adults' needs.

"The vision and plan for SCPP is to grow our capacity to serve older adults at any stage in the aging process," said Laura Ferrara, CEO of Senior Care Partners P.A.C.E.

"We envision a continuum of services and care focused on wellness, caregiver support, education, and progressive home and community-based supports, services and medical care," she added. "I'm personally excited by the opportunity to allow older adults to age well and live well."

Homegrown Solutions

While the wheels of policy change turn slowly, SCPP is doing what it can to grow its impact.

Since 2014, Senior Care Partners P.A.C.E. has partnered with the Western Michigan University Homer Stryker M.D. School of Medicine (WMed) to enlighten medical students on geriatric care.

"Geriatric care is different from other forms of health care. It's very relational, very high-touch and low-tech," Ferrara explained. "By partnering with WMed, we bring every student through our program so they can better engage with patients. It also enhances the medical care we provide to our participants."

Recently, SCPP's parent Company, Comprehensive Senior Care Corp., assumed operation of Senior Health Partners, a nonprofit agency bringing wellness and other services to seniors in Calhoun County. SHP offers nurse-supported exercise and fitness programs, classes on age-related topics, geriatric evaluation and management services, care planning and some light in-home services.

"Joining with SHP allows us to expand our home and community supports and services for older adults," said Ferrara. "SHP has been a great partner, and together we'll be able to do even more to cover the full spectrum of geriatric care."

The PACE Model continues to evolve, accelerated by COVID-19 and changing demographics.

"Honoring and serving an older adult's desire to age in their home and community instead of in an institutional setting is the right way to deliver quality care," said Ferrara. "Our integrated model improves the quality of care by reducing fragmentation, honoring choice and lowering costs."

"Those elements are crucial as we think about the future of caring for older adults."

Bumps Along The Road

Realizing that vision won't be easy. It requires new policies and new approaches, said Ferrara.

"Currently, we're PACE only able to serve older adults who qualify for nursing home level care. That limits the effectiveness of the PACE Model," she said.

Nationally, PACE organizations like SCPP serve 54,000 adults out of 2.2 million Medicare/Medicaid dual-eligible adults who need long-term services.

"We need to promote awareness and drive policy change at the federal and state levels to expand eligibility, expand enrollment and apply the model in more ways," said Ferrara. "COVID-19 showed the need for more community-based care, and PACE could be a perfect fit."



Senator Applauds Senior Care Partners P.A.C.E.

U.S. Sen. Debbie Stabenow (D-MI), an advocate for PACE, wrote to SCPP to offer her encouragement and gratitude in the wake of the pandemic:

Your work is so important and sends a message to Michigan's older citizens that their lifetime of contributions to our communities and society matter. Thank you for providing high-quality, innovative, and compassionate care during this difficult time.

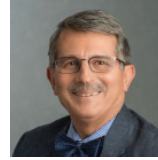
I have always been a champion of the PACE program and have had the opportunity to visit local programs and see their impact first-hand. I will continue to advocate for this innovative model of care. It is a proven model that not only keeps individuals in their homes, but saves costs, too. Your success in continuing high-quality and caring services despite the stresses of this pandemic is a testament to the strength of the PACE model and to the commitment of your team members. As you reflect on the challenges of this past year, I applaud your leadership, dedication and ability to adapt.

I look forward to continuing to support your efforts to improve the health and well-being of Calhoun and Kalamazoo County residents.

Sincerely,

Debbie Stabenow
United States Senator

Board of Directors



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Accreditation Council for Graduate Education



Erin Majka – Vice Chair

Elder Law Attorney
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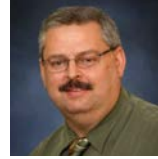
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Professor, Department of Family and Community Medicine;
Associate Dean of Faculty Affairs
Western Michigan University Homer Stryker M.D. School of Medicine



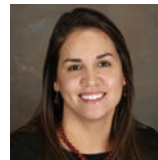
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Chief Executive Officer
Hospice Care of Southwest Michigan



Daniel Pontius

Director of Operations
Senior Services of Southwest Michigan



Adrienne Solis-Sherman

Director of Homecare, Hospice and Wound Care Center
Oaklawn Hospital

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Laura Ferrara

Chief Executive Officer



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Director of IDT Operations



Elizabeth Warner, M.D., FACP, CPE

Medical Director



Katherine Kemp, MBA

Director of Marketing & Enrollment



Kristi Kelly, MBA

Director of Finance & Administration



Would Our Participants Recommend SCPP?

"Oh gosh – I would to anyone and anybody. It has literally saved my life. I look so forward to coming. I would not be here today without you."

"I think it is a wonderful program. [My wife] gets the care she needs and I now have a lot of peace knowing that care is there."

"I would very much recommend you guys — you have relieved me of so many things. I just couldn't keep up with life anymore — it took a big burden off my chest."

"We would have nothing without you guys, you're all we have, so thank you."

"So happy with SCPP PCA staff, and very grateful for their help."



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