

Spring/Summer 2025

Keeping PACE

celebrating over

25
years

Congrats, Pepper Hess!



Pepper Hess Named
New Director
of Therapeutic
Recreation for
PACE CNY

Loretto promoted
long-time employee
Pepper Hess to director
of therapeutic recreation for PACE CNY.

As director, Pepper is responsible for overseeing the planning, organizing, implementation, and evaluation of group and individual activities designed to meet the social, cultural, intellectual, physical, emotional, and spiritual needs of the participants.

Pepper began working for Loretto in 1997 as a recreation director at The Bernardine, a Loretto assisted living facility. In 2002, she transitioned to PACE CNY and has fulfilled different roles during her 23-year tenure, including recreation therapist, day center manager, and assistant director of site operations.

When asked about her new role as director, Hess shared that she looks forward to implementing new programming at the day centers to keep participants engaged and healthy and to provide more opportunities for them to venture out into the community on day trips.

**Please call: 315.452.5800
for more information.**

The Sally Coyne Center for Independence
100 Malta Lane, North Syracuse, NY 13212

The McAuliffe Center for Independence
115 Creek Circle, East Syracuse, NY 13057



Meet our PACE CNY Intake and Marketing Team



Standing in back from left: Kathy Coogan, Admissions Representative Specialist, Dominique Cassano, Medicaid Eligibility Coordinator, Patty Florack RN, Intake Specialist, Allison Guilfoil RN, Intake Specialist, Tammy Natoli RN, Director Intake & Marketing
Seated from left: Shari Schwartz RN, Intake Specialist, Donna Albert DPT, Intake Screener

How the PACE CNY Intake Team Helps People Age in Place

Do you know someone who needs nursing home level care, but prefers to remain living at home? PACE CNY services can help.

Loretto's Program of All-Inclusive Care for the Elderly in Central New York, or PACE CNY, provides a complete range of healthcare and support services for adults 55 and older so they can "age in place" at home. The goal of the program is to help those who are eligible for nursing home care maintain their quality of life at home rather than moving into a care facility.

The care of each participant is managed by an Interdisciplinary Team of doctors, nurse practitioners, home care aides, social workers, rehabilitation therapists, dietitians,

and recreational therapists who provide their medical, rehabilitative, social, and personal care needs.

The PACE CNY Intake Team pictured above are healthcare professionals who work with individuals and families to explain how PACE CNY services work, assist in the assessment process, and help determine if someone is medically and financially eligible for services.

If you or a loved one could benefit from these services, call the PACE CNY Office at (315) 452-5800 to speak with an intake representative to learn more about the program. You can also visit pacecny.org for more information.

pacecny.org

2025 Senior Care Trends



By Stephanie Button, Vice President & PACE CNY Executive Director

The senior care industry will experience significant growth in 2025 as advancements in medicine and technology help people live longer.

The National Institute of Health estimates that **by 2030, 71.4 million Americans, or about one in four people, will be over the age of 65**, and nearly half of this population will require long-term care services at some point in their lives.

What does that mean for PACE CNY? It means that as a Program for All-Inclusive Care of the Elderly, we need to be ready to meet the needs of our aging community.

We anticipate a continued increase in demand for PACE services like in-home care, medical management, transportation services, and day center support, and we look forward to helping our participants 'age their way' by providing the services they need to live independently in their homes for as long as possible.

As we approach this new era of PACE services and support, I am thankful for the commitment and dedication of the PACE CNY Interdisciplinary Care Team and our shared passion for providing the best possible medical, rehabilitative, social, and personal care services for those we serve.

celebrating over

25
years

PACE CNY has served over

3,055
participants
since opening our doors in 1998

We've grown to

450
employees

We provide care to over

600
people
every day

Congratulations and Best Wishes to Terri Wilcox on Her Retirement



PACE CNY wants to extend heartfelt thanks and appreciation to Terri Wilcox, the Director of Patient Services for the Loretto Geriatric Center Licensed Home Care Agency, who is retiring this year.

Terri is a registered nurse who has worked for the agency for 22 years, first as a case manager, then as a home care manager, and, for the past eight years, as the director. The purpose of the home care agency is to coordinate and manage services for nearly 400 PACE CNY participants.

"What I will miss the most about working at the agency is the satisfaction of knowing that our collaborative work with the PACE CNY Interdisciplinary Team has positively impacted the lives of so many people. Together, we have done some amazing things to help people remain living at home, and I'm proud of the success of our partnership."

Stephanie Button, Executive Director of PACE CNY, said Terri's passion for her work and desire to mentor others will be missed. She said, "Terri has been a tremendous employee. She models our mission and has been a strong advocate for her staff, our participants and their caregivers."

Terri looks forward to retirement and plans to travel and visit with family and friends. Before leaving, she has spent some time mentoring her successor, home care manager Jessica Ryman, who will now lead the agency.

“ I am very confident in her leadership and thankful for the opportunity to help her transition into this role. I leave knowing the agency is in good hands. ”

Participant Spotlight

PACE CNY participant Don Kelley was born and raised in Syracuse with his five siblings. He met the love of his life, Shirley, in grade school in 1950 and they enjoyed a 68-year marriage. They raised five children, four boys and a girl, before she passed away in 2022.

"Shirley was everything to me. It's been three years since she died, and I still cry about it, and I never cry. My daughter was concerned about me and thought PACE CNY could help.

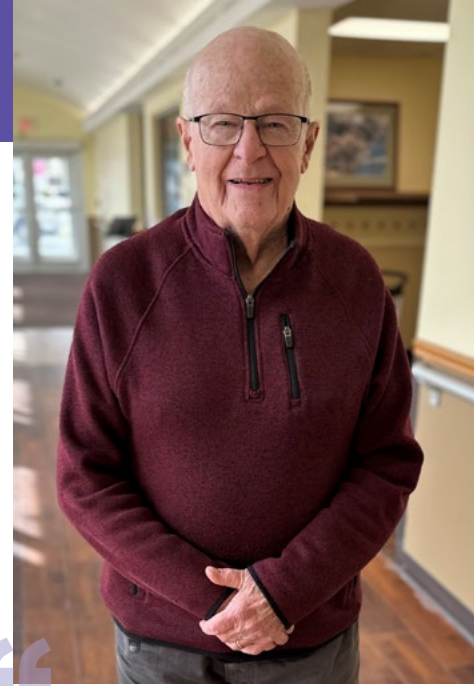
Don visited PACE CNY and met with a social worker who relayed how PACE services could help by providing the medical care and social opportunities he needs.

"Every time I come to PACE CNY, I get a boost. I'm still driving, so sometimes I'll stop in with treats from Geddes Bakery to share or stop by to talk to someone. My kids were worried about me after my wife died. Now

that I have the support of PACE CNY people and services so they don't have to worry so much about me."

In addition to receiving medical care and services at the PACE CNY Day Center in North Syracuse, nurses regularly stop by Don's home to make sure he is living in a safe environment and that his healthcare needs are met. "I really like it when they visit. They walk me through a checklist of questions, ask how I'm feeling, check my medications, and ask if they can help set up appointments. Their visits help keep me on track."

Don is thankful for the support of PACE CNY and was recently asked by PACE CNY administrators to join their Participant Advisory Committee which provides feedback on PACE CNY services. He is looking forward to the opportunity to help.



I'm 89 years old, and anyone who knows me will tell you I have a lot to say. I'm looking forward to helping the committee improve PACE CNY, but in my opinion, it's pretty fantastic.



How Ben Lewis Got Moving with PACE CNY

"Check this out! Not many people have a walker like this, and I think I may be starting a trend—everyone wants one now!"

PACE CNY participant Ben Lewis is thrilled with his new walker, provided by the PACE CNY Durable Medical Equipment Department. His previous one was hard to use and didn't support him well. With this one, he is able to move more easily, and he's lost some weight.

"Before joining PACE CNY, I would sit in my apartment all day long. I had a hard time moving and taking care of myself. This walker really helps—and PACE got it to me quickly after I enrolled!"

Ben visits the day center three days a week, where he receives meals, catches up with friends, participates in group activities like BINGO and karaoke, and participates in an exercise program that has helped improve his health.

He says he appreciates the PACE CNY transportation that makes it easy to get to the day center and the help he now receives at home from PACE CNY aides. "I have people come to my apartment to help me take care of myself. Before, I couldn't change myself and had problems with simple things like cleaning the kitchen and doing laundry. Now, I have the help I need, and my life is so much better. I'm so thankful for PACE CNY."

Did You Know?

The PACE CNY Durable Medical Equipment (DME) Department works with the Interdisciplinary Care Team to find, deliver, and, if required, install the equipment for all participants based on their care needs.

Examples of equipment provided include:

- Walkers
- Hospital beds
- Mechanical lifts
- Specialized wheelchairs
- Diabetic supplies
- Oxygen therapy

*Stay in the Home You Love.
 Get the Care You Need.*



Seasons of Fun

Here are some of the activities our PACE CNY participants can enjoy!

<i>Spring:</i>	<i>Summer:</i>	<i>Fall:</i>	<i>Winter:</i>
• Older Americans Month Celebrations • Gardening Club • Corporate Bowling Tournament	• Cooperative Games • Big Dip Ice Cream Trips • Restaurant Outings • Shopping Outings • Antique Car Show • PACE CNY Summer Games • Syracuse Mets Game	• Participant Education Sessions • Halloween Party • Fall Foliage Trips • Syracuse Sports Hall of Fame • GrandPad Education	• Door Decorating Contest • Lights on the Lake trip • New Year's Eve Party • Valentine's Dance • Mardi Gras • Museum Trips/MOST IMAX • Multicultural Holiday Celebrations