



United Methodist Homes' Hilltop Campus Unveils Highlands Clubhouse Renovations with A Party and Blessing

On Wednesday, October 30th, residents and employees gathered for a party and blessing following the recent renovations of the Highlands clubhouse. The enhancements included new flooring throughout the entrance and community room, fresh coat of paint, new décor and furnishings, a coffee bar, and the addition of a walk-out patio off the community room.

Brian Picchini, President & CEO, and Ron Patti, Hilltop Executive Director, gave opening remarks at the event followed by a blessing by Campus Chaplain, Rev. Lea Harding. All in attendance were pleased to be part of this special day and look forward to future events in the newly appointed space.

Prior to renovations, Ron Patti along with Sandy Lane, Highlands Manager, met with residents to conduct a survey



in order to obtain their input of desired changes and additions. Throughout the remodeling process, the residents' wishes were taken into consideration. The goal was to offer residents a space in which they could attend events, host events, and engage in their favorite leisure activities.

Residents have been enjoying numerous programs in the new clubhouse including card games, socials, wellness and exercise, and relaxation activities.

Some of these renovations would not be possible without the support and generosity of our donors. United Methodist Homes is grateful to Dan and Bette Knight for their generous contribution toward the addition of the patio. We are truly appreciative for all of our donors, whose gifts help us provide new programs and state-of-the-art services to our residents ensuring the highest quality of care.

A YEAR IN REVIEW



United Methodist Homes has had a very busy year. As we reflect, our pillars of excellence continued to drive our strategic plan and served our organization well. There has been a great deal of effort across our organization aligning under each pillar serving to improve our organization enabling us to execute our mission and vision.

Our “growth and expansion” pillar continues to be driven by our Brooks independent living expansion project on the Wesley Village Campus. We embarked on this project with the beginning of construction in late 2018 and completed Phase I in August 2019. Construction of Phase II continues with anticipated completion in April of 2020. Our sales and marketing team remains very much engaged in activities, meeting with new and prospective residents each week, as well as, hosting open houses and special events drawing new people to our campus. Response and feedback have been very positive and we are proud to report that more than half of the project has been reserved. We welcomed our first residents of the new cottages in August of this year and continue to welcome new folks.

Relative to our “engaged people” pillar, we commissioned a company, known as Forgeworks, to conduct a cultural values assessment amongst our staff. The survey revealed what our employees value, their perceived values of the organization, and their desired culture for the organization. Although the project is still in its infancy, it will improve our organizational culture by establishing a common ground, or drum beat, thereby setting the tone by which we operate in pursuit of better outcomes and organizational alignment. We recognize the value of taking care of our people and ensuring that the culture is one which translates to a positive environment where seniors prefer to live and employees prefer to work. Just as our vision is to be the provider of choice among lifestyle options for seniors, so too, is our vision to be the employer of choice among the workforce.

In alignment with our “engaged seniors” pillar, we initiated and formalized a resident ambassador program on our campuses. The program engages our residents by giving them the opportunity to participate in marketing efforts, share personal stories and experiences with prospective residents as well as attend or speak at open house events. The program also enhances our welcoming efforts whereby current residents are involved in assisting new residents in acclimating to the campus and programs. Additionally, we surveyed our residents in our assisted and independent living areas ascertaining their participation patterns in activities, use of amenities, and overall satisfaction levels. Results revealed that as an organization, our residents are extremely involved in our communities, satisfied, and would recommend our communities to others.

Our “high quality” pillar continued to drive better clinical outcomes through regular quality assessment process improvement (QAPI) meetings. We also instituted “triple-check” processes to our overall billing process to identify any potential missing data prior to billing, therefore, enabling us to remain compliant with all billing claims. We enhanced our compliance program transitioning from one led by an individual to a more structured program and team oriented approach. FSA, formerly Peace Church, is a consulting firm that provides guidance for our program. This transition provided for an anonymous hotline for reporting of potential compliance related issues. Internally, we have a chief compliance officer along with designated compliance representatives on each of our campuses.

In relation to our “strong financial position” pillar, we revamped our scorecard which is an accumulation of the key metrics that we as an organization want to manage. These metrics relate to several areas of focus including quality, employee satisfaction, resident engagement, education, and finance. The measurements are updated and presented to each campus on a monthly basis. The scorecard is a living document, and we will continue to adjust it as our key metrics develop over time. Of further note, Medicare revenue, which is one of the major sources for our skilled nursing centers, transitioned from a therapy-driven to a diagnosis-driven, person-centered reimbursement model. This change, known as “Patient Driven Payment Model” (PDPM), necessitated additional education and training to ensure we were utilizing proper coding to capture both acute and chronic conditions to optimize care and relative reimbursement. Like many other organizations, the impact of PDPM is not fully appreciated yet. However, we will continue to devote resources to on-going training to successfully transition.

As you can see, we have embarked on several initiatives guided by our pillars and strategic plan. However, I would be remiss if I did not extend my sincere gratitude to all of the employees, leadership, Board of Directors, residents and families for their continued support. To our residents and families, we thank you for entrusting us with the honor of providing care to your loved ones.

Sincerely,

Brian Picchini, *President & CEO*

What's happening at the COMMUNITIES...

Elizabeth Church Campus Welcomes the Fall Season with a Festival

In September, Elizabeth Church Campus hosted its first Fall Festival. Elizabeth Church and St. Louise Manor staff, residents and families were invited. The Cider Mill, in Endicott, NY graciously donated pumpkins, donuts, and cider for the event. The event included surprise special guests: miniature horses and goats! Musical entertainment featured a local musician, Johnny Only, who performed family favorites in the courtyard. The event was a huge success.

"We were so happy to see all of the staff, families, and residents come together to enjoy the beautiful fall weather. I want to thank all of the staff and families that put together a scarecrow for the scarecrow contest; they were all great!" - Kathy Micha, Activities Director, Elizabeth Church Campus.



Tunkhannock Campus Celebrates Grandparent's Day with a Pop-Up Art Show

On September 7th, the Tunkhannock Campus opened its doors to the local community for their Grandparent's Day open house and pop-up art show celebration. The event was coordinated by Terry White, Activity Director, as an opportunity for the residents to showcase their works of art. Ellen Jamiolkowski, a local artist, had recently hosted a nine week "Hands & Clay" program for the residents, which was sponsored by the PA Council of the Arts. The event grew into a fun-filled day for the entire community, featuring several local

vendors including artists, musicians, food vendors, and even farm animals brought in by the local 4-H.

"This event was well-received by the community, and everyone had a wonderful time." - Annette Chickey, Tunkhannock Campus Administrator.

The Haunted House on the Hilltop Returns

In October, our Activities Department at the Hilltop Campus held its 14th annual Haunted House. Residents, staff, family, and friends of all ages, totaling over 800 visitors, attended this increasingly popular, transformed space. Three local news stations appeared to film and report on the event. Every year, staff are eager to assist. Employees from Elizabeth Church, Hilltop, Corporate, and Johnson City high school students helped create the annual attraction.

"Every year the rooms are different. We have eight hallways and seven different rooms doing a different theme each year. You can come back every year for a new and free scare...it's the laughter that makes the event worth it every year." - Faye Clark, Campus Life Director



Wesley Village Honors our Resident Veterans with a Veteran's Day Breakfast

Our Wesley Village Campus held a Veteran's Day Breakfast in honor of our resident veterans from Partridge-Tippett Nursing & Rehab, Anderson Personal Care, and Myers Manor. A few students from Pittston Area's Builder's Club volunteered to assist. Residents entered through a pathway of flags waved by staff and students as patriotic music played in the background. Before breakfast was served, everyone recited the Pledge of Allegiance and listened to the National Anthem followed by a special blessing by Pastor Eugene Sperazza.

All veterans were presented with a personalized certificate and flag pin to honor them for their service. The Veteran's Day Breakfast left many resident veterans feeling appreciated and honored.

UMH Supports Education on Downsizing & Transitioning To a Senior Living Community

As one would expect, our organization works with seniors on a daily basis whom are researching and planning for the next chapter in their lives - retirement community living. The common quest is maintenance-free, activity filled, amenity-rich living that offers one peace of mind with access to care when care is needed. However, such a quest does not come without obstacles and associated stress.

Meeting with potential residents, we see first-hand the amount of stress seniors and their families face when contemplating the entire process, from researching communities, to downsizing, preparing the home for sale, to contending with the move itself.

Because we recognize that the process of downsizing can be an overwhelming and daunting task for anyone to contend with, we wanted to provide a venue to further extend support and provide education on the entire process. "The monumental task of downsizing and moving is one of the most common reported obstacles and often why seniors will delay a move altogether," stated Betsy Vannatta, Vice President of Sales & Marketing. To help address the barriers and obstacles, we collaborated with downsizing and transition specialists in both New York and Pennsylvania. The purpose of the seminars is to extend support, education, and offer resources on how to navigate the entire process. We held our first seminar at our Tunkhannock Campus last summer, and this fall, we offered a very similar seminar at our Hilltop Campus.



The seminar is ideal for anyone who has thoughts of moving to a senior community, or, who is simply aiming to plan and begin the downsizing or decluttering process. Preparing and researching all the options reduces some of the stress that can be invoked when thrust into a situation with little time to prepare. The seminars address the often-difficult decisions about what to take and what to leave behind.

"Right-sizing" is a term we like to use in place of downsizing; it is about creating a space that is conducive to one's needs at the time and eliminating clutter.

On acclimating to a new home in a senior living community, seniors learned that the experts recommend they bring some of their most fond possessions to their new home, which fosters a sense of familiarity and comfort. Getting involved and participating in activities and social events and seeking comradery with those around them who have gone through the move themselves can further aid in the transition to one's new home. Our campuses offer a wealth of activities and programs including welcoming efforts that can offer one ample opportunity to establish friendships, and ultimately, contribute to a sense of belonging.

The seminar series will continue periodically on our campuses as the overwhelming attendance confirmed the desire for such information.

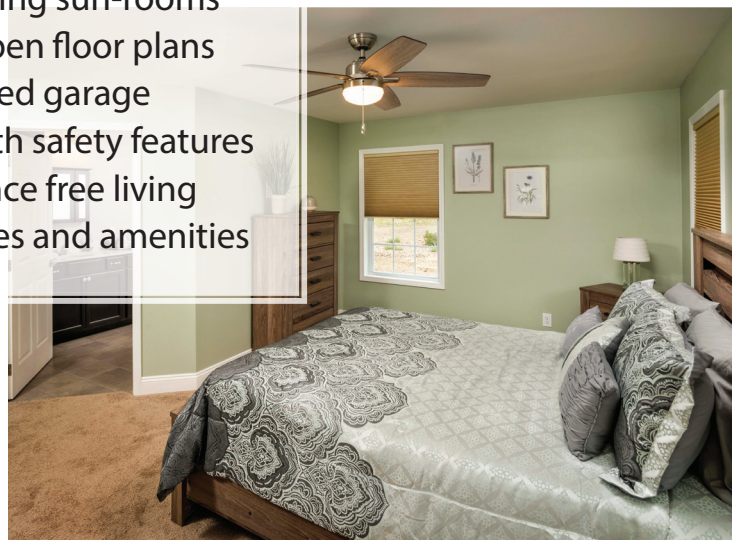
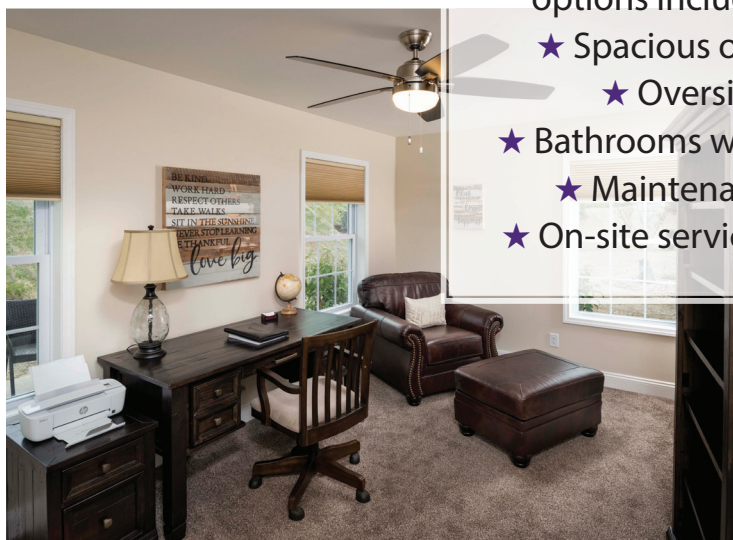


Employees from the corporate office had a great time volunteering at the Phelps Museum in Binghamton, NY for the United Way Day of Caring on September 13th. Volunteers spent the morning helping museum staff clean the grounds.



Our Brooks Phase II Expansion - Cottages offer:

- ★ New construction with upgrade options including sun-rooms
- ★ Spacious open floor plans
- ★ Oversized garage
- ★ Bathrooms with safety features
- ★ Maintenance free living
- ★ On-site services and amenities



The Brooks Expansion construction project continues to progress and we are amidst the construction of Phase II. Each week, homes continue to be delivered and set on their foundations. Upon completion, our campus will offer 73 brand new two-bedroom, two-bath homes.

Interest in the community continues to grow with regular traffic to our model for tours. Twenty-seven homes in Phase I have been completed and we have welcomed 17 new residents. More than half of the 73 homes have been reserved. We anticipate the completion of the project in April of 2020. We are pleased to be able to meet the needs of seniors in our community who are in search of a better way of living – maintenance-free, worry-free, vibrant and active living!

**Call us for more information
and to arrange a tour at
570.655.2891 ext.5209**



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Sincerely,
Brian Picchini, President & CEO

News & Announcements

Elizabeth Church Campus: Sarah Criddle is our new RN Infection Control Coordinator and Marcia Potter is our new HR Assistant.

Hilltop Campus: Bonny Crawn, Daniel Pamphil, and Molande Touissant were promoted from CNA's to LPN's. Misty Harper was promoted from Activities Leader to Activities Coordinator and Tia Fobbs went from an RN to JGJ Unit Manager.

Wesley Village Campus: Andrea Marquez-Alvaro is our new Registered Nurse Assessment Coordinator and Lori Ann Wasik is our new RN Restorative Nurse.

Corporate Office: In November, Heather Murphy joined our team as the Director of Development for the United Methodist Homes Foundation.



Give A Warm Welcome

We would like to welcome Heather Murphy as the new Director of Development for the Foundation. Heather is a native of the NY Southern Tier, but has spent the last 20 years in the Northeast. She has almost 17 years of non-profit and fundraising experience, with the bulk of her career spent at the Greater Carbondale YMCA. If you would like to learn more about the Foundation programs or fundraising initiatives, you can contact Heather directly at (570) 536-4313 or hmurphy@umhwc.org.

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