



Serve One Another
Humbly



2019 ANNUAL REPORT

Mission

United Methodist Homes communities provide a wide range of senior living services with exceptional care and compassion.

Vision

The vision of United Methodist Homes is to be the provider of choice in lifestyle options for seniors.

Values

We believe an effective model of health care delivery reflects these core values:

- Concern and understanding for the whole person.
- A focus on education and wellness in pursuit of a full life.
- Independence, dignity and a sense of control for all residents.
- Caring and compassion in our staff.

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Danielle Janeski, Executive Director,
Wesley Village and Tunkhannock
Ron Patti, Executive Director,
Hilltop Campus
Heather Murphy,
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United Methodist Homes Foundation

Serve One Another
Humbly



Dear Friends of United Methodist Homes



*Brian Picchini,
President and CEO*



Calli Berg, Board Chair

As we reflect on 2019, we are excited to share with you some of the many forms of service we provide, all year long. In this year's Annual Report you'll find stories that highlight how we serve our residents by continuing to provide the highest quality of care and creating beneficial partnerships; how we serve our employees by listening to what's most important to them and recognizing those that go above and beyond; how we serve our surrounding communities by giving back of our time, talent and treasure; and so much more. As a faith-based organization that relies upon the support of others, we are also aware of how important it is for us to take an active role in supporting the communities in which we serve. We hope you will be encouraged when you see how our residents and staff reach out in service to our local communities.

We have been blessed with a rich heritage of generous supporters that allow us to not only serve our residents but also all those we touch as an organization. The growth of the United Methodist Homes is only possible through generous gifts given by others and through these stories you will see the continual circle of mutual love and service as we fulfill our mission with exceptional care and compassion.

Sincerely,

*Brian Picchini,
President and CEO*

*Calli Berg,
Board Chair*

Snapshot of our Communities



CORPORATE OFFICE

10 Acre Place, Binghamton, NY 13904
www.UnitedMethodistHomes.org



HILLTOP CAMPUS

Independent Cottages: 76
Independent Living Apartments: 99
Assisted Living: 98
Skilled Nursing, Rehab and Memory Care: 122



WESLEY VILLAGE CAMPUS

Independent Living Cottages: 176
Independent Living Apartments: 81
Personal Care: 58
Skilled Nursing: 183



ELIZABETH CHURCH CAMPUS

863 Front Street, Binghamton, NY 13905
Independent Living: 30
Assisted Living/Adult Care: 52
Skilled Nursing, Rehab and Memory Care: 121



TUNKHANNOCK CAMPUS

Personal Care: 38

2019 Highlights

At United Methodist Homes, our mission is to provide a wide range of senior living services with exceptional care and compassion. In order to do that, we are continually striving to maintain our high quality and seek partnerships that will benefit our residents.



Brooks Expansion



Highlands Community Center Updates



Irene Raeder Community Center Renovation

Accomplishments:

- All of our retirement communities continue to maintain a 5-star rating as it relates to quality measures.
- Elizabeth Church Manor (ECM) and James G. Johnston Memorial Nursing Facility (JGJ) received five stars on their state annual inspections required by the Centers for Medicare and Medicaid Services (CMS) for skilled nursing facilities.
- Gary Gardner, Senior VP of Special Projects/Financial Analyst, received the 2019 Leader of the Year Distinguished Service Award from LeadingAge PA.
- Phase I of the Brooks Estates expansion was completed in August 2019. We began welcoming new residents immediately.
- Partridge Tippet Nursing Facility continues to be a preferred provider with both Geisinger and Commonwealth Health Systems.
- Both independent living Community Centers (Highlands and Brooks Estates) received significant makeovers and improvements.



Gary Gardner, Senior VP of Special Projects of UMH and Susan C. Drabic, President & CEO of Morningstar Living

Community Collaborations:

- **The Memory Maker Project**, a program of the Southern Tier non-profit, the Center for Transformative Action, partnered with the Hilltop Campus to become a Memory Maker Community. This year long program combined art and poetry programming to provide meaningful experiences to approximately 120 residents in the SUN and STAR units at Hilltop who suffer with memory loss. The program was very well received and will be expanding to other UMH campuses.
- **The telemedicine project** at Wesley Village campus in collaboration with Curavi, went live on June 26, 2019. There were in excess of 615 telemedicine consultations which resulted in reduced hospitalizations.

Supporting the Communities in which we serve



Betsy Vannatta, Phyllis Amenda, Ron Patti, John Rhodes, Chris Waters, Rev. Lea Harding and Alice Clark



United Way Day of Caring

Betsy Kosick and Brian Picchini



The Longest Day Bake Sale

Front Left to right seated: Marilyn Monahan & Marion Heycock; Left to right standing: Mary Beth Dessyoe, Gloria Loch, Marilyn Alvator, Marjean Malee, Nancy Boyer, Doris Rosencrans



Wesley Village Spring Brunch

Lindsey Maslar and Lindsay Ferrese

There's no doubt when you step on any of the United Methodist Home's campuses, there is a strong sense of community. However, we realize that we do not stand alone and connecting with our surrounding communities helps strengthen both. At United Methodist Homes, we take time to foster those relationships.

- United Methodist Homes was a sponsor for the following community events:
 - ✓ Walk to End Alzheimer's at Binghamton University, raising over \$2,300 as a team. Executive Director of Elizabeth Church Manor, Vicky Morabito, gave the opening speech asserting our commitment as an organization to this worthy cause.
 - ✓ Annual Wine & Food Fest at Roberson Museum
 - ✓ Senior Picnic & Fun Fest at SUNY Broome
 - ✓ PA Heart Walk
- Employees from the Corporate Office volunteered to clean the grounds at the Phelps Museum in Binghamton, NY for the United Way Day of Caring.
- Wesley Village residents held their second "Longest Day" Bake Sale, raising \$1,580 for the Alzheimer's Association.
- The annual Spring Brunch at Wesley Village offered a delicious brunch with open house and tours to over 300 guests.
- Tunkhannock Manor hosted Grandparents Day, featuring resident works of art and inviting family and friends for a celebration.



Tunkhannock Grandparents' Day

Cameron White, Ellen Jamiolkowski, Carl Heinz Koopman

Supporting the Communities

Serve One Another Humbly

- Elizabeth Church Campus Kindness club collected donations and invited residents to make something for the following organizations: The Children's Home of Wyoming Conference, The Humane Society, and RISE.
- Elizabeth Church Manor Easter Event welcomed family and friends from the community to enjoy games, food, and a special visit from the Easter Bunny.
- Staff and residents at Hilltop made PB&J sandwiches for the homeless to celebrate Nursing Home Week. This event turned into a monthly activity. The Activities Department works with Outreach Ministries at St. Patrick's Church located in Binghamton, NY to continue to make sandwiches for the homeless. Additional collections have included socks, assorted personal hygiene items and a toothbrush drive.
- Hilltop Campus held its 14th annual Haunted House. Residents, staff, family, and friends of all ages, totaling over 800 visitors, attended this increasingly popular community event.
- The Fall Market & Festival at Hilltop included 17 vendors from the community, live music, an ice cream truck, etc. and raised almost \$2,000 for the Foundation.
- Hilltop hosted an Outdoor Community Family Movie Night. They showed a movie for all ages, served popcorn and drinks.
- Hilltop hosted a Memory Maker Art Exhibit inviting staff, residents, family members and the community. Art on display was created by residents of the Star and Sun units.



Elizabeth Church Manor Kindness Club

Gloria Hojsik, Sue Gaube, Connie Bennett, Pat Timms,
Claire Simone, Priscilla DeNyse



Elizabeth Church Manor Easter Event

Joyce Lewis and guest



Hilltop Fall Market and Festival

Faye Clark, Ron Patti, Kate Conant



Hilltop Memory Makers Reception

Guests of the Reception

Serving Our Staff

We value the whole person. That's why it's important to us to ensure our staff understand how much we appreciate their dedication and hard work. Communication is key and we want our team to be heard. This year was one of listening in order that we may grow stronger together.

UMH 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. Over 40 employees representing all campuses and departments met several times to align the survey results with the cultural environment. As we continue to move forward with this project, it will improve our organizational culture by establishing a common ground. 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.



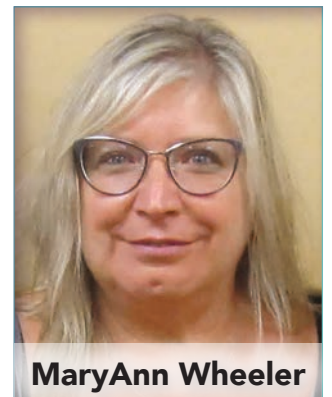
Pillar Award Winners

The award recipients in 2019 were employees who embody the mission, vision and values of UMH, produce quality work, and consistently display characteristics valued and appreciated by their fellow employees and the residents we serve.

- ✓ **Pillar 1 Engaged People:** Carol Ann Heller
LHHCA/ALP Director, Saint Louise Manor (ECC)
- ✓ **Pillar 2 Strong Financial Position:** Mary Ann Wheeler
Financial Counselor, Wesley Village/Corp
- ✓ **Pillar 3 Growth & Expansion:** Brian Palma,
Administrator in Training Wesley Village
- ✓ **Pillar 4 High Quality:** Sandra Farrell ADON,
Elizabeth Church Manor
- ✓ **Pillar 5 Engaged Seniors:** Hilltop Wellness Dept.
Rob Eichelsderfer, Cert. Personal Trainer; Vinni Wingell, Wellness Director; Kim Bernthom, Transportation Aid; Robin Chodkowski, Cert. Personal Trainer; Marjorie Sampson, Massage Therapist



Carol Ann Heller



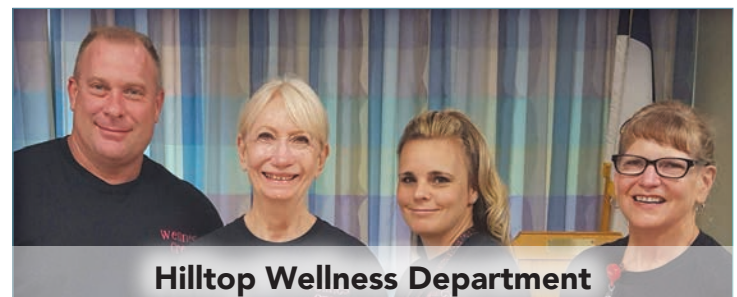
MaryAnn Wheeler



Brian Palma



Sandra Farrell



Hilltop Wellness Department

Serving Our Residents

Our residents have a lot to give and they do so in many varied ways. In an effort to amplify some of their excitement about living at United Methodist Homes, we asked some residents to reach out and give back through the new Resident Ambassador Program.

It's hard to be the new kid on the block but it's a feeling that everyone has experienced at some point in their lives. Recognizing that life changes are easier with a friend, United Methodist Homes initiated the Resident Ambassador Program. This program educates and assists senior adults in the community who are exploring our services or contemplating a move to one of our campuses with the help of current residents. Ambassadors assist in a variety of ways from speaking with potential residents, to showing their home, dining with a prospective resident, or even speaking at open houses. Resident Ambassadors can also assist in our campuses welcoming efforts, inviting a new resident to an activity, or ensuring they are not dining alone.

Emil Augustine, resident of Brooks Estates, has "enjoyed every minute" of living at UMH. When asked to become a Resident Ambassador, he was more than willing to share his story about how UMH is a wonderful place to live. Mr. Augustine has spoken several times at *Dine & Discover* Luncheons as well as meeting with prospective residents at the Brooks Expansion Model Home. Several prospects that became residents have stopped to talk with him since moving in.



Emil Augustine

"My wife and I knew for a long time that we wanted to retire to Wesley Village."
— Emil Augustine

Marion Heycock was "honored to be selected as a Resident Ambassador." Through this role, she has been able to meet new people and tell them about "all the wonderful opportunities." But she doesn't just support prospects! In addition to her role as Ambassador, Ms. Heycock has taken an active role in planning outings for current residents such as monthly trips to restaurants, sporting events, theater shows, and the casino. "This is plus *all* the daily activities on campus. I couldn't do this alone. The staff are so helpful," Ms. Heycock notes. Resident Ambassadors are an asset to our community and active on each campus. Talk with our Admissions Office for more information.



Marion Heycock

"I've showcased my apartment to potential residents hoping they would see how making Wesley Village their home would make them as comfortable as I am." — Marion Haycock

Serving Our Organization

Without the generosity and support of our donors, United Methodist Homes would not be able to accomplish nearly as much as we do. For generations, individuals and families who believe in the work we do have supported UMH by financially giving to the Foundation in a way most meaningful to them. No two donors or gifts are alike in their size and meaning but each is significant. This year, we chose to highlight some long standing donors who shared why UMH is meaningful to them.



Dan and Bette Knight

Dan & Bette Knight

Major Donors; over 10 Years Giving

The Knights first became familiar with the UMH Hilltop Campus over 40 years ago when Dan's all-time favorite teacher was a resident. At that time, they were greatly impressed and both continue to feel it is the best senior living facility in the area. "Where else do you get such great care from a very caring staff and continue to remain a resident if your funds become exhausted?" says Mr. Knight. The couple became residents themselves in 2005 and since 2006, Dan

and Bette Knight have generously supported the United Methodist Homes Foundation, preferring their donations to be listed as "Anonymous." This year, the Knights decided to be named as donors in the hopes that it might encourage others to contribute. "As we all continue to live longer, more residents will need financial help as they continue to live here. Some of us are fortunate enough to be able to donate to the UMH Foundation Resident Support Fund and we encourage fellow residents to give what they are comfortable with. We get satisfaction in realizing that we might eventually be helping friends stay here. We feel it's a very worthy cause. We certainly hope the Foundation will be able to continue its good work in the coming years and if we all contribute whatever we're able on an annual basis, I'm pretty sure it will," encourage Mr. and Mrs. Knight.

"Where else do you get such great care from a very caring staff and continue to remain a resident if your funds become exhausted?" — Dan Knight

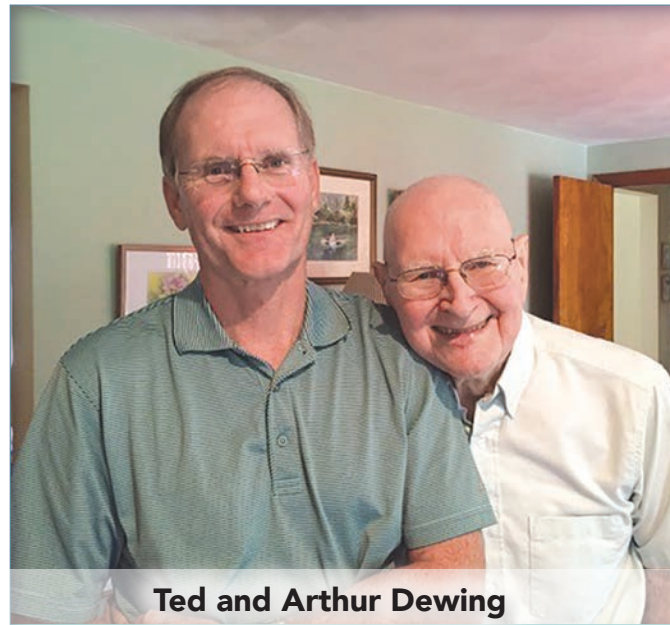
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Ted Dewing, Jr.

10 years Consecutive Giving

"In 2009 my father, who lived alone at age 86, underwent major surgery. When dismissed from the hospital, it was evident he could no longer remain independent as he had. I live over 800 miles away and like many families, we had to make the decision where best for him to reside. Ultimately his almost 8 year stay at St. Louise and Elizabeth Church Manor began that fall. Simply, our support for UMH comes from the need for safe places for our parents to reside. As "the Greatest Generation" ages, independence and dignity are key. My father never looked back and thoroughly enjoyed his time at St. Louise. He was in a caring home; warm in winter, comfortable in summer. He participated in activities daily, as well as fostered friendships he never would have made living alone. He helped with a resident garden, sung in choirs and attended every holiday function. He was recognized many, many times as a veteran. One of our concerns living at a distance, was the level of care the residents received. Over the years we experienced compassionate but truthful updates on various stages of Dad's stay. By routinely speaking with staff members, we were confident of the care and personal attention provided. I want to see UMH thrive and continue to provide services badly needed. I want to see them continue with activities that enhance quality of life and engage professional services for the benefit of their residents. I want to see them be able, through their staff, to provide the dedication they showed my father. On behalf of my wife Anne and myself, this is why we support the UMH Foundation."



Ted and Arthur Dewing

"Simply, our support for United Methodist Homes comes from the need for safe places for our parents to reside." — Ted Dewing

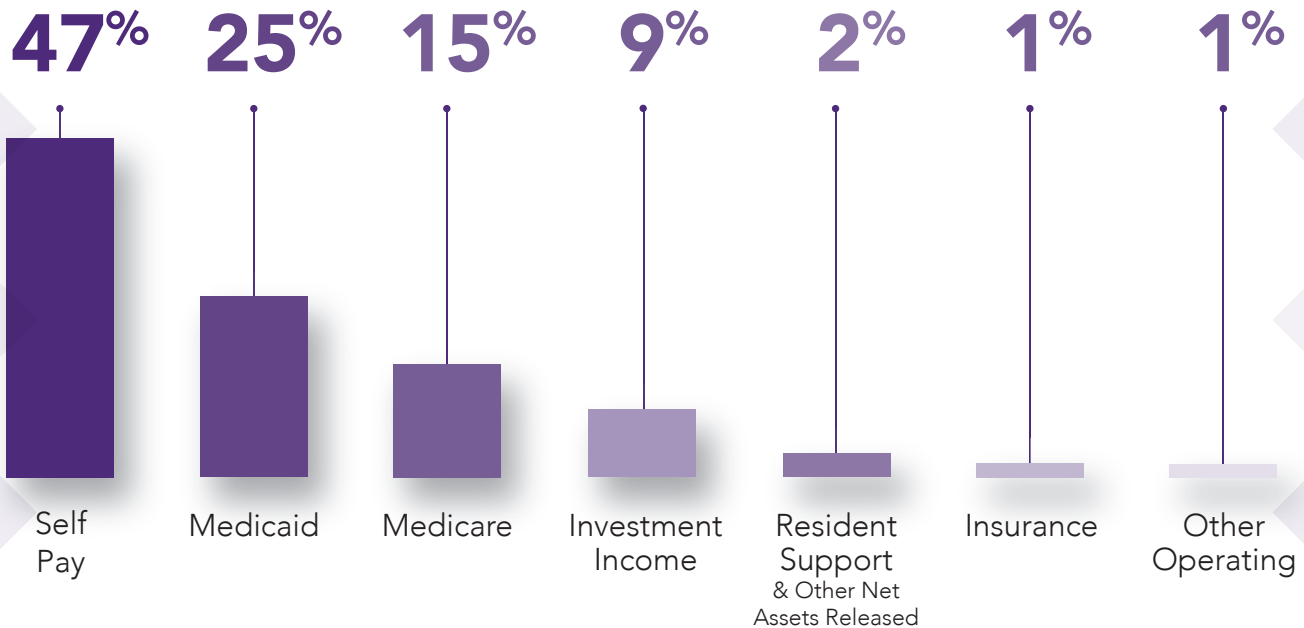
Debbie Pease

15 Years Consecutive Giving

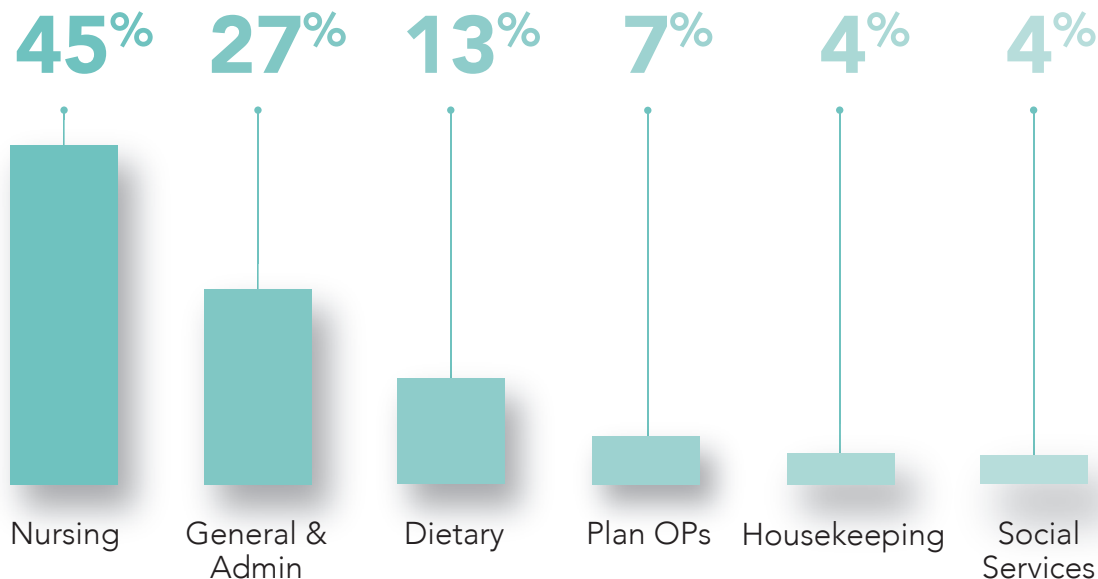
"If my memory serves me correctly, my giving to UMH began even longer ago. Many years ago, there was an older lady at my church who would collect \$5 from each of the ladies in the church to send to the UMH Foundation. My interest in folks in nursing homes is the result of care that my grandmothers, and more recently my mother, received at the end of their lives. I like to give to organizations that are faith based and that are serving those in need. Helping folks who are separated from family and friends, be given activities to brighten their days, is a way of sharing God's love. God has blessed me so that I can bless others, so I find great joy in giving."

Helping folks who are separated from family and friends, be given activities to brighten their days, is a way of sharing God's Love. — Debbie Pease

REVENUE



EXPENDITURES



Stewardship Responsibility Note: Our goal as a nonprofit organization is to have the resources available to fund the following mission needs: charitable services, periodic operational shortfalls, investment in property and equipment, program enhancements, and future growth. Your contributions are essential to help provide these services.

Charity Care: The generosity of others has enabled the Foundation to quietly distribute funds through the program, filling the gap for those that have exhausted their financial means. United Methodist Homes maintains records to identify and monitor the level of charity care it provides. UMH considers care provided to residents that are part of its Resident Assistance Program to be charity care; not care provided to Medical Assistance beneficiaries or residents that are eligible for Supplemental Security Income (SSI). In 2019, UMH's estimated costs of charity care services were approximately \$1,114,000. The Foundation received \$134,359 in contributions restricted for charity care and \$738,008 of income distributions from perpetual trusts restricted for charity care.

Thank You to our Donors



Edwin G. Betz
Chair, UMH
Foundation

We extend our sincere thanks to all our donors for your support in 2019 helping the UMH Foundation achieve the mission of providing support and service to our residents and staff. Your gifts made it possible for us to provide \$1.1 million in funding, through the Resident Assistance Program, to our 4 campuses for adult care residents who have exhausted their financial resources.

At the time of publication, the COVID-19 pandemic has necessitated visitation restrictions at the campuses. The Foundation was able to fund \$50,000 for items to lessen the effects of the lock down. We also cancelled one of our two major fundraising events—the Annual Golf Tournament—which will have a significant impact on fundraising in 2020. The other major fundraiser—The Annual Appeal—will be kicking off in the next few months.

To our many generous donors throughout the year we can not say THANK YOU enough and cherish your continued support. We invite new donors to join the Foundation Family and enable us to continue our mission. You can support the Foundation by returning the enclosed envelope, making a secure online donation, or contacting Heather Murphy.

Gratefully,

A handwritten signature in blue ink that reads "Edwin Betz".

Edwin G. Betz,
Chair, UMH Foundation

“We want to thank them [the staff] for the wonderful job they do. Unable to visit or communicate with our mother during this pandemic has been extremely difficult. Providing consistent and reassuring communication with the families of residents is more important now than ever. We also thank you and your leadership for your continued efforts to safely navigate through these hard times.”

— Dan Hendery (and my 8 siblings)

3rd Annual Golf Tournament



GOLF TOURNAMENT DONORS

Conklin Players Club was the setting for the United Methodist Homes Foundation 3rd Annual Golf Tournament on June 27, 2019. The weather could not have been better for the 111 golfers that teed up to raise money for the Resident Assistance Program. This year's event was presented by the Sordoni Family Foundation. Along with golf, there was a basket raffle and silent auction with some amazing prizes. This year's event raised over \$55,000 in support of our Resident Assistance Program.

\$10,000+

Sordoni Family Foundation
ACE Sponsor

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EAGLE Sponsor / Party Tent

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BIRDIE Sponsor

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Betsy and Craig Vannatta

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Emil Augustine
*In memory of
Janet M. Augustine*
Annette Chickey
Katherine Conant
Wendy Dzanis
Kelly Hill
Katherine McHugh
Mark Palma
Mary Ann Wheeler

Tribute Gifts

While flowers fade over time, a tribute gift helps those who are still with us.

These gifts to the Foundation honor the lives of those special to us while making a meaningful impact on others. Thank you to our donors that remembered the Foundation in honor of others.

TRIBUTE GIFTS

Eunice Barnes
(Happy 100th Birthday Mom!)
Pamela Colesworthy

Donna Casey
Rev. James Wert

Jesus Christ
Kathleen Scherhauser

Irene Ford
John Andrews

Margaret Harvey
Larry Harvey

Maria Estela Kanuk
Steve Kanuk

Wilhelmina Linsky
Leslie Walling

Lockton
LeadingAge PA

Mary Raychel
Wanda Broczkowski

Betty Miller
John Tillotson

New Residents
Marianne Wolf

Shirley Podczasy
Judy Berry

Rev. Harriet L. Santos
Rev. James Wert

Lucy Sowa
Martin Sowa

Eileen Vieyra
Robert Vieyra

MEMORIAL GIFTS

Leonard Adamczyk
Linda Dominick
Joy and Michael Harris

Paul Adamek and Kim & David Adowski
June Adamek

Walter Agnew
Donation From Wife of a
Former Resident

Elda Amico
Cataldo Amico

Estelle H. Andrews
Estelle Andrews

Janet Marie Augustine
Emil Augustine

David Baker and Robert Evans
Abbie Evans

Yvonne Baker
James Baker

Floyd and Margaret Battenburg
Charles Battenberg

Bertha Bianco
Patricia Schillaci

Anita Bosket
The Family of Anita Bosket

Margaret A. Bostic
Margaret Ann Ray

Rev. Guy Burt
Lea Harding
Grace Snyder

Theresa Bush
The Hearing Center of
Northeast Pennsylvania, LLC

Marion M. Cafasso
WinnCompanies

Ernestyne Cafferty
Shirley and Joe Coons
Ardis Rogers
Suzann Strauss
Beth Strauss

Alice J. Carling
John Carling

Lena Catalano
Jane Cannon

Grace E. Clark
Jerry and Beverly Clark

Thomas Christopher Colling
Dr. Kathleen and Mr. Vincent Colling

Agnes Condelles
Mr. and Mrs. Edwin Betz

Dorothy R. Coon
The Family of Dorothy Coon

Joseph M. Corey
Lesley Corey

George and Dorothy Crawshaw
Rick and Sam Crawshaw

Sarah Darby
Barbara Johnson

Lawrence & Meda Daubert and
Edward & Claire Knight
Dan and Bette Knight

Patricia Davis
Kenneth Davis

Michael and Anna DeKonty
Charlene Clark

Mildred Denton
Patricia Chodun, Sandra Sage, and Ray Denton

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Anne and Ted Dewing

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Beverly Hosten Dorsey

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Memorial Gifts

Florence Hromada

The Family of
Florence Hromada

Francis J. Hubbard

Carol Hubbard

Carl & Wilma Hurst and Edward F. Gardner

Gary and Wilma Gardner

Jesse Izenberg

Nina Izenberg and Family

Irene Janoski

Gustav Janoski

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Susan Pierce

Jessie Louise Maurer

Richard Maurer

J. Robert McCabe, Sr. and

Olga & Franklin Trenergy Sr.

Janet McCabe

James McKee and

Stephen McKee

Phoebe McKee

Susan Burger Mitchell

Leigh Allard

Mother

Margaret Ann Ray

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A Note Regarding COVID-19: Who would have guessed in 2019 that we would be facing a global pandemic in 2020? Because of the generosity of our 2019 donors and generations of previous support, the Foundation was able to support our campuses' immediate needs through the Activities Initiative. These funds were used to purchase materials and equipment to keep residents active, engaged, and connected during extended COVID-19 restrictions. We look forward to next year's report when we will share all the good work that went on during this time to keep our residents safe and connected.

Serve One Another
Humbly

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For more information: Contact Heather Murphy, Director of Development, United Methodist Homes Foundation, at 607.775.6400 ext. 1281 or email hmurphy@umhwc.org



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