



ERS

Episcopal Retirement Services



2015 Ministry Report





2015 Ministry Report

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Dear Friends,

2015 has been a year of exciting changes and challenges for Episcopal Retirement Services (ERS), beginning with our new name! To be more reflective of the full scope of mission driven services which we provide within all of our residential communities as well as throughout the broader community, this new parent organization has been created to oversee Episcopal Retirement Homes, Inc.; ERS



Doug Spittler

Affordable Living, LLC; ERS Development, LLC; and the ERS Foundation. By 2030, the number of 65 year olds will double. We are working diligently to position ourselves to best serve these individuals at a time of tremendous change in the healthcare environment.

Key highlights and plans for the future include:

- Doubling our size in the next 5-8 years;
- Investing \$24 million in the Marjorie P. Lee Master Plan renovation;
- Co-founding the Post-Acute Care Network, a group of 10 providers that use a single care-transition system to seamlessly provide high-quality care;
- Expanding Affordable Living for lower income seniors throughout the Tri-State to 25 communities which we own, manage, or have in development with a plan to grow at a rate of three additional communities per year;
- Expanding our Deupree Meals On Wheels zones into Loveland, Montgomery, Symmes, Maineville, and Blue Ash areas, projecting delivery of an additional 2,000 meals per month.

After 34 years with ERS, I am entering my final year as CEO of this great organization whose commitment to person-centered care remains paramount in all we do. We strive to extend this approach each and every day to our residents, their families and friends, the thousands of individuals participating in our outreach programs, and to the many volunteers, donors, partners and staff who join us in our commitment to improving the lives of seniors. This ministry report is a snapshot of the many ways that ERS has made an impact throughout our community as part of our collective commitment to fulfill our mission. Thank you for your interest, support and compassion for helping others.

Sincerely,

R. Doug Spittler, President & CEO

ERS EXECUTIVE TEAM APPRECIATES YOUR SUPPORT!



*Kathy Ison-Lind,
VP of Affordable
Living & In-Home
Services*



*Laura Lamb,
Executive VP*



*Ken Paley,
VP of Marketing*



*Paul Scheper,
CFO*



*Ginny Uehlin,
VP of Residential
Housing &
Healthcare*

ERS Ministry

2,517
Individuals
served as
residents or
through
on-going
support



14,185
Individuals
impacted by
community
outreach
programs

Lives Impacted

Cincinnati's Episcopal Retirement Services works to improve the lives of older adults through quality senior living communities & community-based services.

Together We Are Making A Difference In Our Community

Ministry for residents or through on-going support	Lives Impacted
Affordable Living Residents	1,145
Independent Living Residents	241
Assisted Living Residents	57
Skilled Nursing Care Residents	399
Meals On Wheels Clients	350
Living Well Senior Solutions Clients	36
Student Educational Experiences	289
Ministry through community outreach programs	Lives Impacted
Parish Health Ministry Contacts	9,430
Parish Health Ministry Training Attendees	692
Refresh Your Soul Attendees	467
Community Education Event Participants	629
Students Attending Council on Lifelong Engagement Presentations	450

The Good Samaritan Mission Fund

Funding life-changing services

For 65 years, Episcopal Retirement Services, (ERS) has dedicated itself to improving the lives of older adults from all faiths through innovative, enriched living environments and in-home and community-based services delivered by experienced and compassionate professionals.

As a faith based non-profit organization, ERS is called to provide a life of dignity, purpose and comfort for our residents and those we serve throughout the community. Through the gener-

\$1.7M
total ministry costs

4.3%
of ERS annual budget

osity of philanthropic donations, we are able to absorb the associated costs of the many critical health and wellbeing programs and services which are not reimbursable or covered by resident fees.

The Good Samaritan Mission (GSM) exists to enrich the lives of older adults. In 2015, \$1.7 million was subsidized by ERS through philanthropic contributions to fund the Ministry Programs and Services that enable us to fulfill our mission as a non-profit organization.

ERS Ministry Programs and Services Spending

\$1M

Residential Financial Aid for Deupree and Marjorie P. Lee residents who have outlived their resources as part of ERS' promise that no resident will ever be required to leave for financial reasons.



\$248,826

Affordable Living provides rent subsidized living that offers a variety of options and services rarely found in communities serving lower income seniors to ensure they live with dignity and enjoy safe and enriching lives regardless of their financial situation.

\$150,153

Parish Health Ministry empowers individuals to move toward improved health of their body, mind, and spirit through the promotion of health and wholeness within ERS communities, partnering congregations, and the region at large.

\$94,774

Spiritual Care is an integral part of ERS living and includes staff chaplains and partnerships with local churches whose clergy and lay volunteers serve the spiritual needs of residents and their families, regardless of their denomination.

\$46,728

Deupree Meals On Wheels caring volunteers deliver nutritious meals and compassionate companionship to homebound seniors throughout the week.

The Good Samaritan Mission Fund



\$44,006

The **Staff Assistance Fund** provides financial aid to our most valuable resource, our dedicated staff, through tuition assistance and emergency relief.



\$43,000

Community Outreach programs share the expertise of ERS staff, residents, and volunteers on a variety of topics that promote healthy and fulfilling aging. ERS also supports worthy organizations through philanthropic contributions.

\$30,497

Volunteer Coordinators empower Deupree House and Marjorie P. Lee community members who serve in a variety of capacities including leadership roles, within our communities as well as through outreach programs to positively impact the lives of all those served.

\$23,360

SAIDO Tuition Assistance is available for residents in need of financial aid to participate in this non-pharmaceutical intervention that is proven to improve or slow memory loss among adults with cognitive impairment.

\$10,367

Partners In Care Fund helps residents and clients receive necessary daily living items and services not covered by government programs or insurance.

Deupree Meals On Wheels



Deupree Meals On Wheels volunteers Ann S. and Jodi M. deliver 4 days a week to seniors like Ms. Katie P. who rely on them for a warm nutritious meal and the warm smiles and conversation which they also provide.

Deupree Meals On Wheels

83,626
meals
delivered
annually
by caring
volunteers
and staff.



Ms. Katie P.

Ms. Maddie L.
with Sue Susskind

100%
Department
of Agriculture
Audit Score

100%
Council On Aging
Audit Score

100%
Board of Health
Audit Score

Volunteers make it more than a just a meal

Through Deupree Meals On Wheels, ERS provides older adults throughout Cincinnati with warm, nutritious meals delivered four days a week to their homes. More than 350 meals are delivered per day by compassionate and caring members of our team along with dedicated volunteers. We provide the crucial contact for the elders to supplement family support.

Ms. Katie P. who has enjoyed Deupree Meals On Wheels for ten years said, “Getting this meal helps me. I get that meal seven days a week and I don’t know what I’d be eating without it.”

Katie also relies on the volunteers who visit every week. “I really don’t have anyone and these volunteers are my family.” she added, “I’m glad when these volunteers come, I’ve known Maria for ten years and she’s been with me through good and bad times. The meals and the friendships, that’s what helps me stay on my own and I want to live in my own place for as long as I can. My meal is cooked just for me. I know there is love in that meal.”

Ms. Maddie L. is not able to cook and she had lost a lot of weight, that’s when she started

getting Meals On Wheels. “I was weak and on chemotherapy and those meals saved my life.”

Like the care in our communities, our care for our Meals On Wheels clients is also person-centered. “Our program prides itself on catering to each individual’s preferences and dietary needs. On a daily basis, we prepare personalized meals for many of our clients. A client may not be able to have a particular spice or can’t eat leafy vegetables due to medication. They have a choice of receiving either hot or frozen meals, and our volunteers go above and beyond on each and every delivery to ensure the overall wellbeing of those we serve,” said Sue Susskind, Deupree Meals On Wheels Coordinator.

Parish Health Ministry



Parish Health Ministry volunteer Ms. Renéé B. and the residents at St. Paul Village organized a 'Walk 50 Miles in 50 Days' program in their community and 26 residents participated.

Parish Health Ministry

“I love helping people live full and healthy lives.”

— Rev. Rhonda Johnson, BSN, RN



From top: Ms. Inell C. and Ms. Eileen W.



From top: Wellness Coordinator Caroline Rapier, Ms. Dorothy M., Ms. Bernice S., Ms. Reneé B. and Ms. Sally J.

675
Parish Health
Ministry
volunteers
donated
17,646
hours in the
community

Health of mind, body and spirit

Parish Health Ministry provides support to thousands of people in the community through their partnership with 77 churches and Affordable Living communities through the work of 675 volunteers. They care for families and individuals from Central and Southern Ohio and Northern Kentucky.

Parish Health Ministry (PHM) extends the ERS mission and ministry into the surrounding community. In 2015 there were many successful programs in churches and in our Affordable Living Communities.

At St. Paul Village in Madisonville, PHM volunteer, Reneé B., organized the ‘Walk 50 Miles in 50 Days’ program and had 26 residents sign up.

One of the residents, Ms. Eileen W., shared how thrilled she was to participate because it made a positive impact on her overall health and wellbeing. Ms. Eileen has diabetes and also needed a sleep aid at night.

“Three days after I started the walking program, I was able to sleep well with no help from pills. The more I walked the better I slept and believe me

it was a shock to me. Also, my blood pressure is lower and I need less diabetic medication. I plan to walk my mile everyday.”

All of the residents enjoyed the program and each one felt very motivated to continue their walking after completing the 50 miles.

“I learned how to improve my health and my mental attitude,’ said one resident, “I am more healthy spiritually and walking has made me more effective physically and has restored my energy and strength.”

PHM Director, Jeanne Palcic, was excited to hear about these positive outcomes from St. Paul Village and stated, “These results truly tell the story of Parish Health Ministry where lives are being touched in a such a meaningful way.”

Parish Health Ministry



Dr. John Van Kirk and Parish Health Ministry's Betsy Babb

Parish Health Ministry

77
churches
and other
partners
are being
supported
through
PHM



Nurses gave
7,141 hours
to promote
health &
wellness
in their
churches

PHM programs like Yellow Dot and Friendly Visitor help churches carry out their healing ministry

Support for the Alzheimer's journey

Church-designated nurses and health ministers are trained and supported by Parish Health Ministry (PHM) to plan, implement and enhance the ministry. These designated individuals are supported by a health cabinet, a team of church volunteers. This team is committed to seeing that the church's 'healing ministry' is carried out.

Dr. John Van Kirk, a resident of Hyde Park and a member of Church of the Redeemer has been through the twists and turns of his late wife Rosemary's Alzheimer journey. Through the eight-year experience, what had the most impact on their lives was the support from clergy, church members and their parish nurse, Betsy Babb.

"When we got the diagnosis, we didn't know there was no cure, didn't know it was going to be a down hill slide, but it all became apparent very quickly," said Dr. Van Kirk.

"Medication was not helpful. What was important to us was the feeling we were being carried on our journey by the support of our church family."

"Betsy gave us the Vial of Life, an ERS provided

vial container to house health and prescription information that made it easily accessible to EMTs during emergency situations, and that was helpful."

"More than that Betsy was able to navigate through all the healthcare situations. It became apparent that we needed someone to connect with Rosemary, and Betsy offered a solution that worked so beautifully. She recommended Emily who became a daily companion to Rosemary and the connection they had helped us handle the everyday challenges of the disease. Her times with Emily were the most peaceful part of her day."

"I'll be ever grateful to Betsy, the church and Parish Health Ministry for the care and encouragement they provided for this journey."

Affordable Senior Living by ERS



*Marjorie P. Lee Care Transitions Coordinator Mindy Sims and
Mr. Robert G., a new Walnut Court resident.*

Affordable Senior Living by ERS

1,145
Individuals
served as
Affordable
Living
residents



Marjorie P. Lee community



Walnut Court community

To keep
pace with
growth,
\$400 per
resident is
projected
annually
to support
ministry
services

A place to heal & a place to call home

Without the right support, transitioning between healthcare settings can be overwhelming. The Care Transitions team helped a rehab patient from the Marjorie P. Lee community find a home in a newly renovated ERS community. Walnut Court is a safe Affordable Living community, with all the comforts of a market rate building.

Mr. Robert G. came to Marjorie P. Lee (MPL) Short-term Rehabilitation after a hospital stay as his bridge from hospital to home. Mindy Sims, MPL Care Transitions Coordinator, along with other members of the healthcare team at MPL worked together to ensure a safe and successful return home after rehabilitation. Following his return home, Mindy visited Mr. Robert to ensure that all the discharge plans were carried out and met his expectations.

“ERS really cares about everyone who comes to us for rehabilitation. The services offered really help the patients stay on track when they go home,” said Mindy, “his house wasn’t suited for continued healing, it just wasn’t safe. Someone had broken into his home during his rehab stay.” Mindy helped Mr. Robert consider his options on the road to wellness. She showed him a

video about ERS Affordable Living communities. He immediately brightened up and said he would love to be part of a community like the ones in the video.

With Mindy’s help, Mr. Robert was able to apply and qualify to move into Walnut Court where resources are readily available to him. His new apartment is a bright, modern space. It is a safe community with a fitness center where he will continue his rehabilitation.

Community and fellowship are very powerful tools for healing. “Community rooms allow us to create neighbors out of strangers,” said Jay Kittenbrink, ERS Affordable Living Senior Development Manager, “without them residents stay to themselves. With a community room they begin to know each other, they take ownership and pride and this brings dignity, joy and added purpose to their lives.”

Affordable Senior Living by ERS



Wilmington Campus resident Mr. Dwight M. with his African Turtle, Mr. Bags. Both enjoy their time spent tending the community greenhouse.

Affordable Senior Living by ERS

3
new ERS
communities
planned per
year for
lower
income
seniors.



725
bus trips per
year help
residents stay
connected to
the broader
community.

Community Manager Dee Colyer, resident Mr. Dwight M. and Social Services Coordinator Robyn Allen

Revitalizing plants and community

Every senior deserves a place to feel at home in their retirement years, no matter what their financial situation. We offer rent-subsidized affordable senior living communities that provide a variety of amenities, options and services not often found in communities for seniors with limited incomes.

When Wilmington Campus resident Mr. Dwight M. arrived at this new home, he was “tired and worn out.” He had moved back to Ohio from Florida where he’d lost his landscaping business in the recession and had other personal set backs as a result. He was ready for his life to change, but he had no idea that as he was restored, he would improve his community and impact the lives of other residents.

It started as a simple suggestion that he get involved with the community greenhouse. It was in a state of disrepair, “a place plants went to die,” he joked. Mr. Dwight saw the potential and went to work giving the room a makeover. Without many resources except what he could salvage from around the property, the place began to take shape.

A collection was taken up for a pump and he was able to add a koi pond. Now, the once neglected area has been transformed into a vibrant sanctuary for peaceful respite. All are welcome with one rule - no gossiping in the greenhouse.

Easing transitions for new residents is a team effort of community managers, service coordinators, activities directors and maintenance and housekeeping staff all working together with existing residents to help newcomers feel welcome and involved. In time it will become the place they call home. Some residents, like Mr. Dwight, are reserved when they first join the community. Mr. Dwight found his niche in the greenhouse and now he is an important part of welcoming others into our community.

Where Seniors Thrive

All older adults, regardless of income, deserve to live in a safe, comfortable and enriching environment. Across our region and around the country, the need for affordable living for seniors is growing at an alarming pace. For every single senior affordable living apartment available, there are ten individuals waiting for housing and by the year 2030, the 65 year old population will have doubled.

At ERS, we are rapidly positioning ourselves to be leaders in the industry to address this emerging national crisis. Affordable Senior Living by ERS is more than a set of apartment buildings. We aren't in the business of housing seniors. We are in the business of building communities where seniors can thrive physically, emotionally, and socially by providing a wide range of amenities and services.



Financial Assistance

Helping needy residents, clients and staff

The mission and ministry of ERS actively supports the elders in our care and the staff members who serve them. Direct financial support is offered to meet a wide-range of financial needs.

ERS residents are *Living well into the future*[®] which means that they enjoy healthier, safer, and more enjoyable and purposeful lives than they would otherwise. Statistically, our residents' longevity exceeds the national average. For some, this means possibly depleting financial resources during their lifetime through no fault of their own. When moving into the Marjorie P. Lee or Deupree House, there is a peace of mind of knowing that a resident will never be asked to leave due to an inability to pay thanks to our residential assistance fund.



Tuition assistance is also available for our residents who qualify for SAIDO Learning, a non-pharmaceutical intervention that has been proven to improve or slow memory loss among adults with cognitive impairment.

Partners In Care Fund

The fund is available to all ERS residents and clients and can be used to purchase items and services not covered by government programs or insurance.

Items commonly purchased through this fund in 2015:

- Eyeglasses
- Hearing aids
- Dentures
- Medication
- Food
- Home Goods

The GSM changed my life ... Lauren's story



Our staff is our greatest resource! When an unforeseen crisis strikes one of our own, such as when a devastating fire destroyed everything ERS Affordable Living staff and single mother Lauren Brown owned, ERS was there with financial and emotional support. Lauren and her son Chauncey were unharmed, but she was suddenly without a home.

"I had to start over from scratch, I didn't have anything, I didn't have a place

to stay, so ERS offered the guest room at Marjorie P. Lee for my son and I for as long as I needed to get back on my feet.

Once we did, they gave me money from the Staff Emergency Fund to help with furniture, household items, and anything else I really needed. They even replaced my son's favorite toy, which he was devastated to lose in the fire. I'll never forget what ERS did for me and my family, and I will always be grateful."

— Lauren Brown

‘Living with Purpose, Hope and Healing’

The 2015 Refresh Your Soul conference - ‘Living with Purpose, Hope and Healing’ was presented in February by Parish Health Ministry (PHM) with support from title sponsor the Episcopal Diocese of Southwest Ohio.

The annual event raised funds for PHM programs and featured Mitch Albom, best-selling author of *Tuesdays with Morrie*, the magical book chronicling his time spent with mentor and friend, Morrie Schwartz, during Morrie’s battle with ALS and Mitch’s struggle to find meaning and purpose in his own life. In addition, Dr. William Hablitzel poignantly illustrated how all

467
attendees at the
annual event



Mitch Albom



Featured speaker Dr. William Hablitzel with Doug Spittler, ERS CEO and Jeanne Palcic, PHM director

people, not just medical professionals, can bring healing into their lives and work. National speaker Brooke Billingsley shared what the power of hope can do to help others in the midst of a healing journey, a message she developed while facing her own battle with breast cancer. The 2016 conference will be held on March 4th.

Bridging generations to eradicate ageism

The Council for Lifelong Engagement (CLLE) is mutually beneficial for seniors as well as students, the CLLE is an award-winning program conceptualized and launched by ERS with the goal of eradicating ageism through meaningful intergenerational connections.

CLLE provides opportunities for older adults to share their vast knowledge, experiences, and talents with young people. 2015 presentation topics included: Science and Engineering, the Stock Market, History of the 60s, the Great Depression, Photography, Watercolor Painting and Etiquette.

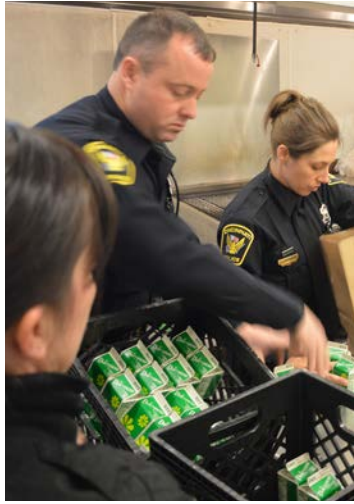
450
students participated
32
elders participated



CLLE creates positive interactions between students and elders, highlighting the elders’ knowledge and talents and furthering the education of young people.

Volunteers Are the Heart of Our Ministry

62
volunteers gave
3,037 hours
delivering Meals
On Wheels to
homebound
seniors



100+
leadership
volunteers devoted
1,739 hours
of service
to ensure our
long term success



\$917,000
calculated costs
if volunteers
were paid staff
providing
valued services



40,000
total hours
volunteered
among ERS
communities
and outreach
programs

65
staff volunteered
2,500 hours
through SAIDO,
Extended Family
and Meals On
Wheels



\$43,000
amount of ERS
funding support of
organizations also
serving critical
needs in our
community

ERS Ministry Reaches Across the Tri-State



The Affordable Living Communities by ERS

- | | | | |
|---|---|---|--|
| A Canterbury Court | F The Elberon | K Thomaston Meadows | P Knowlton Place |
| B Cambridge Heights | G Woodburn Pointe | L Green Hills Affordable Living | Q Wilmington Campus |
| C St. Paul Village | H Forest Square | M Trent Village | R Blanchester Campus |
| D St. Pius Place | I Parkview Place | N Walnut Court | S Marlowe Court |
| E Shawnee Place | J Thomaston Woods | O Central Parkway Place | T Maple Knoll |

ERS

Episcopal Retirement Services

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When you love what you do, it shows.