



National Church Residences™

Winter 2019

HOMEFRONT



Housing with Services
PROMOTES A HEALTHIER AND MORE PRODUCTIVE LIFE

HOMEFRONT

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FEATURE STORY



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HOUSING WITH ACCESS

to Services and Resources Helps
Seniors Age in Place

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OUR MISSION

Originating from a Christian commitment of service, our mission is to provide high quality care, services and residential communities for all seniors.

OUR VISION


To advance better living for all seniors, enabling them to remain home for life. This vision is supported by our core values of Mission, Compassion, Professionalism and Leadership.

TELL YOUR STORY!

Has National Church Residences had an impact on someone you know or the company you work for? We would like to know and share that story! Contact Todd Hutchins at 614-381-9853 or THutchins@nationalchurchresidences.org.

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RECONNECTING TO OUR ROOTS

Dear Homefront Reader,

Recently I had the pleasure of visiting one of National Church Residences four founding churches, the Second Presbyterian Church in Portsmouth. I was there to discuss with community leaders the growing challenges of caring for seniors and how our organization is focused on expanding quality senior housing and services to meet the needs of an aging population. While many in attendance had no prior knowledge of our southeastern roots, there was an immediate and deep connection to our organization's mission.

I was struck that after 58 years our core mission is more relevant and impactful than ever. We were fortunate to have Betty Glenn, the wife of our founder Rev. John Glenn, in attendance that day. Betty, now 94 years of age, regaled us with tribal stories from the early years (some of which I'd never heard!) that delightfully brought our mission to life.

When an organization is in a fast-paced growth stage, it is easy to focus so heavily on the roadmap that we forget the importance of looking in the rearview mirror. Yet, it is our rich history that makes National Church Residences the strong, viable organization it is today.

Symbolically, Betty, along with 500 other seniors, calls Bristol Village in Waverly, Ohio, "home". Bristol Village is our flagship community where John Glenn first planted our organization's seeds in senior housing. As a Columbus-

“
It is in the roots, not the
branches, that a tree's
greatest strength lies.

— Matshona Dhlwayo

based minister visiting shut-ins, he saw the sad circumstances many seniors experience when left to age alone. Bristol Village provided an opportunity for Glenn to create a 300-home true retirement community in the scenic Scioto River Valley of southeastern Ohio. He saw it as a place where seniors could live independently with accessible support services and have an active social life.

Today, Bristol Village remains a vibrant senior living community. However, the condition of some of its original homes needs attention. I'm pleased to announce that as part of our 2020 growth plan, we will be working with the Bristol Village Board to embark on a \$1.2 million, three-year renovation project to bring 90 original homes to a move-in ready state. Importantly, we will be using these homes to extend John Glenn's vision of providing affordable senior housing through a new rental program.

In this issue of *Homefront*, you'll learn about new innovative strategies, partnerships and expansions in Ohio, Texas, Georgia and Michigan. And while we may change how and where we serve seniors, we are continually reminded by Betty and others that our underlying mission of serving seniors remains evergreen.

It is with our Board of Directors' solid vision and strong support that our pace of growth is possible. May we seize this opportunity while firmly embracing our deep roots and sense of purpose to **advance better living for all seniors, enabling them to remain home for life.**

Mark Ricketts, President & CEO
National Church Residences

(Pictured above L-R) Rev. Allison Bauer of Second Presbyterian Church, Portsmouth; Betty Glenn, wife of National Church Residences founder Rev. John Glenn; and Mark Ricketts, president and CEO of National Church Residences. The trio is shown in the balcony of Second Presbyterian Church, one of our four founding churches, joined by: First Presbyterian Church, Waverly; First Presbyterian Church, Chillicothe; and Boulevard Presbyterian Church, Columbus.

Living the Mission at the Adult Day Senior Care Center

Once a senior experiences our mission to provide the highest quality of care and services, they realize how it truly affects their life so they can continue living independently. So many of our employees have had their family members impacted by the mission of National Church Residences.

We sat down with Kyle Seymour, program support and sales coordinator at the Center for Senior Health North in Columbus, Ohio. Kyle's father is a client at the Adult Day Center. We talked to Kyle about how the program has helped his family and impacted his life. Kyle shares how working and living the mission has been beneficial to his family.

Why did you choose the Center for Senior Health Adult Day Center?

Well, honestly, a big reason is because I work here. It is a huge perk that I get to look out and see my dad talking with other veterans in the On Point program. I love coming to work knowing my dad will be here. I tell our staff that we should treat every client like they are family we love. My mom and dad are both 85 and both have said for a long time, they never want to go into a nursing home. They wish to stay in their home of almost 50 years. My dad has dementia and is unable to be by himself. He needs help with activities of daily living. Center for Senior Health provides just what he needs.

How has Center for Senior Health helped your family?

My mom is my dad's caregiver and does a great job taking care of him, but she needs a break. It has been a tremendous help for my mom. As good as this program is for my dad with socialization and rich activities, it's just as good if not better for my mom. When a driver comes to the door in the morning and escorts my dad to the van and takes him to our center, Mom is able to run errands, get some rest and relaxation and do some things she normally is unable to do while taking care of Dad. My

family doesn't have to worry while he's at the center, knowing Dad is in good hands and Mom is catching up on sleep or getting her errands done. Simply knowing that Dad will be picked up and dropped off, given breakfast and lunch and knowing he is in great hands by the nursing staff, is a huge burden lifted off our family.

What are some examples of the impact the Center has had on your dad?

Dad has made some great friends. When he and my mom were hospitalized this year, they both received "Get Well" cards from other clients at the center. Dad normally sits a lot in a chair and sleeps most of the time when he's at home. When he goes to the center, he does the morning workout, moves around, talks to other people and has fun. We've found that the days he comes to our center, he sleeps better at night and is more alert when he gets home.

Log onto www.NationalChurchResidences.org/AdultDay for more information about adult day services and locations.



Program Support and Sales Coordinator, Kyle Seymour, (left) of National Church Residences with his parents.



Expanding On Point Program Targeting Isolated Veterans

A recently launched program to serve veterans of the armed forces already is planning to expand the services it offers in central Ohio. This past summer, the On Point program, in partnership with the Columbus Department of Veterans Affairs, was launched at the Center for Senior Health in northern Columbus. The program offers veterans a place to socialize with other veterans so they may develop a comradery and improve their lives.

Many senior veterans struggle with depression because of isolation at home, which can cause them to have less energy and other health-related issues. Bill Bailey, chief of geriatrics at the Chalmers P. Wylie Ambulatory Care Center, a Veterans Administration hospital in Columbus, recognized the concerns and realized a solution was critical. Bailey worked with the Home and Community Services team at National Church Residences to develop the program.

Today, more than 50 veterans are enrolled in On Point, all of whom were referred by the Veterans Administration, which provides round trip transportation for every participant.

"Isolated veterans throughout Columbus need a place to go so they can connect with others in order to break from that cycle," said Michelle Norris, executive vice president of external affairs and growth strategies at National Church Residences. "Our goal is for the On Point program to

provide them with the important resources they need to regain their energy, meet new friends and improve their quality of life."

Every day, veterans are engaged in activities to encourage human connection, such as playing card games, sitting on the patio together sharing stories, as well as taking field trips to museums, the State House and fishing.

In addition, some veterans receive health services from nurses, therapists and social workers during visits to the Center. This provides peace of mind to their caregivers and it decreases the number of hospital visits they have while at home.

Over the summer, the Foundation team partnered with the Columbus Foundation to raise more than \$4,000 to fund additional services. As a result, activity coordinators will be trained by a highly skilled physical therapist, an occupational therapist and a speech therapist. Programs will center on well-being, a healthy lifestyle and support for those with cognitive impairments.

The On Point program was generously funded by local donor Ginni Ragan, philanthropist and advocate for all things senior. That money was used to develop the programming and redesign the space for its use.

Molina Partnership Pilot Sets the Pace

Communication and Connection Improve Quality of Life for Residents

The results of a unique pilot program that allows the sharing of information and increased communication about residents and clients has improved lives and sparked new initiatives. Since 2017, National Church Residences and Molina Healthcare have partnered on this pilot to allow faster interventions, produce better quality outcomes, and lower health care costs.

“

Molina has helped me in so many ways. They helped me get a hospital bed and they helped me with my wheelchair.

— Yvonne Ellis, a resident at Stygler Commons in Gahanna, Ohio

”

Ellis has an appointment with a doctor in Dayton every two-and-a-half months. She is outfitted with a pain pump, which makes transportation more difficult. “They see to it that I have a ride there and back. I’m so blessed (to have help) through the Molina program.”

The connection begins when service coordinators notify Molina about member residents, then assist care managers in scheduling assessments. The care manager and service coordinators share the member’s care plan in Care Guide, part of National Church Residences Home for Life platform that provides tools to determine resident risks and needs, personalize management of chronic diseases, and access available health care benefits. The partnership pilot also includes regular Molina health education programs and two blood pressure clinics per year.

“Benefits that the Molina program offers are really key to helping folks live a more comfortable life,” said Allison Everett, a service coordinator at Stygler Commons.

Everett described Molina’s help getting an up-right walker for Ellis, whose scoliosis makes the more traditional walker less safe. “It has opened up avenues for Yvonne that would not have happened without Molina stepping in.”

Service coordinators like Everett are the “boots on the ground” in their residents’ day-to-day lives — reminding them of health care appointments, accessing social services, monitoring medication adherence and consistently checking on their well-being. The Molina care manager supports service coordinator efforts, expediting responses to urgent requests and establishing on-going support for more predictable needs.

“The success of Molina’s Ohio Home for Life pilot program was built on a foundation of collaboration with National Church Residences,” stated Katarina Tague, Molina’s director of government contracts. “Molina’s care managers and service coordinators at National Church Residences carry this collaborative spirit every day, and this mutual vision has opened many doors to reaching and positively impacting people’s health care outcomes.”

As a matter of fact, the first phase of this pilot showed promising results; flu shots received by Molina members increased 32 percent and breast screenings were up 19 percent.



Molina Healthcare was a natural choice for a National Church Residences partnership. A Fortune 500 company serving about 3.3 million members across the country, Molina provides managed health care services under the Medicaid and Medicare programs and through state insurance marketplaces. Molina Healthcare of Ohio serves nearly 308,000 members across the state. Though Molina is a large organization, personal contact has been key to the pilot program’s effectiveness.

As Everett noted, with the Molina pilot, “You don’t feel like you’re just swimming in this vast ocean and not really knowing who to call. I know who my Molina people are. That is one of the biggest benefits.”

Participating campuses in the pilot program in central Ohio include: Cherry Blossom, Restoration Plaza, Stygler Commons, Stygler Village, Stafford Village and Worthington East Court.

2019 LeadingAge Annual Meeting in San Diego, California: (L-R) Katarina Tague of Molina Healthcare, along with Tara Wanger, Jerrie O'Rourke and Michelle Norris of National Church Residences, led a panel discussion about the pilot program.



Snoezelen Room

The Center for Senior Health located in northern Columbus, Ohio, opened a Snoezelen room in November to offer multi-sensory therapies that have been proven to provide both immediate and enduring benefits in the treatment of dementia patients. The relaxed atmosphere offers soothing sounds in comfortable seating, captivating aromas,

massage and provides opportunities for engagement. The goal was to create a calming space where a patient can relax and escape everyday life environments. The Center for Senior Health is located at 1700 E. Dublin-Granville Road and can be contacted by calling (614) 890-1099.

Housing

WITH ACCESS TO
SERVICES AND RESOURCES

Helps Seniors Age in Place



Eunice Jennings, helped by Director of Nursing, Penny Gigliotti at Inniswood Village in Westerville, Ohio.



Waters Edge of Lake Wales in Lake Wales, Florida.

While the population of seniors grows by 15,000 people every day, making it even more difficult to find senior housing, National Church Residences has increased its wide range of services to aid residents so they can live a more stable, productive life and age in place. Two examples of those services include individualized assisted living care at 13 campuses in Florida and Ohio, as well as supportive assistance through the service coordination program.

"I'm aware that I have a limit as to what I can do physically, mentally and emotionally," said Eunice Jennings, an assisted living resident at Inniswood Village, Westerville, Ohio. "I welcome the help from the people who can fill those particular areas of my life."

The purpose of assisted living is to bridge the gap between independent living and living in a nursing home by assisting residents with everyday activities such as administering medication, bathing, dressing, eating, housekeeping and securing transportation. Assisted living care centers are staffed with nurses and caregivers around the clock every day of the week.

"It can be a little bit of a hard transition, so we offer them plenty of comfort and support to help them adjust," said Director of Nursing, Penny Gigliotti of Inniswood Village. Part of her job is assessing new residents to determine their needs and working with their families to ensure a successful transition from home to assisted living care.

In addition, Gigliotti said every new resident receives three days of extra care to learn about the campus environment so they feel more comfortable in their new home. These services typically include a staff member escort to meals and activities, taking the time to sit down and getting to know them, introductions to other residents, as well as other supportive measures.

Jennings finds it comforting to know that she is surrounded by friendly residents and a staff who is concerned about her welfare. "I feel like they're my friends and that makes a big difference to me," she said.

Many seniors begin showing improvement in their mood and increasingly become more social soon after moving into assisted living care.

"They take their medications on time, eat three meals a day, have interaction with other residents and take part in activities," said Executive Director, Heather Widney. She described several successful examples that she's witnessed during her three years of overseeing operations at three assisted living campuses in the Columbus, Ohio, area.

One of those successful transitions involved Cathleen McCleery, who was living alone in the home where she had lived since 1955. Her daughter, Jo Jones, stated her mother

had begun sleeping longer and not eating regularly, despite the daily caregiver visits from Jones and her brother. The siblings agreed that mom needed more acute care. After some coaxing from her children, McCleery agreed to move into Lincoln Village this past summer.

Jones asked her to try it for two months. "After a month she was very happy and has agreed to sell her house," said Jones. She added that the staff has made a concentrated effort to engage McCleery with the activities she likes best.

"She's more independent now than when she was living at home," said Jones.

To further assist residents living on its affordable senior independent living campuses, National Church Residences introduced a service coordination program about 30 years ago. Its goal was to advance better living for all seniors to live healthier and more satisfying lives.

As mission-driven providers, service coordinators are proactive in building trust with residents, identifying their needs, then searching for and connecting those residents to community resources so that they can remain living independently. Without service coordinators pointing the way, many seniors become frustrated and abandon their search for the assistance they need to maintain their health or financial stability.

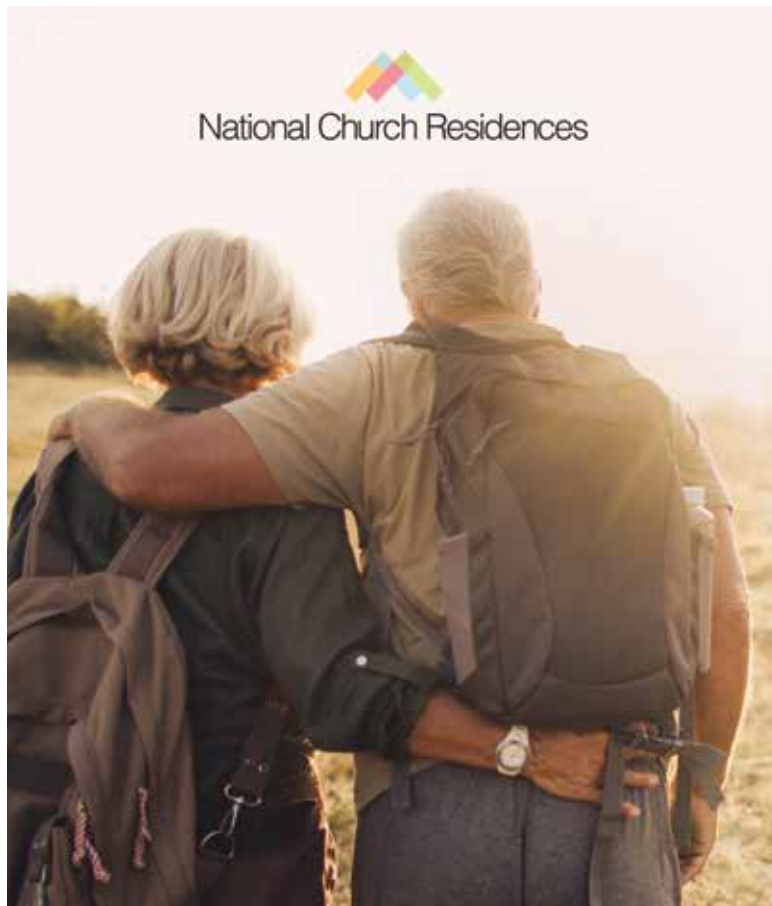
Joanie Deger, who lives at Stafford Village in Worthington, Ohio, expressed her gratitude for the support and assistance she received from service coordinator Loreal Trammer, when she was facing a financial crisis.

"She saved my life," said Deger. "She genuinely cared about what was going to happen to me."

By identifying solutions and connecting seniors to local resources, service coordinators provide guidance to benefits that transforms lives. Over the years, the organization has made a concerted effort to add service coordinators to hundreds of its campuses, making it the largest provider of service coordinators in the country.



National Church Residences
Chillicothe campus in
Chillicothe, Ohio.




National Church Residences

ANYONE CAN CREATE
A LEGACY

**Ever wish you could do more
to support our mission of
serving seniors?**

Visit our *new* legacy giving website to explore
your options or to request a FREE estate
planning guide:

www.NationalChurchResidencesLegacy.org

WE ARE HERE TO HELP YOU

Let's discuss your philanthropic and financial
goals. There are many ways to create your
legacy, provide for your family and save on
your taxes.

**Nicole Papa Odegaard
Director of Philanthropy**

Email NPapa@NationalChurchResidences.org

Phone 614-273-3755

Affordable Assisted Living Campuses

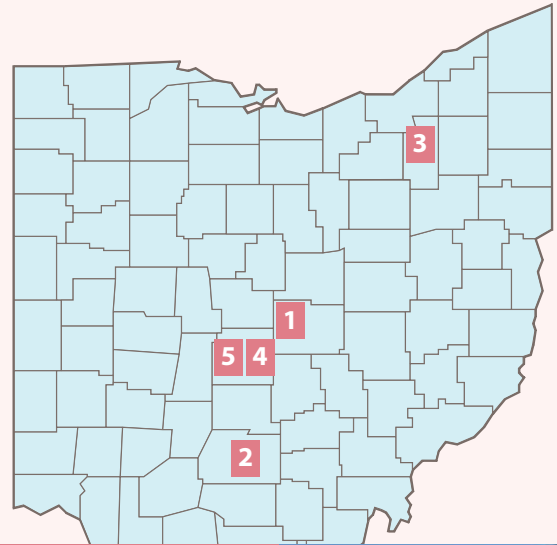
Though assisted living can be a critical residential necessity as we age, the cost is often out of reach for many seniors. However, through Ohio's Medicaid Assisted Living Waiver program, National Church Residences offers five affordable assisted living campuses designed to accommodate low-income, frail seniors and persons with disabilities who can live independently, but need assistance with some daily activities, such as eating, bathing, grooming, dressing, monitoring medications and home management.

The Assisted Living Waiver program pays the costs of care at an assisted living campus for seniors and persons with disabilities who qualify for Medicaid.

As a leader in the affordable senior housing industry, National Church Residences was one of the first to take advantage of a national program funded by the U.S. Department of Housing and Urban Development to convert Stygler Commons in 2009. Originally, it opened in 1990 as an affordable senior housing community in Gahanna, Ohio, but all 32 apartments were converted to affordable assisted living after funds were received from the HUD Affordable Assisted Living Conversion Program. Though this program is no longer offered, National Church Residences developed three additional communities, allowing more seniors to remain home for life. In addition to the Assisted Living Waiver paying for services, ALCP residents also receive rent subsidy from HUD to help cover room and board expenses.

In addition to the four campuses designed in partnership with HUD, National Church Residences offers a fifth affordable campus located in Columbus, Ohio. Lincoln Village is an example of a community that receives the Medicaid waiver and has affordable rent, but it is not part of the ALCP program.

National Church Residences is proud to be working with many of our industry colleagues to find new ways to bring assisted living opportunities to all Americans.



1

CHIMES TERRACE

65 S. Williams St.
Johnstown, Ohio
(740) 967-0707



2

HOPETON VILLAGE

153 University Dr.
Chillicothe, Ohio
(740) 773-5220



3

PORTAGE TRAIL VILLAGE

45 Cathedral Lane
Cuyahoga Falls, Ohio
(330) 928-7530



4

STYGLER COMMONS

165 N. Stygler Dr.
Gahanna, Ohio
(614) 342-4588



5

LINCOLN VILLAGE

4959 Medfield Way
Columbus, Ohio
(614) 870-1123



In October 2019, National Church Residences in partnership with the AARP Foundation distributed voice-activated devices to residents at Broadway Park in Youngstown, Ohio. The staff hosted a class on how to best use the Echo Dots and provided demonstrations.



TECHNOLOGY FOR SENIORS

Emerging technologies will be an important part of the solution for seniors who want to remain in their home and age in place, while reducing the workload for caregivers who are currently in short supply.



The nation's aging population is growing rapidly, as the Baby Boomer generation grows older and is expected to live longer, but the number of people who care for them is declining. Data from the Congressional Budget Office shows 10,000 people will turn 65 every day in the U.S. over the next 15 years, which will result in nearly 55 million

additional seniors over the age of 65. However, the supply of potential caregivers will not keep pace with this future need, so other innovative solutions are required to properly manage and care for seniors so they can live a more independent life.

"Over the next decade, we're moving more and more of our lives and our work into the virtual world," said former award-winning journalist and author Michael Rogers, known as the Practical Futurist. "It will continue to accelerate into health care with the use of artificial intelligence. Initially, we'll probably see some take-home simple devices for people returning home from the hospital."

Rogers, the featured speaker at the 2019 Rise'n Shine Breakfast to champion older adults hosted by National Church Residences in Atlanta, said these devices will monitor the patient's health conditions at home and provide a daily update to a health care specialist. The specialist can diagnose health issues and if needed visit the patient in their home.

The Federal Drug Administration has already approved a few smart pill dispensers that monitor dosages and give reminders, but several more versions are in development, stated Rogers.

In the next decade, as the technology becomes cheaper, Rogers predicts more homes will be outfitted with sensors to monitor and send alerts to a family caregiver through an app. Using high resolution cameras and video screens, the caregiver could remote into the house to survey the situation and speak with their parents.

Rogers predicts wearable devices will become more popular as a health monitoring tool. Work is already underway for a sophisticated gait analysis that will monitor and listen to footsteps to determine if there is a potential health issue.

Smart glasses with a built in virtual computer screen will help seniors with memory issues to identify people. "There's already work underway with autistic teenagers to help them identify facial expressions and emotions attached to those expressions," he said.

Rogers is a popular keynote speaker who travels the country presenting his "common-sense" vision of change to Fortune 500 companies and frequently appears on national radio and television shows.

Join us for the 2020 Rise'n Shine Breakfast to champion older adults on May 19, 2020, at the Loudermilk Conference Center in Atlanta. Log onto www.NationalChurchResidences.org/riseNshine for more information and to register.



National Church Residences, in partnership with AARP Ohio, hosted a technology event with keynote speaker Ginna Baik, a national expert on tech solutions for seniors, in September 2019 in Worthington, Ohio, to promote new advances as a solution to help seniors live more independently in their home.

Michael Rogers, known as the Practical Futurist was the featured speaker at the 2019 Rise'n Shine breakfast to champion older adults hosted by National Church Residences in Atlanta.

DEVELOPMENT UPDATE

NEW CONSTRUCTION



Ash Branch Manor

Pembroke, Georgia

Expected to open in the winter of 2021

70 apartments

This new income-restricted community for seniors includes many features, such as: a wellness center, library, large community space with a kitchen, community garden and gazebo. The campus is located about 30 miles west of Savannah.



Broadway Park

Youngstown, Ohio

Opened in October 2019

60 apartments

A unique feature of this affordable housing community is the campus-wide Wi-Fi, which allows for the use of Amazon Echo Dots in every apartment to stay connected with family, listen to the news of the day, adjust the thermostat and call for help in the event of an emergency.



Commons at South Cumminsville

Cincinnati, Ohio

Expected to open in the fall of 2020

80 apartments

The permanent supportive housing community will provide apartments to the formerly homeless and/or disabled including 10 units for veterans. Residents will have access to medical amenities, social services, job training and employment services on site.



Legacy Village

Xenia, Ohio

Expected to open in the spring of 2020

51 apartments

Residents in the new apartment community will have easy access to the large community center and a bistro to grab a bite to eat. Crews also completed the second phase of construction on five additional cottages to the campus. Work has begun on the final phase of this project, which will complete the addition of 15 cottages to the community.



Walnut Trace

Gahanna, Ohio

Expected to open in the spring of 2021

93 apartments

Walnut Trace will include many amenities that residents will enjoy such as: a bistro, fitness center, club room with adjacent lounge bar for hosting resident events, community room, arts and crafts room, library, a general store, covered parking garage and balconies in every apartment.

PRESERVATION

With a deep shortage of affordable senior housing across our country, National Church Residences is committed to preserve its communities ensuring they remain financially and physically sustainable for several more decades. Many of these

campuses have received a number of upgrades to building systems, exterior improvements, common area enhancements and updates to resident apartments for more accessibility to allow seniors to age in place.



Barnesville Manor

Barnesville, Ohio
Completed a \$3.9 million renovation
51 apartments



Bridgeport Manor

Bridgeport, Ohio
Completed a \$2.9 million renovation
51 apartments



Gregg Court Apartments

Rocky Mount, NC
Undergoing a \$2.9 million renovation
72 apartments



Kinder Towers

Bloomfield, New Jersey
Completed a \$6.1 million renovation
100 apartments



Morning Star Apartments

Wharton, Texas
Undergoing a \$2.6 million renovation
39 apartments



Mount Pleasant Manor

Racine, Wisconsin
Completed a \$5 million renovation
78 apartments



Plateau Ridge

Cleburne, Texas
Completed a \$3 million renovation
49 apartments



Sandstone Foothills Apartments

Mineral Wells, Texas
Undergoing a \$3 million renovation
39 apartments



Sharpsburg Towers

Sharpsburg, Pennsylvania
Completed a \$5 million renovation
103 apartments

Development Leaders are Driving Impact in Core Regions

Across the nation, communities are experiencing significant shortages of affordable housing, especially for seniors. Decades ago, new affordable housing was driven by federal initiatives. Today, resources to build and preserve affordable housing are driven much more by state and local initiatives. In response, National Church Residences identified six core regions in which to focus development efforts in the strategic plan that began in 2017. In response, the Development Department has aligned a leadership team to be much more impactful in Atlanta, Florida, Michigan, Ohio, Pennsylvania and Texas.



“The Development Department is committed to making every effort to being the partner of choice in the states we work in” said **Vice President of Affordable Housing, Eric Walker**, who oversees the leaders in the core regions.

MEET THE TEAM



Vice President of Affordable Housing, Amy Rosenthal

Rosenthal leads a team of originators responsible for affordable housing development in **Ohio, Michigan** and **Pennsylvania**. Her advocacy work, partnership skills and strong relationship management have been critical to the team's success.



Senior Project Leader, Tracey Fine

Fine has been integral in efforts to change state policy in **Texas** to be more inclusive of senior housing preservation opportunities. This effort led to four affordable senior housing campuses receiving tax credit awards required for much-needed renovations.



Director of Development, Dennis Richards (left)

Senior Project Leader, Derrick Jordan (right)

In order to increase growth in **Atlanta**, Richards moved from

Ohio in summer 2019 to team up with Jordan. The effort has paid off with a recent acquisition and a new affordable senior housing community breaking ground in 2020.



Director of Development, Sarah Branch

Branch has served in Georgia, where her presence was essential to a long-term successful working relationship with the City of Savannah and the State Housing Agency. Recently, Branch pivoted her efforts to focus on **Florida**.



Senior Project Leader, Ian Davis

Development's newest member is Ian Davis, a senior project leader in **Michigan**, was hired in the summer of 2019. Davis has more than seven years of experience in affordable senior housing.

Welcome to New Board Members



Greg Comfort (left) and Rob Maloney (right) joined the board of directors in 2020.

Comfort serves as an adjunct lecturer for The Ohio State University Department of

Civil Engineering, as well as a consultant for GBC Consulting. He formally worked for EMH&T, a multi-discipline civil engineering firm, where his personal project experience includes Easton Town Center, Grandview Yard, the Arena District, the Scioto Mile, as well as many others.

Maloney is vice president of Nationwide Realty Investors, the real estate development affiliate of Nationwide. His primary area of responsibility is managing the company's

\$2 billion property portfolio and leading a team of 60 real estate professionals. In 2019, Maloney joined the National Church Residences Investment Corporation Board and the Affordable Housing Subsidiary Committee.

Thank You for Your Years of Service to Retiring Board Members



Don Gardiner (left, 9 years) and Rob Walters (right, 10 years) both will continue to serve on committees for the board of directors as at-large members. Gardiner also will continue chairing

the board of directors at First Community Village, a senior community in Upper Arlington, Ohio, owned and managed by National Church Residences.

Author and TV host Leon Logothetis shared his stories about surviving on \$5 a day and relying on acts of kindness from strangers as the featured speaker at a fundraiser for National Church Residences in Dublin, Ohio.



Logothetis visited with seniors and children at National Church Residences Champion Intergenerational Enrichment and Education Center in Columbus, Ohio.



Paying It Forward Through Acts of Kindness

It is not very often that kindness and volunteering are celebrated. So some people may ask: What do others get out of it?

Well, according to author, television show host and adventurer Leon Logothetis of the hit TV series *The Kindness Diaries*, kindness is something that should be expressed every day.

"The news and magazines tell us that kindness no longer exists. I want people to realize that kindness is actually part of who we are and that it's far from dead."

He was a guest speaker at the dinner following the 2019 Golf Classic, where he spoke to a room full of sponsors and volunteers in Dublin, Ohio. The fundraiser for National Church Residences brought in more than \$300,000.

Logothetis said in a recent interview, "Tell them that when you're kind and when you give back it's a win-win, so you win and the person that receives your kindness wins." He went on to urge those on the fence about showing acts of kindness or volunteering to just do it and to "keep on doing it."

While working as a broker in England, Logothetis felt uninspired, so he quit his job to travel the globe and experience the power of the human connection. In his travels, he survived on just \$5 a day while relying on the kindness of strangers.

Fred and Beverly Kaiser of Columbus, said they have volunteered for 13 years at Mill Run, an assisted living and

memory care community in Hilliard, Ohio. The Kaisers attended the fundraiser and heard Logothetis' message.

"You can't pay back, but you can pay forward," said Beverly Kaiser. Every week, she shows kindness by shuttling residents from their apartments in memory care to the beauty shop. "I can see the smiles on their faces, so I know I'm making them happy."

Fred Kaiser visits with a 58-year-old resident for about four hours every week. The former firefighter is mostly paralyzed on his left side and has lived in the assisted living since 1997.

When asked why he volunteers Fred Kaiser remarked, "I get a good feeling from it because I can just sit and talk to him and he'll say that it's the best day of his week. When I leave I feel better than I did when I got there."

National Church Residences has more than 2,600 registered volunteers contributing acts of kindness at hundreds of housing communities and health care locations across the nation. One of the most valuable resources for not-for-profit organizations is the people who give their time and provide their skills to improve the life of others.

If you have a passion for serving, please contact Kate Hunter to join our mission at www.NationalChurchResidences.org/Volunteer or call 800-388-2151.

Advocacy Advancing Affordable Housing Growth



Public policy team (L to R): Executive Vice President of External Affairs and Growth Strategies, Michelle Norris and Vice President of Public Policy and Government Relations, Megan Kelley.

Providing quality, affordable housing to America's older adults has always been at the core of the mission for National Church Residences. While the organization is already the nation's largest not-for-profit provider of affordable senior housing, our strategic plan dreams even bigger, aspiring to grow this portfolio by an ambitious 20 percent.

The organization's public policy and government relations work continues to play a critical role in supporting and securing the public resources needed to develop and preserve affordable housing and to advance this growth plan. In fact, two recent significant federal advocacy victories have set the stage for National Church Residences to access resources and opportunities in two new U.S Department of Housing and Urban Development programs: HUD's revived 202 new production program and HUD's Rental Assistance Demonstration for Project Rental Assistance Contracts program.

HUD's 202 program for the new production of affordable senior housing has historically been the organization's greatest resource for new development of affordable senior housing, providing capital for construction and rental subsidy for almost 230 communities across the country. However, despite growing need and undeniable impact, funding for this program was discontinued in 2011. Since that time, restoring this program has been a top advocacy priority, which paid off when Congress passed new funding as part of its fiscal year 2018 budget.

In August 2019, for the first time in almost a decade, National Church Residences submitted applications for funding to construct two new affordable communities: Roche Drive in Columbus, Ohio, which will provide 76 units of senior housing; and Sparrows View in Douglasville, Georgia, which will provide 90 units of senior housing. A second round of this funding is expected in summer 2020.

Congressional passage of the RAD for PRAC program has been another top policy priority. PRACs are a type of HUD 202 building built between 1991 and present, which until recently were prohibited from any form of recapitalization strategy to finance renovations as these buildings age. National Church Residences owns and/or operates 101 PRACs. Along with our partners LeadingAge and Stewards of Affordable Housing for the Future, we led an advocacy campaign over the course of several years that resulted in this initiative passing into law. This monumental victory will allow PRACs to participate in the RAD program and ultimately be restructured to enable renovation and long-term preservation of this valuable housing stock.

In September 2019, National Church Residences was the first owner in the country to submit an application to this program. Hopeton Terrace, a 45-unit senior housing community in Chillicothe, Ohio, is on track to close on a RAD conversion, in addition to the financing needed for renovations, by the spring of 2020. Additional applications are being prepared in the core markets of Texas and Florida.



As our public policy & government relations team continues to fight for the public resources needed to advance the mission and further our strategic goals, **please contact our office at (614) 273-3763** if you are interested in engaging in our advocacy efforts.

Breaking Ground on True Light Haven

By partnering with True Light Baptist Church in Atlanta, National Church Residences has forged a new relationship to extend its service footprint to specifically target the senior population in Atlanta's Westside neighborhood. The project is designed to provide the amenities and services that will allow senior residents to enjoy maximum independence, as they age in place in the area where they raised their children, attended church and have lived for many years.

After two years of designing and planning, ground will be broken in early 2020 on True Light Haven, a 124-unit, single-structure building. The campus will be located in the Penelope neighborhood at Anderson Avenue Northwest and Waterbury Drive Northwest, and will offer independent senior living in one- and two-bedroom apartments.

The new campus will offer seniors a fitness room, and a business center with computer stations, a community garden and an on-site laundry facility. In addition to a generous community room with a kitchenette, the campus also will include a home health care office for basic health exams.

Presently, National Church Residences has nine communities in the Atlanta metro area, including the Imperial Hotel, Betmar Village, Lakewood Christian Manor, Princeton Court, Panola Gardens, Trinity Towers, Big Bethel Village, Baptist Towers and Baptist Gardens. With the expected opening of True Light Haven in 2021, National Church Residences will have 1,471 units spread across 10 communities in the Atlanta metro area.

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National Church Residences and True Light Baptist Church share the same vision for service, the same value of all persons, especially seniors, and the same voice for a better society in which people can live.

— Pastor Rev. Dr. Darrell D. Elligan

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Senior Project Leader, Derrick Jordan of National Church Residences and Rev. Darrell D. Elligan hold the rendering of True Light Haven at the site where the affordable senior housing community will break ground in early 2020. See the rendering below.



Celebrating the Success of the Volunteer Chaplaincy Program

Corporate Chaplin, Rev. Jim Zippay of National Church Residences, has brought to life the vision for an innovative Volunteer Chaplaincy program with a goal to provide all 24,000 residents access to spiritual care and to make a difference in the lives of seniors. The initial success of the program has led to plans for expansion to other parts of Ohio, Atlanta, Texas and beyond, as the focus shifts to growing quickly so that every campus has the benefit of a volunteer chaplain.

Guided by local advisory committees and strong partnerships with a broad range of faith communities, the Volunteer Chaplaincy program serves people of ALL beliefs. Each volunteer chaplain receives proper training to provide spiritual care as a critical part of ensuring health and well-being for every senior living on a campus managed by National Church Residences. A Chaplain's focus is to come alongside those of all backgrounds and faiths who may be struggling with a health issue, loneliness or the loss of a loved one — to offer encouragement, support and a listening ear.

“

Today more than 3,000 seniors in Ohio are leading fuller, happier and healthier lives because of the work of a volunteer chaplain. Currently, 40 volunteer chaplains are working in 27 communities across central Ohio.

— Rev. Jim Zippay

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He added that volunteer chaplains come from many backgrounds, including clergy, a medical doctor, a construction worker, a music teacher and a retiree — each bringing experiences from their professions and personal interests to the their roles and finding unique ways to connect with residents.

More than a year ago, volunteer chaplains Janet and Tony Long said they eagerly began visiting residents at the Commons at Grant in Columbus, Ohio, in order to listen and provide them with encouragement.

“We knew that we were making a commitment that required time to allow relationships to grow and trust to build,” said Janet Long.



Corporate Chaplain, Rev. Jim Zippay of National Church Residences

Since the program began two years ago, it has been passionately championed by the President and CEO, Mark Ricketts, and enthusiastically supported by the Board of Directors.

Visit www.NationalChurchResidences.org/Chaplaincy for more information about the Volunteer Chaplain program or email Rev. Jim Zippay at jzippay@nationalchurchresidences.org.

2019

\$25,000
raised

400
staff members
and volunteers
participated

65
communities
participated in
activities

2015-2019

\$150,000
raised

130+
communities
participated in
activities

MISSION DAY RAISES FUNDS FOR THOUSANDS OF RESIDENTS



After more than 20 years, Mission Day continues to provide a pathway of engagement and awareness for many of National Church Residences communities. This year's event saw more than 65 campuses participate in Mission Day activities and raise in excess of \$25,000 through service projects and other fundraising efforts. More than 400 staff members and volunteers worked together to raise funds and involve the greater community in activities that directly benefited their seniors.



We hope you enjoy the collection of pictures from Mission Day activities and we want to thank everyone who participated and supported our mission!





National Church Residences™

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Be sure to check out the next edition of **HOMEFRONT**

National Church Residences recently launched its Operations Design team to seek out and align successful service practices to support hundreds of communities through corporate mission and strategy, as well as creating a better experience for residents and their families.

The intention is to redesign inefficient methods of operations with new programs and services to promote a best-in-class experience.

In the next edition of *Homefront*, meet the leaders of the Operations Design team and learn more about their transformative projects.

