



National Church Residences™

Winter/Spring 2021

HOMEFRONT

**Together
We Succeed**

- 2 | HOME CARE, SUPPORT SERVICES FOR SENIORS
- 6 | VACCINATIONS NATIONWIDE TO COMMUNITIES
- 11 | SPIRITUAL CARE FOR ALL SENIORS

HOMEFRONT

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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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(Left to right) Inniswood Village in Westerville, Ohio: Director of Affordable Housing Closing, Carrie Dean; Clinical Aide at Stygler Commons, Lynn Frazier; President and CEO, Mark Ricketts; Service Coordinator at Stafford Village, Loreal Trammer; Maintenance Technician at Inniswood Village, Wil Villasante

It's Time to Roll Up Our Sleeves for Seniors

For the past year, our seniors have sheltered in place to reduce the spread of the virus, while the world awaited effective treatment against this global pandemic. At the moment, as we move into spring, we do so with a renewed faith as vaccination rates have been soaring. With three approved vaccines and increased distribution plans, the opportunity for a restored lifestyle for seniors — and all of us to varying degrees — is growing stronger by the day.

National Church Residences is grateful to be participating in a public/private partnership with the Centers for Disease Control and Prevention to vaccinate residents and staff of senior facilities. It's through this that we have been holding vaccine clinics in recent months for our senior residents and staff members across the country. We are excited to say that we've achieved impressive rates at a number of communities already, even reaching up to 97% vaccination rates at certain senior campuses.

As throughout the past year, our mission-minded team has come together in new and different ways to make this early success possible. It took hundreds of staff members working together to ensure access to the COVID-19 vaccine for thousands of our seniors across the country. Our achievements were based on staff members' abilities to:

- Quickly build awareness and understanding of the vaccine, dispelling myths and gaining confidence in the science behind the vaccine;
- Connect with our residents to schedule appointments, complete necessary paperwork and ensure participation; and lastly,
- Conduct the 3-clinic series across our locations in a seamless manner.

I'd like to thank our staff as well as our pharmaceutical partners, CVS/Omni Care and Walgreens, for their professionalism and collaborative efforts that allowed these clinics to run so smoothly.

It is exciting to see our seniors once again engaging in social activities, enjoying time with their fellow residents and embracing a more active lifestyle, while continuing to follow our COVID-19 safety protocols and guidelines, such as social distancing and mask wearing. This would not have been possible without the hands of many on the front lines and behind the scenes.

“ Let your hopes, not your hurts, shape your future. ”
— Robert H. Schuller

As we look forward to a very promising future, it's important to pause and remember those we have lost. Our hearts go out to the families impacted by the COVID-19 virus. May this year be a time of healing for all.

Our mission of **advancing better living for all seniors, enabling them to remain home for life**, depends on the continued participation of citizens getting vaccinated across our nation. If you haven't already, we encourage you to roll up your sleeve and get vaccinated for a healthier future.

Sincerely,

Mark Ricketts, President & CEO
National Church Residences

Home, Health & Heart

Community Nurses Help Seniors Remain Right Where They Want to Be — at Home for Life

“It’s our desire that once you’re part of the National Church Residences family, you are for life,” said Nickie Wallis, a member of the community nurse team in southern Ohio. Along with a related central Ohio team, National Church Residences community nurses are dedicated to coordinating home care, hospice and private duty nursing services and connecting seniors to a network of support in the two regions.

“Our team tries to go above and beyond the standard,” Wallis added. “We want to make sure that you have support through the community nurses who will follow up with and check on you — reminding you of services, visiting at the hospital, reaching out to family or physicians on your behalf to make sure that you don’t have to go through your health care journey alone.”

Though Ohio has many area agencies and not-for-profit groups that provide services, seniors and their caregivers often are not aware of their availability, eligibility or access paths. National Church Residences community nurses are subject matter experts about all things senior in their regions, guiding older adults and their families to the right resources to fit their immediate and long-term needs. They also are

highly knowledgeable about Medicare benefits available regardless of income and assets, which can be of great value for those who wish to remain in their home for life.

Serving more than 800 clients in southern Ohio and over 1,300 clients in central Ohio during 2020, National Church Residences community nurses make a difference in the lives of Ohio seniors.

After trying to find a three-wheeled walker, Terry Mealey, a client from Pike County told community nurse Amy Ross about his lack of success. Ross quickly searched on her mobile phone, finding the item and a demonstration video. “This was something I couldn’t find anywhere — and in two days, she brought me this walker and put it together. Amy went all out to do that for me,” said Mealey.

The community nurse groups are part of National Church Residences Senior Services division. Matt Kehlmeier, assistant vice president and executive director of business development, leads the nurses.

“Our vision as a team is that we guide and care for seniors with kindness and respect,” noted Kehlmeier.

“We really strive to change the paradigm within health care. Unfortunately, so many critical decisions that older adults and their loved ones make are done in the midst of a crisis. We try to empower older adults, so we have many advance care planning conversations. So that when that fork in the road comes, they and their loved ones have the information to make the best possible decision — based upon their values and goals. And we do all this as a community service, at no cost to anyone for our time and expertise,” Kehlmeier added.

Though National Church Residences community nurses are trained health care professionals with a clinical perspective, they are sensitive to the social and emotional dimensions in the lives of the seniors that they serve.



(Left to right): Community Nurse, Amity McNeal; Professional Relations Manager, Nickie Wallis; and Community Nurse, Amy Ross

“For example, our hospice support includes a ‘memorable moments’ program, where we create special experiences that we can coordinate for our clients,” Wallis said. “We had a patient who was a grandmother, the primary caregiver for her grandkids. She was concerned after she passed that nobody would be there to read a story to them. Our team went to Build-a-Bear, recorded her voice and placed it in a toy bear for her to give to them.”

Through acts like these of kindness and respect — small and large — National Church Residences community nurses make a difference in the lives of Ohio seniors every day.

For more information about National Church Residences community nurses and their services, contact 844-377-9079.

COPC SeniorSelect Brings Better Access and High-Quality Health Care to Central Ohio

Superior, well-coordinated, comprehensive health care — that is the objective of the team behind Central Ohio Primary Care (COPC) SeniorSelect, a new center for Medicare-eligible seniors in the Northland corridor of Columbus, Ohio. The new health care center is the result of a collaboration between National Church Residences and Central Ohio Primary Care, a growing group of physician-owned practices committed to delivering the highest quality, preventative and chronic care available in Central Ohio.

National Church Residences recognized that the Northland area has a high concentration of vulnerable seniors with chronic health conditions whose needs exceed the capacity of nearby medical facilities. These findings were reported in a 2014 study by the Kirwan Institute. This research study shows that the senior population in the Northland corridor will grow by 53% between 2015 and 2030.

“Through our years of experience caring for seniors, we recognize that older adults need to receive health care differently,” said National Church Residences’ President and CEO, Mark Ricketts. “We saw there is a void that we could fill for an underserved population by developing a one-stop center to give more seniors access to health care and supportive services, so they can continue living independently in their homes for a longer period of time.”

COPC SeniorSelect will use primary care as a foundation to create better outcomes for patients at a lower cost. Seniors will receive clinical as well as non-clinical services to optimally address their unique needs.

“This multidisciplinary center will offer an integrated, team-based approach that includes extensive access to a primary care physician, on-site specialists, risk assessments, care coordination and other services supported by a value-based-care model,” said Dr. J. William Wulf, CEO of COPC.

In addition, COPC SeniorSelect will offer convenient same-day sick visits, as well as access to urgent care, 24-hour on-call support and telemedicine outreach. Patients also will be given other options, such as connections to community and state supportive services, benefits coordination,

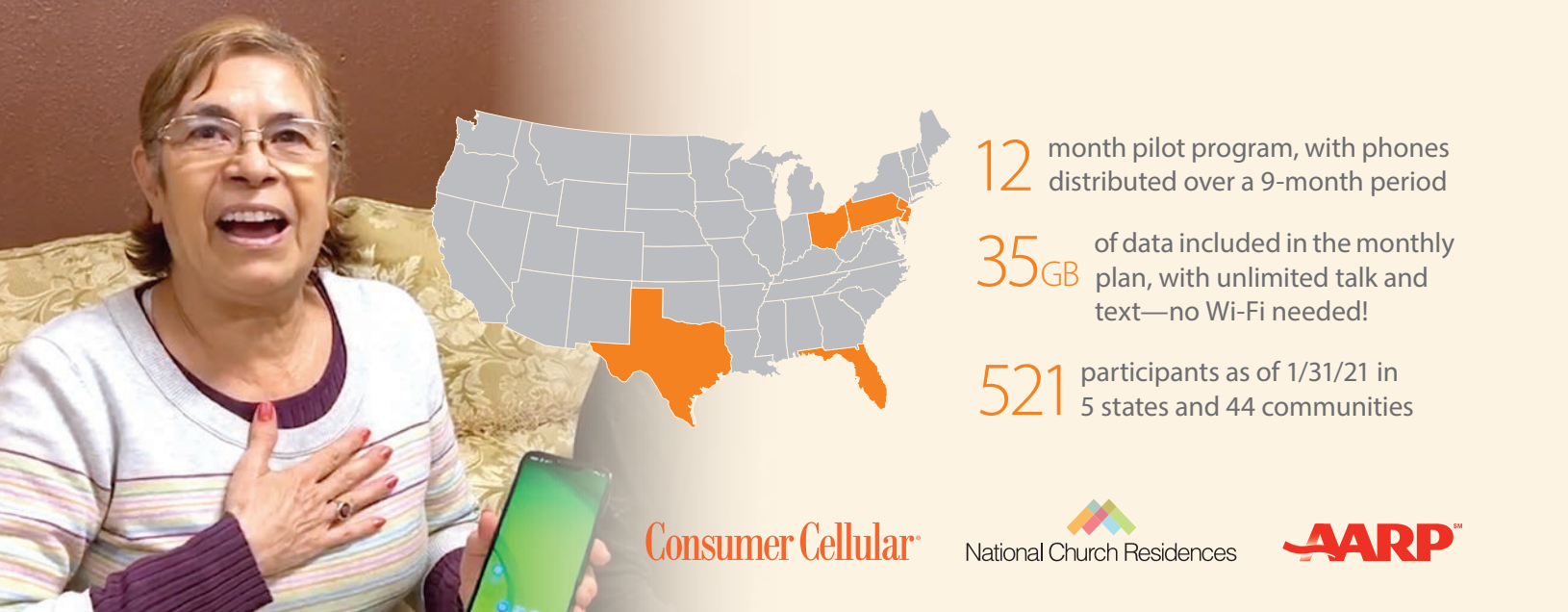


education and wellness program offerings. The center will serve as many as 2,300 low- and middle-income seniors per year and will facilitate transportation services.

Huntington National Bank provided a two-year, \$100,000 commitment to the project, further strengthening a near 20-year relationship between the bank and National Church Residences.

“Huntington is excited about the work being done by this amazing initiative bringing health care and services to the seniors in the Northland area. Given our long-standing relationship with National Church Residences, our support of this project was a natural fit,” said Sue Zazon, president of Huntington Bank Central Ohio Region.

Nearly \$3 million was invested in this 9,000 square foot, state-of-the-art center located at 1710 East Dublin Granville Road. With the opening of COPC SeniorSelect on January 25, 2021, National Church Residences anticipates it will invest as much as \$47 million in the Northland community by the end of 2022. This investment includes three senior housing communities and the enhancement of the adult day center next to COPC SeniorSelect.



12 month pilot program, with phones distributed over a 9-month period

35GB of data included in the monthly plan, with unlimited talk and text—no Wi-Fi needed!

521 participants as of 1/31/21 in 5 states and 44 communities

Consumer Cellular

National Church Residences

AARP

Free Smartphones & Service Help Residents Stay Connected

Consumer Cellular Donates 1,000 Phones to AARP Foundation's Connect2Affect Connected Communities™ Program

The coronavirus pandemic has underscored gaps in access to health care, food, personal protective equipment and connectivity. A new collaboration aims to change that. Consumer Cellular is providing 1,000 free smartphones and 12 months of free monthly service to residents living in National Church Residences communities in Ohio, Texas, Florida, New Jersey and Pennsylvania. These communities are part of AARP Foundation's Connect2Affect Connected Communities™ program, which works with affordable senior housing providers to equip their communities with devices, tools and training that help residents maintain the social connections they need to remain independent and age in place longer.

Shelter-in-place conditions during the pandemic revealed just how few seniors in affordable housing communities have access to connectivity and technology. What's more, residents who may have access to smartphones through pay-as-you-go plans often find themselves budgeting how they use their minutes and data each month — causing many to sacrifice contact with family and friends because they fear not having enough minutes or data to access critical services.

"Without sufficient access, residents of affordable senior housing have very limited options to socially connect and engage with friends and family, or to arrange for basic services like ordering groceries or telehealth," said Emily Allen, senior vice president of AARP Foundation programs and head of its Social Connection team.

The collaboration expands on AARP Foundation's work to end social isolation in older adults — a long-standing issue that's become even more urgent during the coronavirus pandemic. With this new effort, AARP Foundation, Consumer Cellular and National Church Residences also hope to expand access to telehealth services and illustrate how investment in technology and connectivity increases housing staff's ability to communicate and engage with residents.

"These resources are out of reach for many of our lower income senior residents," said Michelle Norris, executive vice president at National Church Residences. "At this time, when care providers are reporting exponential increases in telehealth visits, a large majority of our residents — most of whom have chronic medical conditions — do not have the resources needed to conduct these visits remotely. This leaves them cut off from the care and family support systems they need to remain healthy and socially engaged during this critical time."

Consumer Cellular CEO, Ed Evans, added, "Consumer Cellular is committed to using technology to help seniors stay connected. Over the past 25 years, we have accomplished that goal by providing affordable, easy-to-use cellular service. We are thrilled to donate that same technology and service to participants in the Connect2Affect Connected Communities program in an effort to keep seniors in affordable senior housing connected to the ones they care most about."

New Affordable Housing Program Will Help Preserve Senior Housing in Ross County

Hopeton Terrace is first project in the nation to get HUD program approval

Hopeton Terrace in Chillicothe, Ohio, is the first community in the country to partake in a unique preservation program offered by the U.S. Department of Housing and Urban Development (HUD). This program, modeled after a similar one offered to housing authorities, allows for long-term preservation of the affordable rents as well as renovation of the building.

Renovations at Hopeton Terrace will provide senior residents with safety and accessibility improvements following an investment of \$2.3 million by Ohio Capital Corporation for Housing (OCCH). The funds were provided via the Low-Income Housing Tax Credit Program administered by the Ohio Housing Finance Agency (OHFA).

“National Church Residences is excited to team with the Department of HUD, OHFA and OCCH on this historic opportunity,” said Michelle Norris, executive vice president of external affairs and growth strategies for National Church Residences. “Hopeton Terrace will be the first of many RAD for PRAC conversions as part of a long-term, national strategy to preserve affordable housing for older adults, which is in critically short supply.”

OCCH President Emeritus, Hal Keller said, “Ohio Capital Corporation for Housing is thrilled to be an investment partner with National Church Residences. Hopeton Terrace will be a pioneer for the conversion process and a potential model for funding large-scale rehabilitation to preserve affordable housing that otherwise might be lost due to the high costs of maintaining aging properties.”

Hopeton Terrace was built in 1994 using HUD’s Project Rental Assistance Contracts (PRAC) 202 Program. For 20 years, the program provided opportunities across the country to build affordable senior housing — but, until now, the program was limited in how it could address typical aging issues of these buildings.

“The Ohio Housing Finance Agency is committed to helping Ohio’s seniors age in place and is excited to be involved in the first project in the country to utilize this critically important new program,” said Shawn Smith, interim executive director. “Preservation and rehabilitation of Ohio’s 202 PRAC projects like Hopeton Terrace are necessary both for the health and vitality of our state’s seniors and of our affordable housing stock.”

In addition, the renovation will include funding from the Huntington Bank Digital Inclusion Fund in partnership with



Ohio Capital Impact Corporation to cover the hardware and installation costs necessary to provide high-speed wireless internet to all residents at no additional cost to them. Digital connectivity is a crucial communication tool that many seniors need in order to stay connected with family and friends, as well as to enable critical telehealth visits to maintain their health and safety during this pandemic.

Hopeton Terrace consists of 45 one-bedroom apartments, targeting adults 62 years of age and older. Construction is expected to be completed later this fall. The organization has a large footprint in Ross County, operating 356 units of affordable senior housing.

Protecting Our Nation's Most Vulnerable Populations

COVID-19 Vaccinations Rolled Out Across Senior Communities

As the world rejoiced in late 2020 that vaccines would soon be available to combat COVID-19, National Church Residences' leadership already had been preparing for a roll-out of vaccinations at their affordable housing and senior living communities. After implementing protocols for many months to limit the spread of the virus in senior communities across the nation — including testing programs and compliance with local health department and Centers for Disease Control and Prevention guidelines — the arrival of the vaccine was a welcome opportunity to protect residents, their loved ones and staff members.

"We really care about our residents and our employees," said Steve Bodkin, senior vice president and chief operating officer for senior living and affordable housing. "It's almost like they are family. And when I think about the vaccine, I would pray, educate, encourage, do everything I could to make sure that they're safe. Because I believe in my heart that it's the best thing for them."

His statement goes beyond words to committed action. In his role, Bodkin leads the team of professionals responsible for managing the organization's nearly 340 senior communities across 25 states. Vaccination planning has been coordinated by property managers and other staff in

individual communities — with support from the National Church Residences COVID-19 Task Force, whose 20 members span many departments and disciplines and are led by the organization's chief medical officer, Dr. John Weigand.

"As a physician, I want to protect the patients and residents of the facilities that I serve," noted Weigand. "So, I really encourage them to get the vaccine, because it is the single best way that we are going to get beyond this pandemic."

Senior residents have enthusiastically embraced the chance to be vaccinated, showing a confidence in the vaccination program and an awareness of the risk of contracting the coronavirus.

"I couldn't wait. I just think it's time," said Janet Marsh, a senior resident at Bristol Village in Waverly, Ohio, about her COVID vaccination. "I think it's so important. If we all get it, there's no problem."

"At most of our senior living properties, we're seeing 85% of our residents taking the vaccine," said Bodkin. "We're still implementing the plan at our affordable housing communities, but the coordination with Walgreens and CVS has gone really well."



Dr. John Weigand, National Church Residences chief medical officer, receiving the COVID-19 vaccine.



Steve Bodkin, senior vice president and chief operating officer for senior living and affordable housing, National Church Residences



Pernell Davis, resident, Baptist Towers, Atlanta, GA



Donna Frisby, Dietary Aide, Bristol Village, Waverly, Ohio



Barb Turner, resident, Chillicothe, Ohio

Partnerships with these well-known pharmacies have been central to vaccination delivery — with Walgreens providing and administering vaccines at senior living communities, and CVS serving affordable housing.

To support individual communities, National Church Residences has provided posters, fliers and letters to help communicate with residents as vaccination clinic details are defined. The organization also is tracking first- and second-vaccination status to know where additional outreach and communication may be needed.

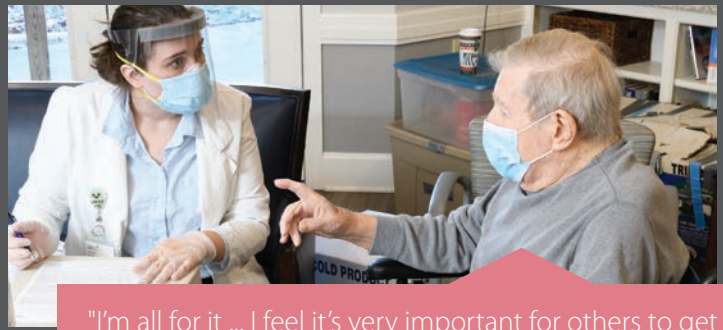
Though a greater percentage of residents than staff have been vaccinated, National Church Residences has implemented an incentive bonus for staff members who receive their second vaccination during the convenient on-property clinics. Leaders at senior communities also are setting an example by getting inoculated, to show their personal commitment to the importance of this step in containing — and, ultimately, ending — the pandemic.

Mark Ricketts, president and CEO of National Church Residences, affirmed the organization's dedication to a swift vaccination roll-out. "Our goals are to protect the lives of our most vulnerable senior population while also reducing the spread of the virus and severe illness by vaccinating our front-line employees who engage with our residents every day."

"How important is it that everyone gets the vaccine? It's very simple to me. If everyone participates, everyone benefits," said Wilbur Kline, a senior resident at Inniswood Village in Westerville, Ohio.

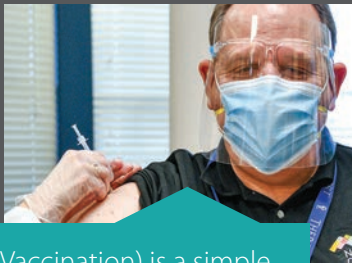
On his decision to be vaccinated, Bodkin noted, "Everybody has to decide whether it's right for them. I believe that, but I felt like it was a civic and a moral responsibility. The more people who get vaccinated, the quicker we'll put COVID behind us, and the quicker we'll get back to normal."

Residents and Staff Offer Thoughts About the Vaccine



"I'm all for it ... I feel it's very important for others to get (the vaccine). It's got to run down the line, people have got to pick it up and want to do it. They should do it."

Edward Wagner, Resident, Chillicothe



"(Vaccination) is a simple step that we can do to make ourselves better able to help our residents, make things more safe — and, as a bonus, we're going to get to do more things with our families in our communities. So it's nothing but a winning situation."

Randal Benner, Facility Administrator, Bristol Village

"Since it came out, I was determined to get the vaccination ... and it's very important for others. It protects them, and it protects the people around them ... I had a daughter that died with it."

Mona Boggs, Resident, Chillicothe



"We're all in this together, and I think the only way we're going to make any headway ... is for us to all get the vaccine."

Lori Jones, Concierge, Inniswood Village



"I just want to get back to normal. I think it will be a positive step for everyone, if we all decide to take it. We'll all be headed in the right direction to end this pandemic."

Terry Lamb, Resident, Lincoln Village



"After having the vaccine, I feel great ... I feel it is very important to get the vaccine, primarily to keep my family, the residents and anyone that I come in contact with, to keep them from getting it."

Eunice Jennings, Resident, Inniswood Village



"I could help someone and prevent the spread of COVID-19 and ... get back to our normal lives. It's very important for others to get the vaccine, to help our families and our patients and residents."

Bouakhao Kayasone, LPN, Inniswood Village

"I feel very hopeful that this is the first step to the end of this pandemic. It's not going to be like a light switch, more like a slow dimmer ... but it's the first step."

Kim Abdulghani, Director of Care Services, National Church Residences



"Now that I've gotten the vaccine, I'm relieved and happy to know that my body is going to build immunity towards it."

Paul Linton, Resident, Chimes Terrace



"I wanted to be safe. I feel great. It's very important (for others to get the vaccine)."

Celeste Alexander, Cook, First Community Village

"I just decided it was the right thing to do. And it's very important that others receive the vaccine. Then they have to do what you do after you have the vaccine — you still wear a mask, you wash your hands and come back for the second vaccine."

Sharon Ronan, Resident, First Community Village



"I chose to get vaccinated today because of all those individuals that I come in contact with on a daily basis who are at higher risk ... I think those who are around others in the high risk category, it's paramount that you choose to get the vaccine."

Doug Himes, Vice President, Senior Living, National Church Residences



"Not only (for) my community, but (for) the patients I take care of and my family — if I can provide another extra layer of protection for them, I think I should."

Kerby Hamilton, Midnight Nurse, Bristol Village

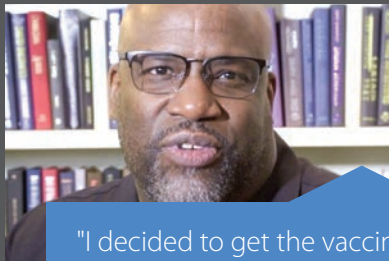


"I got the vaccine because I want to open Ohio, protect seniors and get my kids back to school. I also want to hug my mom, who's 86 years old!"

Susan DiMikele, Senior Vice President of Senior Services, National Church Residences

"I think it's a two way street. You maybe save your life, and you may save the life of another person. So do what you can to help the whole world."

Janice Diehlmann, Resident, Bristol Village



"I decided to get the vaccine because of my concern not only for my personal health, but the health of others."

Victor Davis, Chaplain, Inniswood Village



"I thought I'd feel better if I got the vaccination. I didn't want to take any chances ... I feel it's very important for everyone to get that shot."

Ginger Rush, Resident, Lincoln Village



"You don't want to make other people sick ... One of my friends was really sick with it — and there's no need to go through that."

Richard Rundels, Resident, Bristol Village

"Everyone needs to do their part ... I want to be part of the reason that (our residents) finally get to hug their loved ones."

Courtney Keesee, Social Services and Admissions Director, Bristol Village



Fundraising Team Pivots to Support Our Seniors During COVID-19 Pandemic



The word “pivot”

is used frequently to describe how to manage the challenges of the 2020 pandemic. The National Church Residences Foundation fundraising team indeed has needed to pivot — more than once — in their approach and focus in response to both needs and opportunities during this time.

From locally focused grants to the organization, our Foundation continually works to address the physical, social, emotional and spiritual needs of seniors in communities across the nation. Those needs have been even more

visible and dramatic in recent months.

The team has helped obtain and distribute everything from toilet paper to prepared meals, personal protective equipment to devotional materials, and COVID rapid testing services to crossword puzzle books. They have welcomed spontaneous donations of spring flowers that brightened apartments in multiple campuses across Ohio. They have collaborated with area agencies and non-profits to repurpose an unused commercial kitchen at Big Bethel Village into a food hub serving Atlanta seniors and others both in and outside National Church Residences' communities. They have re-envisioned the organization's annual grassroots Mission Day fundraisers and regional

conferences to direct \$100,000 in donations to provide on-demand behavioral health programming for staff to help front-line workers better serve seniors.

Long-time supporters who are committed to improving the well-being of seniors continued to step up for National Church Residences, some even recruiting new corporate sponsors from their personal networks to aid the mission for the first time.

The outpouring of generosity is both humbling and inspiring.

“Our tried and true supporters, and our new friends, have just said to us — ‘Whatever you need, just let us know,’” said Kendra Rayl, senior director of donor relations and grants management. “Our donor base has been amazing.”

A snapshot of fiscal year 2020 COVID-related grant applications (below) reveals fundraising results from the Foundation team's Herculean efforts on behalf of the organization's seniors.

Looking into 2021 and beyond, the Foundation team will continue to pivot toward new ways to engage donors, corporate sponsors and volunteers.

“The Foundation team cares deeply about our donors and helping them have the impact they desire,” added Nicole Papa Odegaard, senior director of philanthropy. “During this time, donors have been focused on ensuring the basic needs of our residents. It has been an honor to help them provide a lifeline for thousands of our residents in need.”

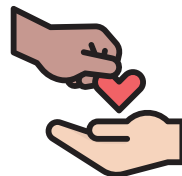
PHILANTHROPY AT WORK

GRANT APPLICATIONS FOR COVID-19 RELIEF BY THE NUMBERS • FY2020



31

Applications approved



\$1,835,584

Total awarded



7,710

Residents served



11

States reached



99

National Church Residences communities benefited



Chaplaincy Graduation in Atlanta



Chaplaincy Graduation in Toledo, Ohio



Reverend Jim Zippay, MDiv, DMin, Corporate Chaplain at National Church Residences

COVID and Spiritual Care

Helping Our Seniors Weather the Challenges of the Pandemic

While the global pandemic continues to challenge the medical and financial sectors of our society, it also is placing a huge strain on the emotional, social and spiritual well-being of our seniors. All across our nation this honored population has had to isolate and quarantine from their most valuable treasure: their loved ones.

In an effort to keep our seniors connected and encouraged, Volunteer Chaplains have been serving in numerous ways. From delivering meals to providing messages of love and strength, our Chaplains have found creative and innovative ways to make a difference.

But sometimes the lift needs an extra hand. Recently a partnership with Friends Foundation for the Aging, a nonprofit in the Pennsylvania and New Jersey area, has allowed our Chaplaincy to expand into the state of Pennsylvania. With just under 1,000 residents in 17 communities, we have begun to expand our relationship with these seniors.

In addition, the Friends Foundation approved the purchase of digital devices to further facilitate connectedness and to combat loneliness. These devices will allow Chaplains to serve seniors by offering them a way to connect with their family and friends.

Currently our Michigan communities have been some of the hardest hit in the country — and even though our Chaplaincy program has only had a limited presence, we hope to find another organization or individual like the Friends Foundation who will allow us to make that vital connection.

Nothing we do can completely remove the burden of these trying times, but that doesn't mean we can't offer some relief. Small steps can add up and make a big difference, if we will take them.

While we hope and pray for success with the latest vaccines, we already know what the best medicine for the soul is.

Help us care for seniors by making connections that count!

For more information about National Church Residences' Chaplaincy program, email us at Chaplaincy@nationalchurchresidences.org

New Year, New Policy Priorities



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

While each new year brings with it the promise of new beginnings, 2021 also brings with it changes in the elected leaders that will inevitably impact our advocacy work in the coming years. With this in mind, we've refreshed our public policy priorities to build on the successes of recent years and to support the mission growth of National Church Residences during increasingly complex times.

Public Policy Priorities: Past

Despite many challenges, the past several years have been incredibly successful on the advocacy front. To name just a few, the "RAD for PRAC" program was passed into law and implemented, and the HUD 202 program for the new production of affordable senior housing was resuscitated and provided new funding for the first time in years. These victories have already translated into exciting new development opportunities for National Church Residences. On the health care side, advocacy in Ohio's last biennial budget yielded rate increases in all of our priority service lines. Most recently, efforts related to COVID-19 helped shape relevant executive orders and have facilitated many opportunities for relief funding at all levels of government.

Public Policy Priorities: Future

Our advocacy efforts in the coming years will continue work in key program areas, while also expanding to support the organization's commitment to equity.

PRESERVATION & EXPANSION OF SERVICE-ENRICHED HOUSING

In order to grow our mission reach and continue to meet our country's need for affordable, service-enriched housing for the exponentially growing number of older adults, our public policy priorities are to:

- Expand funding for the new production of service-enriched, affordable senior housing.
- Protect and expand service coordinator funding.
- Protect and expand rental assistance programs.
- Advance new service-enriched housing models.
- Address policy-related barriers inhibiting new development and/or housing operations in core markets.

PRESERVATION & EXPANSION OF HEALTH CARE

In order to continue to provide health and wellness services to the growing number of older adults, our public policy priorities are to:

- Protect and expand home- and community-based service programs.
- Advance and grow place-based care delivery models in senior housing.
- Protect and increase reimbursement rates in order to provide quality care to clients and to support our workforce living wage initiative.
- Expand innovative care opportunities within the managed care environment.
- Advance connectivity initiatives that support and enable robust and meaningful telehealth opportunities.

ADVANCE DIVERSITY, EQUITY, INCLUSION & JUSTICE IN OUR WORK & OUR WORKPLACE

In recent years, acts of racism, climate change and the global pandemic have laid bare the systemic inequities that pervade our society and disproportionately impact our most vulnerable. National Church Residences has made a strong commitment to be an agent of change in working to address racism and inequities in our workplace, in our communities and in our broader policy work. In support of this commitment, our public policy priorities are to:

- Close the "Digital Divide" by advancing equity in access to affordable internet service in affordable housing regardless of income or geography.
- Advance the interests of underrepresented, vulnerable residents, clients and employees in public disaster/pandemic response, relief and preparedness efforts.
- Support and protect anti-discrimination policies in housing.
- Advocate for equity in health policies, including improved access to long term services and supports and government-sponsored family medical leave benefits for all.
- Support front line workforce through improved reimbursement for living wage initiatives and access to affordable childcare and transportation resources.

National Church Residences to Renovate 661 Affordable Senior Apartments in Metro Atlanta

National Church Residences is planning to renovate and preserve six affordable senior housing communities totaling 661 units in metro Atlanta in 2021. The communities which will undergo renovations are Big Bethel Village and Lakewood Christian Manor. In addition, National Church Residences is finalizing the purchase of four affordable housing communities located on the campus of Christian City in Union City, Georgia, which include: John Sparks Manor, Gene Miller Manor, Larry Moore Manor and Garden Terrace. Upon completion of the purchase, renovations are planned for all four communities.

These community renovations will put the focus on senior residents and their quality of life. National Church Residences selected Choate Construction to serve as the general contractor. This trusted partner completed recent Uniform Federal Accessibility Standards improvements at Lakewood Christian Manor. Historic renovations at both Sister's Court and Telfair Arms in Savannah, Georgia, also were completed by the firm.

From interior design and color scheme to floor plan and building materials, the Foley Design team will serve as the architect on the projects. Foley Design is a longtime partner with National Church Residences. Bill Foley, president, has served on the National Church Residences' Southeast Advisory Board and as an advisor to the Georgia Department of Community Affairs.

National Church Residences understands how disruptive renovations can be, but the organization is committed to minimizing the inconvenience of renovations for residents during the process. Residents will have the option to stay in a vacant unit on-site while their apartment is being renovated or off-site with family or at a hotel. A local certified relocation specialist will assist senior residents with their particular needs and requests.

"Our residents are our top priority. We have allotted funds to cover all relocation expenses and we want to ensure that the relocation process for them is as seamless as possible," said Kristen Knight, relocation project leader. Listening sessions at all communities ahead of renovations have been positive. Residents are excited about the upcoming relocation and the renovation process.

Upgrades to major building infrastructure will include roofs, building enclosures and mechanical systems. Other much-

needed enhancements will include lobby renovations, offices and upgraded business centers. Among the apartment renovations will be new kitchen appliances, light fixtures, sinks, cabinets and countertops, as well as new bathroom vanities, shower bodies, lavatories and tiling. Decorative lighting and furniture will be replaced to evoke a mood of elegance with the goal to amplify and improve the functionality of all spaces.

"I've lived at Lakewood Christian Manor since 2012," said Lillie Doe, age 69. Doe moved to Atlanta from Augusta to be closer to her sons. "I look forward to walking out of my apartment (before renovation) and coming back in (after renovation) to see a new kitchen and bathroom. I'm looking forward to it. I'm calm and waiting on the return."



Big Bethel Village



Lakewood Christian Manor

NEW CONSTRUCTION



Ash Branch Manor

Pembroke, Georgia, 70 apartments
Opened January 2021

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



Commons at South Cumminsville

Cincinnati, Ohio, 80 apartments
Opened November 2020

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



First Community Village: The Fairfax

Upper Arlington, Ohio, 67 apartments
Opening summer of 2021

The four-story Fairfax will offer seniors a smart gym, juice bar, spa and many more amenities — all designed to help residents remain healthy and live independently. While the apartments are designed for dual occupancy, the organization anticipates housing an estimated 130 new residents.



Northland Gate

Columbus, Ohio, 94 apartments
Opening fall of 2021

The three-story community will be comprised of one- and two-bedroom apartments in an 85,000 square foot building on a four-acre site in the Northland neighborhood. Amenities will include free campus Wi-Fi, a fitness center, a community room with a kitchen, an outdoor walking path with a garden and an on-site laundry.



Stafford Village

Worthington, Ohio, 85 new apartments, one cottage
Opening fall of 2022

This redeveloped community will replace the 50-year-old, one-story apartments with a mix of one- and two-bedroom apartment homes. The new building will vary in height at two and three stories tall, with architecture matching nearby neighborhoods. The community is within walking distance of the area's historic shopping and dining district.



True Light Haven

Atlanta, Georgia, 124 apartments
Opening summer of 2021

The new community will offer seniors a fitness room, business center with Wi-Fi, an on-site laundry facility, washer and dryer hook-ups and a generous community room with a kitchenette. With the opening of True Light Haven, National Church Residences will have 1,381 apartments spread across nine communities in the Atlanta metro area.



Walnut Trace

Gahanna, Ohio, 93 apartments
Opening summer of 2021

The mid-rise building overlooks the picturesque Gahanna Municipal Golf Course. It will include numerous amenities that residents will enjoy such as a bistro, fitness center, club room, a community room, arts and crafts room, balconies, a library, a general store for sundries, a covered parking garage and lush landscaping throughout the campus.

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.



Carnegie Towers

Cleveland, Ohio, 171 apartments
Undergoing \$12.7 million renovation



Hopeton Terrace

Chillicothe, Ohio, 46 apartments
Undergoing \$2 million renovation



Mayflower Apartments

Massillon, Ohio, 25 apartments
Completed \$1.7 million renovation



Midland Commons

Charlotte, North Carolina, 60 apartments
Undergoing \$7.4 million renovation



Mid Tule Village

Tulia, Texas, 50 apartments
Undergoing \$3.9 million renovation



Morning Star Apartments

Wharton, Texas, 40 apartments
Completed \$2.4 million renovation



Trinity Place

Round Rock, Texas, 68 apartments
Undergoing \$3.6 million renovation

Ahead of the Curve

New Employee Engagement Office Just One Step in Organizational Diversity and Inclusion Journey

If indeed — as Martin Luther King Jr. once said — the arc of the moral universe is long, but it bends toward justice, then National Church Residences has been working to follow that curve long before the awakening moment that George Floyd's death inspired for so many.

The latest step along that arc? National Church Residences has created a new Office of Employee Engagement that will focus on culture, leadership, equity and inclusion.

Danielle Willis, formerly senior vice president of human resources, will lead the new office as senior vice president of employee engagement and chief diversity officer. Julie Fox, formerly vice president of education, will serve as vice president of engagement and leadership development.

"This new office is the direct result of input we received from employees, our newly formed Anti-Racism Task Force and our board of directors," Willis said. "From the frontline staff to the board, we intend to deliberately build and sustain a diverse, thriving, equitable and inclusive culture that values all employees regardless of race, color, religion or creed, national origin, sexual orientation, gender identification, age or disability."

The creation of the Employee Engagement office is an extension of on-going efforts to foster an employee culture that is open and inclusive to all. Sparked in part by an initiative guided by experts from Genesis Consulting that began in 2018, National Church Residences involved central office employees at all levels, providing objective perspective

and education on how to deliver on the organization's commitment to love, respect and value everyone.

The new office will oversee the development of policies and practices to advance diversity, equity, inclusion, servant leadership and career development. A dashboard will measure progress on management and leadership diversity, employee retention and referrals, career readiness and staff mobility. A three-year plan with key milestones also has been developed to maintain momentum and direction.

"Regarding career development, we continue to hear from individuals that they would like to grow professionally, advance their careers and seek opportunities for leadership roles," Fox noted. "Through focused servant leadership development programs, we can connect team members' unique strengths, ideas and passion with personalized development plans and mentor partnerships."

National Church Residences' vision for inclusiveness extends to its nearly 340 senior communities. Recognizing that senior residents have varying views regarding diversity, tolerance and inclusion, the organization has developed a "playbook" to engage residents in activities that invite conversation, reserve judgment and put aside differences. Though physical distancing considerations have been incorporated, the roll-out of these activities and respectful living sensitivity training has been complicated by the COVID-19 pandemic — but the work continues and will expand as more in-person engagement is possible in the coming months.



Vice President of Engagement and Leadership Development, Julie Fox and Senior Vice President of Employee Engagement and Chief Diversity Officer, Danielle Willis

New Name – Same Excellent Service

For the past 25 years, Mill Run assisted living has been successfully serving the needs of area seniors — but with new facilities, an increased focus on memory care and an often confused identity, it was time to make a change. Mill Run recently celebrated the completion of a \$2 million renovation and was re-christened as Harmony Trace. Long a center of excellence recognized for caring, quality service and for providing seniors with a comprehensive health care plan, Harmony Trace, located at 3550 Fishinger Boulevard in Hilliard, Ohio, continues National Church Residences' commitment to helping seniors age in place and remain home for life.

New and Retiring Board Members

Welcome to New Board Members

National Church Residences welcomes four new board members, with two coming from Ohio and two from Georgia.



Althea Broughton (left) and **Anne Kaiser** (center left) were elected to the board of directors in October 2020, to serve partial terms. They began their three-year term in January 2021.

Broughton is a member of Arnall Golden Gregory's Real Estate Practice Group in Atlanta. Broughton's practice covers real estate and affordable housing development transactions involving public/private partnerships, conventional equity and debt sources, structuring joint ventures and partnerships and the use of local and federal subsidies.

Kaiser serves as vice president of Community and Economic Development for Georgia Power, leading the company's efforts to recruit new industry and help existing industries grow. The department has been recognized globally for bringing more than 136,000 jobs and \$29.3 billion in capital investment to Georgia over the past decade.

Lori Kaiser (center right) and **Jason Lawson** (right) joined the board of directors in 2021.

Kaiser is the founder and CEO of Kaiser Consulting in Powell, Ohio, an international professional services firm specializing in accounting, finance and IT consulting. Kaiser provides clients value-based services that allow firms to navigate transitions and successfully execute critical projects.

Lawson is the vice president for human resources at Installed Building Products in Columbus, Ohio. IBP is one of the nation's leading installer of insulation and other building products. As a member of IBP's senior leadership team, he leads the company's HR strategies, employee relations and technologies.

Appreciation to Retiring Board Members

Thank you for your years of service, **Jim Savage** (left, 15 years),

Dr. Terry Davis (center, 9 years)

and **Deb Russell** (right, 9 years).



Russell will continue to serve as an at-large member of the Bristol Village Foundation Board and the Bristol Village Board in Waverly, Ohio.

Davis will continue to serve as at-large chair of the Health Care Quality Committee, as well as serve on the First Community Village Board in Upper Arlington, Ohio.



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Be Sure to Check Out the Next Edition of *Homefront*

This year marks several large milestones for National Church Residences. The organization is finishing the final year of a five-year strategic plan. Find out what the organization has accomplished over the last five years, and take a sneak peek at what the next strategic plan includes.

Additionally, 2021 marks the 60th anniversary of National Church Residences. In the next *Homefront*, learn about the organization's beginnings in a small southern Ohio town and its historic expansion in recent years that has made National Church Residences the largest not-for-profit provider of affordable senior housing in the nation.

Bristol VILLAGE

