

HOMEFRONT

Winter 2023

A portrait of Susan DiMichele, a woman with long brown hair, wearing a red blazer and a red top. She is smiling and looking directly at the camera. She is wearing a necklace with a cross pendant, a bracelet, and rings. Her hands are clasped in front of her.

New Leadership for a Bold New Era

Susan DiMichele's Vision
Digitally Connecting Older Adults
First Community Village 60th Anniversary
And More

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 seniors.

OUR VISION

By 2030, National Church Residences will scale for mission impact, advancing better living for 100,000 seniors, wherever they call home.

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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MEET THE NEW PRESIDENT AND CEO

Mark Ricketts, Susan DiMichele, Greg Overmyer

New President and CEO Susan DiMichele Focuses on the Future of National Church Residences

With a new era dawning for National Church Residences, the organization is buzzing with excitement and optimism as Susan DiMichele takes the helm as president and chief executive officer. This dynamic transition marks a pivotal moment in the history of the nation's largest non-profit provider of affordable housing, and DiMichele is more than ready to lead the charge into the future.

The announcement of DiMichele's appointment, following a meticulous search process by the board of directors, sent ripples of anticipation throughout the organization. She becomes only the fourth president and CEO in National Church Residences' illustrious 62-year history, a testament to her exceptional leadership qualities and dedication to the organization's mission.

“I'm excited to accept the incredible honor to lead this great organization and its long-standing commitment to serve and uplift our nation's seniors.”

The momentous day arrived on July 1, 2023, as DiMichele assumed her role, succeeding the retiring Mark Ricketts, who had led the organization with unwavering commitment since December 31, 2014.

DiMichele's journey with National Church Residences began as a member of the board of directors for two years before joining the organization as its first general counsel in 2016 and launching the legal department.

Greg Overmyer, the chair of the National Church Residences' Board of Directors, expressed his confidence in Susan's abilities, stating, "Susan is a seasoned business leader and has already made a significant impact on the organization. Susan has the experience, the leadership qualities and most importantly, embodies our mission to serve and improve the lives of older adults across the country."

DiMichele's track record of accomplishments includes serving as the senior vice president of Senior Living and Senior Services. During her tenure, she left an indelible mark on the department, demonstrating exceptional business acumen and commitment to the mission of improving the lives of older adults across the nation by diversifying the organization's service offerings.

Upon assuming her new role, DiMichele expressed her enthusiasm, saying, "National Church Residences is a strong and resilient organization with thousands of employees across the U.S. who are committed to serving older adults every day. I'm excited to accept the incredible honor to lead this great organization and its long-standing commitment to serve and uplift our nation's seniors."

In her journey to leadership, DiMichele brings with her a wealth of experience from her time as a partner at the prestigious Squire Patton Boggs law firm, where she maintained offices in both Columbus, Ohio, and New York, and co-led its global Labor and Employment Practice Group.

With DiMichele at the helm, the future of National Church Residences shines brightly, as she leads the charge to build on the organization's remarkable legacy.



Accomplishments

Achievements accomplished over the last five years with Mark Ricketts leading the organization:

- Added 2,500 affordable housing apartments through acquisitions
 - Built 10 new affordable senior housing campuses
 - Opened four mid-market senior housing campuses (with one more finishing construction)
 - Renovated nearly 5,000 apartment units
 - Grew senior services: home care, home health and hospice care
 - Added a new partnership with Central Ohio Primary Care for treating the health care needs of older adults in central Ohio
 - Joined in partnership with SSIP, a senior benefits agency helping seniors make wise choices in Medicare advance enrollment and more
-



Passing the Torch to a New Generation of Servant Leaders

Mark Ricketts' tenure at National Church Residences has left a profound impact on the organization and its staff across the country. His dedication to serving older adults and expanding the organization's reach has shaped its success over the last two decades.

Ricketts, who served as president and chief executive officer of National Church Residences since December 31, 2014, retired at the end of June 2023. After an extensive national search, the board of directors promoted Susan DiMichele from within the organization to succeed Ricketts. Previously, she had served as the senior vice president of Senior Living and Senior Services.

During his 23 years with National Church Residences, Ricketts has been involved in the building of new senior housing communities across the nation, as well as acquiring and renovating dozens more. The organization has modernized nearly every business platform, expanded to serve seniors through services in their home and risen to the top of the senior housing industry, competing with for profit and not for profit providers. He also was responsible for leading a team of 2,500 employees, caring for more than 46,000 older adults in 24 states.

Ricketts joined National Church Residences in 2000, as vice president and chief operating officer of the affordable housing division after he previously had participated on the board of directors for six years.

After serving the last seven years as the president and CEO, Ricketts felt the timing was right to answer another calling, but he said the decision to retire brought him both joy and some sadness. "This was not an easy decision. I believe God had put me on a path to this organization, and now God's path has come full circle. He's now calling on me to honor the legacy of my mom and dad – to devote my time to my family and to my community."

When asked what he'll miss most, Ricketts replied, "I'll miss the joy, camaraderie and working with all of our staff."

Looking back on his time with National Church Residences, Ricketts said it was the honor of his life to lead the incredible mission of serving seniors. "This was the greatest leadership experience of my life."

Ricketts' impressive leadership has been acknowledged by members of the board of directors and his colleagues.

"Mark Ricketts has been an outstanding and inspirational leader in making National Church Residences the largest, most successful non-profit provider of independent senior affordable housing in the U.S.," said Peter Vogel, Jr., former chair of National Church Residences' Board of Directors.

Current chair of the board of directors, Greg Overmyer added, "I want to thank Mark for the 23 years that he dedicated to our organization. He led with his heart and he did a fantastic job in growing all areas of the organization."

DiMichele added that Ricketts had been an incredible mentor and has helped her with the transition. "I want to thank Mark for his leadership, his support for all of us and for his unfailing commitment to our mission," said DiMichele.

While reaching this moment clearly has been a long road traveled for Ricketts, he said it marks the beginning of a new and exciting chapter for National Church Residences.

"We have an incredibly great leadership team in place, a strong and diverse board and workforce. We are fully committed to a culture where everyone feels loved, valued and respected. I can't wait to see the impact the next generation of missional leaders will bring to National Church Residences."

For your devotion,
care and commitment
to our mission...
we thank you, Mark.



"Thank you for your 23 years of leadership."

– Michelle Norris, Executive Vice President of External Affairs & Strategic Initiatives



"Thank you, Mark, for being the light to myself and so many others."

– Daniel Patrick, Senior Director of Acquisitions



"How blessed I am to have a friendship like ours..."

– Carol A. Turner, Executive Administrative Assistant to President & CEO



"Your love of the mission shows all the way through from the senior leadership team and how you care for us and lead us..."

– Julie Woolley, General Counsel





"I'm proud to have served with you these past 15 years..."

– Julie Fratianne, Vice President, Accounting Affordable Housing



"Thank you for your wise counsel and your patience with us throughout the years."

– Matt Rule, Senior Vice President, Housing Development & Asset Management

"I know for a fact that I wouldn't be here if it wasn't for you."

– Sonya Brown, Senior Vice President, Affordable Housing Management



"On behalf of senior services and senior living, we want to thank you for your years of support..."

– Denise Anderson, Vice President of Senior Living



"Thank you for everything you have done for National Church Residences..."

– Jacob Swint, Vice President of Strategic Growth & Operations Support



Susan DiMickele, Leading National Church Residences into the Next Stage of Excellence in Senior Living and Care

When Susan DiMickele was appointed president and chief executive officer of National Church Residences, her immediate priorities were initiated quickly in order to lay a strong foundation for the future while honoring and strengthening the mission of the organization.

“Our mission, vision and values are the core of who we are, and they will remain the same. It is my responsibility to make sure each one of us, at every level of the National Church Residences organization, is tapping into the heart of that mission and prioritizing the lives of our residents and those seniors who receive our services,” DiMickele said.

For DiMickele, that commitment starts from within. “A great culture is really the foundation to serve our customers – and my hope is that under my leadership, when every senior comes to National Church Residences, we’ll meet them right where they are, whether it’s housing or services that allow them to age in place and live a life of meaning and purpose.”

“There is a reason WHY each one of our employees lives out their service through National Church Residences. We’ve started tapping into that WHY for each person that makes up this organization. I started by sharing mine at our very first town hall meeting, opening my heart to those who give theirs to National Church Residences and our seniors. I shared my father’s end of life journey and my promise to each person we serve to receive the same care, love and dignity that my mother and caregivers gave my dad.”

“There is a reason WHY each one of our employees lives out their service...” Excerpts from 100 Reasons Video 2023



“It’s a blessing to serve a population that our Christian faith actually calls us to honor.”

Christina Sanchez,
Regional Vice President, Texas



“I have a love for housing. I have a love for senior citizens.”

Marty Peoples,
Front Desk Site Supervisor,
Commons at Livingston, Ohio



“Together we can cultivate a culture of compassion...”

Gene’a (Gigi) Sain,
Employee Experience Specialist, Ohio



“Helping them to age in place and make the later part of their life, the best part of their life.”

Nakia Richardson, Service Coordinator,
John Sparks Manor, Georgia



“What we do at National Church Residences is so much more than a job. It’s a calling.”

Janet Meeks, Board Member, Ohio



“I love the residents. I love the people that I serve.”

Frank Biondo, Maintenance Supervisor,
Clinton Place, Michigan

Since then, more than 100 employees have stepped up and shared their WHY – helping to strengthen the culture of service and commitment. DiMichele believes that is the key building block to grow the organization and reach the strategic goal to serve 100,000 seniors by 2030.

As she works with her internal team to build the culture, DiMichele is also working with the board of directors to build out the company strategic plan through 2028.

In the meantime, she's leaning into value-based care and services that diversify revenue streams and offer a full continuum of care for older adults.

“We’re doing more than providing housing – we’re making a positive difference in the lives of each person we touch. In the last year, we’ve secured partnerships that are significant to moving our mission forward, like At Your Door Visiting Healthcare Services, which provides primary care and in-home medical services to residents at senior living communities across Ohio; and SSIP Insurance Partners, which helps residents living in our communities to navigate benefits and services.”

DiMichele says they're also looking at where the opportunities are in the future to keep people healthy and safe through housing. In the Affordable Housing sector, National Church Residences is adding 1,000 units a year and is committed to serving that need.

Senior Living has seen a nice recovery post COVID with the recent opening of The Hartford at Stafford Village, and the team is preparing to open the Brookwood in the summer of 2024. The new communities add 188 apartment homes to the Columbus metro area.

“By the time this is published, I’ll have completed my first 100 days. It’s already been a transformational experience. While there will be some amazing growth in the future through new initiatives and strategies, my goal is not to change our vision...it’s to enable and strengthen it by leaning into our culture and having a great workforce; diversifying our revenue and making sure that we’re focused on creating smart, new opportunities; and ensuring a customer-centered environment at every level.”



Strategic Growth Through New Service Partnerships Provides More Solutions to Elevate the Lives of Seniors

In its quest to serve 100,000 seniors by 2030, National Church Residences has taken strategic steps to expand its offerings to more older adults while providing customized solutions to meet their personal needs. To achieve this goal, the organization forged two significant partnership in the past year.

Acquisition of At Your Door Visiting Healthcare Services



In August, National Church Residences announced the acquisition of At Your Door, which provides primary care, in-home medical services to residents at senior living communities across Ohio. This acquisition complements the home health and hospice services already offered by National Church Residences.

“With the addition of At Your Door’s home-based primary care services, we can offer patients a full continuum of care for seniors living in our communities,” said President and CEO, Susan DiMichele of National Church Residences.

Over the years, At Your Door has cared for patients in several communities managed by National Church Residences.

At Your Door founder and owner Angela Hoff added, “Our vision since founding At Your Door in 2015 has been to meet and provide caring, compassionate medical care for seniors ‘where they are’ – which often is at their home.”



Angela Hoff, founder of
At Your Door



Sam Hoyek of SSIP

Partnership with SSIP Insurance Partners



National Church Residences also formed a partnership with SSIP Insurance Partners, a leading senior advisory firm in Ohio that serves more than 60,000 clients across 14 states.

Earlier in the year, National Church Residences finalized a partnership and acquired a minority equity interest in SSIP Insurance Partners, which provides senior advisory services across all major senior insurance-related products – including health, retirement, long-term care and Medicare plans. By investing in this partnership, National Church Residences aims to offer comprehensive benefits navigation services to residents in affordable housing, permanent supportive housing and senior living communities.

“We are excited to engage SSIP Insurance Partners’ best-in-class benefits navigation capabilities to support seniors so that they can have access to all of the best benefits to support their healthcare and lifecare journey,” said Vice President of Healthcare Operations, Brianna Metter of National Church Residences.

The mission of SSIP is to make a positive difference in the lives of each person they touch, which aligns with the vision of National Church Residences to provide high-quality care, services and communities for older adults.

“Through our partnership, we can ensure that seniors living in National Church Residences’ communities are being advised by skilled professionals with proper insurance planning experience in order to provide the best solutions tailored to meet their individual needs and preferences,” said President and CEO, Sam Hoyek of SSIP.

Elevating the Lives of Older Adults

Mettler added that both of these partnerships aim to enhance the quality of life for older adults and support their ability to live independently in the communities they have known throughout their lives.

“These partnerships demonstrate our commitment to compassion and excellence by continuing to invest and integrate new services into our full-continuum of care offerings to seniors right where they live,” explained Mettler.

National Church Residences Makes Notable Strides in Addressing the Affordable Housing Crisis Facing Seniors in Ohio



Julia R. Gordon, Assistant Secretary of Housing and Federal Commissioner of HUD

In the face of a growing affordable housing crisis affecting seniors in Ohio, National Church Residences is building hope, making significant investments and strides in addressing this issue. The latest community to represent a stride forward opened its doors in Columbus, Ohio, on October 26, 2023. Salem Village soon will be home to more than 76 income-restricted older adults in the Northland neighborhood.

Over the past four years, National Church Residences has invested more than \$50 million in the Northland community, exemplifying a commitment to improving the living conditions of seniors. The funding model for Salem Village, which incorporates support from the U.S. Department of Housing and Urban Development (HUD) 202 Supportive Housing for the Elderly Program and Franklin County Magnet funds, as well as a City of Columbus tax abatement, sets a precedent for innovative financing to combat the affordable housing crisis.

The recent ribbon-cutting ceremony for Salem Village also highlights a successful collaboration between government, nonprofits and the private sector. In her first on-site event since her appointment, Assistant Secretary for Housing and Federal Commissioner of HUD, Julia R. Gordon, emphasized the significance of such partnerships, stating, "Today is proof positive that working together, government, nonprofits and the private sector can address the needs of our communities and provide for our most vulnerable citizens."

This accomplishment reflects National Church Residences' broader mission to extend affordable housing solutions beyond the Northland community, impacting hundreds of communities across the nation.

The Affordable Housing Alliance of Central Ohio (AHACO) recently released the "Finding Home in the Heart of it All" report, which shows the widening gap in affordable housing and the benefits to addressing this issue.



Emmanuel Remy, Columbus City Council, speaks at the AHACO news conference.

Using National Church Residences' Northland Gate community in northern Columbus as the backdrop on October 24, 2023, AHACO presented their findings to the media and the community alongside regional leaders and advocates, including Vice President of Affordable Housing, Amy Rosenthal and Senior Project Leader, Sarajane Steffes, both of National Church Residences. AHACO, along with its other member organizations including National Church Residences, is actively engaged in reversing this trend, ensuring that seniors in the Columbus area have access to safe, comfortable and affordable housing options.

The numbers, however, are disturbing. The AHACO report reveals that nearly 47% of seniors in Franklin County are housing cost-burdened, allocating over 30% of their monthly income to housing expenses. Approximately 25,000 older adults in central Ohio are forced to sacrifice prescribed medications due to financial constraints. The report quantifies what would happen *if* central Ohio cuts its housing gap in half: a quarter of the area's citizens will see their life expectancy extend by five years and 2,500 fewer older adults would be forced to skip their prescriptions or cut pills in half.

Rosenthal sees the overwhelming demand for safe, affordable housing. "For every senior we have in a unit, we have 10 on a waitlist. This underscores the urgency and importance of initiatives like Salem Village, Bretton Woods and similar communities in alleviating the housing burden faced by our seniors."

Steffes expressed the collaborative commitment to the community stating, "**The deep trust that others place in us by living in our communities drives our ministry to always be searching for ways to advance senior living and to be a national thought leader. We are honored to be a part of the fabric of central Ohio.**"

National Church Residences' proactive approach to the affordable housing crisis – exemplified by Salem Village and other initiatives – showcases a model for collaborative, innovative and community-driven solutions. By addressing the housing needs of seniors, the organization is not only providing shelter but also contributing to the overall well-being and life expectancy of Ohio's most vulnerable citizens.

DIGITAL CONNECTION

Engage as We Age: Improving Digital Connectivity for Older Adults

We live in a digital world. That is the reality. We increasingly use digital tools to connect to our family, our friends, our workplace, our health care providers and even our houses of worship. Many take for granted that we all have access to reliable and affordable internet in order to make these connections. However, BroadbandOhio shares that at least 3.4 million Ohio residents do not have a subscription to high-speed internet and approximately 386,000 households are without a computing device of any type. Many of those are older adults.



In April, National Church Residences hosted “Engage as We Age – Improving Digital Connectivity for Older Adults,” an in-depth look at how equitable access to the internet is increasingly critical in order to connect older adults to the world around them and to improve lives. The event included local, state and national perspectives on topics ranging from funding opportunities to device adoption and was made possible by the generosity of sponsor National Affordable Housing Trust and a partnership with the Franklin County Digital Equity Coalition. This was the second in a series of events designed to share progress on efforts to bridge the digital divide for seniors and learn best practices.

During the event, Executive Director, Jordan Davis of Smart Columbus and leader of the Franklin County Digital Equity Coalition, shared that 69% of those

in Ohio without home internet view cost as a barrier, and more than 100,000 households face other adoption barriers such as lack of comfort with understanding and using digital devices.

“Older adults without access are more likely to experience a worrisome trend of isolation and loneliness,” Davis said. She invited participants to join the coalition to ensure older

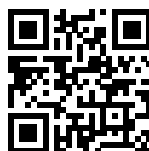
adults are represented in all four of their focus areas, which include connectivity, device access, digital life skills, and outreach and adoption.

Emcee Michelle Norris, executive vice president of External Affairs and Strategic Partnerships, told event attendees that National Church Residences remains committed to working with its partners across the country to ensure older adults are digitally connected. “The pandemic elevated our nation’s awareness that the internet is no longer a luxury, but a necessity. Access to most essential services has migrated to an online option only, yet millions of our country’s older adults remain in the dark.”

There is great support for finding solutions to the digital divide at the federal, state and local levels. Recently, National Church Residences received a Digital Inclusion Pilot Project Grant from BroadbandOhio to support efforts to connect older adults to the internet. The grant funded 10 events dedicated to bridging the digital divide within affordable senior housing communities by educating older adults about the importance of internet connectivity and providing one-on-one assistance to residents for enrollment in the Affordable Connectivity Program (ACP). ACP is a federal benefit that provides \$30 toward an internet service plan for qualifying low-income households. As part of the pilot project, National Church Residences will develop an ACP Enrollment Guide for Senior Affordable Housing that can be used across its portfolio and shared with other organizations that serve seniors.

What happens next? National Church Residences will continue to lead and convene partners to ensure older adults have access to the internet – and can engage with others. Having these conversations elevates awareness of both needs and solutions to ensure older adults stay connected in today’s world.

For more information on this story or to see additional resources on internet access, please visit: nationalchurchresidences.org/engage-as-we-age



Scan
& Go!

Brighter Tomorrows

In September 2022, National Church Residences hosted its first roundtable conversation in Dublin, Ohio, aimed to bring together industry leaders, partners and stakeholders to discuss solutions to bridge the digital divide among aging adults. The event included recorded remarks by Columbus Mayor Andrew J. Ginther and keynote speaker, Ginna Baik, the business development manager of Alexa Smart Properties for Senior Living at Amazon. Baik led the discussion through her insights on the blueprint necessary for policy, funding and connectivity to bring about digital inclusivity and equity for older adults.



Keynote speaker, Ginna Baik



Mayor Andrew J. Ginther

Rise 'N Shine

In July 2023, National Church Residences hosted its annual Rise 'N Shine Breakfast to Champion Older Adults in Atlanta. The panel of speakers focused on equity in aging and included Lisa Walker-Holloway, senior manager of External Affairs at Comcast – Big South Region, Sal Kibler, assistive technology direct service gerontologist at the Georgia Institute of Technology, and Lillie Doe, an educational trainer and resident of National Church Residences. Beverly Burks, regional director of Philanthropy and Public Relations, coordinated the event and served as the moderator.

The panel recognized the challenges older adults face as they continue to fall behind the rest of the population in having the means and ability to access the internet. They suggested strategies to help this population to stay connected with family and friends, reduce social isolation and access resources and virtual programs.

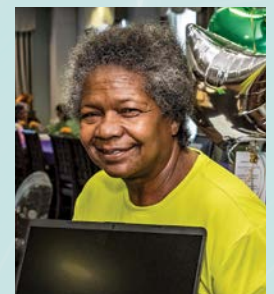


Our Rise 'N Shine Panel Members



Digital Inclusion Week

In celebration of Digital Inclusion Week, during the first week of October, National Church Residences hosted an Affordable Connectivity Program (ACP) enrollment event at Avondale Senior Village in Dublin, Ohio. The event was part of Digital Inclusion Pilot Project efforts to enroll senior affordable housing residents in the ACP which provides a \$30 benefit toward internet service.



FIRST COMMUNITY CELEBRATES 60 YEARS



When Dr. Roy Burkhart broke ground for First Community Village (FCV) in 1962, he probably couldn't imagine the expansive campus of 2023 – or the landmark of Upper Arlington's past and future that the Village would represent. Much has changed over FCV's six-decade history, but the commitment to innovation, aging with dignity and senior quality of life has never wavered.

Launched by First Community Church of Columbus, Ohio under the leadership of Burkhart, a senior minister, First Community Village became a model for senior living. Burkhart's vision of a residential community for senior church members fit his emphasis on supporting parishioners at every stage of life.

First Community Village was thoughtfully designed after extensive market research by visiting senior living communities being developed in Chicago, Detroit and Pennsylvania. After securing a loan of \$5 million from the U.S. Department of Housing and Urban Development, Burkhart worked closely with church leaders to find a suitable site. Their search led to the Miller farm, and the family was very excited by the vision for First Community Village, which was built in the Columbus suburb of Upper Arlington near the corner of Waltham and Dublin Roads.

In 1960, Nelson French served as chairman of the church governing board with other leaders as they planned FCV, including visiting other senior communities throughout the Midwest and presenting the plan for the Village to Upper Arlington's city council. French, who is now 98 years old, has lived in Upper Arlington for most of his life, and most recently at FCV for nine years. His first-hand knowledge of FCV's history provides valuable perspective for the 60th anniversary.

When asked what he's proudest of in relation to FCV, French said it was obtaining Upper Arlington zoning approval in 1961 for building the community. "Getting the city's approval – that was pretty significant. I've been involved with a lot of organizations, but getting that through was probably as major a contribution as I've been able to make."

Over the decades, community leaders continued to modernize facilities, incorporating different levels of living to address changing health needs. On-campus health care services began with a small clinic, then grew with the addition of the Convallarium in 1965 and the opening of the Healthcare Center in 1986.

In the early 2000s, FCV leaders began searching for a new non-profit partner with expertise in multiple retirement properties and continuing care retirement communities.

Put your roots down at...



VILLAGE OF EXCELLENCE



In 2004, First Community Village broke ground for the Chelsea as part of a \$40 million development that added 86 apartments and 35 manor homes. New amenities included a swimming pool, fitness area, theater and classrooms.

In 2010 National Church Residences became the non-profit partner that FCV had needed, taking over the original mission that First Community Church had founded. National Church Residences acquired the campus, helped manage the expansion project costs, as well as led the way toward integrating senior housing with health care and additional services to help residents to remain living independently – and all with the same Christian commitment to service that motivated FCV's founders.



Vintage Car Show

In the past decade, secure memory care, expanded independent living apartments and shared community spaces are just a few of the milestones of progress at FCV. Many of these milestones are closely tied to philanthropy and the First Community Village Foundation.

“With its beginnings as a vision of First Community Church ministry, it’s no surprise that a spirit of generosity has always been a part of First Community Village,” said Suzan Nocella, director of the First Community Village Foundation. “The Foundation team felt it was important to celebrate six decades of service to seniors, so we’ve incorporated the anniversary recognition into special events that we’ve sponsored during this 60th year.”

This year, the Foundation has sponsored and organized the second annual Stroll, Run or Roll, the third Celebration of Art event, a first-time vintage car show, as well as other festivities. These FCV Foundation efforts engage residents in promoting senior wellness, expanding art and culture, and supporting specific activities and initiatives that enrich life in the Village.



Celebration of Art 2023

Second Annual Stroll, Run or Roll



Garden Dedication

Compassion Champions National Church Residences' Commitment to Seniors' Well-being

A Deeper Look into the Core Values and Compassionate Chaplains Making a Difference

In the world of senior housing and care, National Church Residences stands out – not just for what we do, but, more importantly, why we do it. As the leading provider of quality affordable housing for seniors, we've built a remarkable reputation based on five core values: purposeful service, compassion, professionalism, equity and inclusion, as well as servant leadership. It is the unwavering commitment to our "why" that makes National Church Residences truly exceptional.

Compassion Is at the Heart of Our Mission

While all five core values are woven into the fabric of our organization, it is no surprise that compassion takes center stage in our spiritual care initiative. Our chaplains, known as "Compassion Champions," play a pivotal role in exemplifying this core value. These uniquely trained professionals help residents discover, embrace and celebrate their humanity.

Empowering Compassion Champions

National Church Residences believes that aging offers a unique advantage – the opportunity to grow, not just in age, but as a person and as a human being. The journey to becoming a better person is a quest that all of us should embark upon, and our Chaplains are well-equipped to encourage, guide and support residents on this profound journey.

Mental Health First Aid Training: An Essential Step

Recognizing the evolving needs of our senior communities, we've taken a remarkable step by training nearly 40 staff and volunteer chaplains as certified Mental Health First Aid Responders. In partnership with Mental Health America of Kentucky and Southern Ohio, this specialized training equips our chaplains to address the emotional and mental health concerns seniors may face.

The training emphasizes early identification, immediate response and creating a safe space for those who are struggling. Mental Health First Aid Responders help stabilize the situation and guide residents to professionals who are best suited to offer long-term support. A valuable takeaway from the training was the awareness of the national 24-hour hotline available to anyone in crisis; a simple call to the 988 Lifeline connects callers to a local counselor who is ready to provide emotional support and guidance.

Pictured below are some of the 40 chaplains from around the country who gathered in October for a retreat at the home office of National Church Residences in Columbus, Ohio, to share their knowledge and experiences serving senior communities in their regions.



Pictured above left to right in the back row: Devay Myatt (Michigan), Timothy Brown (northeast Ohio), Justin Murrell (Pennsylvania), Jerry Pierce (central Ohio), Raymond Garrett (Georgia), Corporate Chaplain James Zippay. Front Row: Cleophas Kukeya (Texas), Patricia Snelling (northwest Ohio).



How You Can Get Involved

National Church Residences' Chaplains are living proof of our organization's commitment to compassion, serving as beacons of hope and support for seniors in affordable housing across seven states.



If you're interested in becoming a volunteer Chaplain with National Church Residences or wish to learn more about our initiatives, you can contact our Chaplaincy Services at Chaplaincy@nationalchurchresidences.org.

THE HARTFORD AT STAFFORD VILLAGE


National Church Residences

Grand Opening!

This summer, National Church Residences marked the grand opening of The Hartford at Stafford Village in Worthington, Ohio. This modern, state-of-the-art community is the result of years of collaborative efforts between the city, residents, Worthington Presbyterian Church and National Church Residences, promising a vibrant haven for older adults.

The roots of this collaboration can be traced back five decades when National Church Residences partnered with Worthington Presbyterian Church to provide affordable senior housing on this historic campus. Over the years, National Church Residences managed the affordable housing campus, fostering a strong relationship with the community. In 2015, the organization purchased the property from the church, solidifying its commitment to serving older adults in Worthington.

The journey toward The Hartford's opening was marked by extensive collaboration, with dozens of meetings and events attended by Worthington leadership, residents and other community stakeholders. This inclusive approach ensured that the community's needs and desires were at the forefront of the planning process. The input gathered, reflected the residents' interest in creating diverse living options for older adults of all incomes while preserving affordable housing.

A survey revealed a pressing need for suitable housing choices, as approximately one-third of respondents knew a senior who had moved away due to a lack of appropriate housing. Recognizing the urgency of the situation, National Church Residences and the City of Worthington worked hand in hand to address this issue.

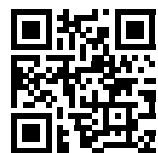
President and CEO, Susan DiMichele of National Church Residences, expressed her excitement about turning the community's vision into reality. "We need more options for older adults to age in place in a beautiful campus like this. We value our older generation, and we need their wisdom. This is part of why we carried through this commitment to build a community where we can live and work and grow old together."

The result of this concerted effort is The Hartford, an 86-unit apartment community catering to adults ages 55 and older. The community features well-appointed independent living spaces for middle-income adults and preserves 34 affordable/income restricted apartments within The Hartford. This commitment to blending market-rate housing with affordable options aligns seamlessly with Worthington's dedication to creating an equitable and diverse community for residents of all ages.

Worthington Mayor Scott Holmes emphasized the community's long-standing commitment to careful planning and thoughtful development. "Worthington is a vibrant community that began as a result of planning by its founders over 200 years ago. The opening of The Hartford continues that legacy of careful planning – ensuring that we thrive as a community as we welcome and serve people at every stage of life and offer them homes that fit their age and income."

Jennie McCormick, a resident of The Hartford, echoed this sentiment, emphasizing the warmth and inclusivity of Worthington. "It's a town that invites you in. Worthington knows that the past enriches the present. I am grateful to be one of the original Hartford residents and have the opportunity to take this building and make it an extra special welcoming place for seniors in our community."

The Hartford at Stafford Village stands not just as a building, but as a symbol of a community's dedication to its senior population. It's the culmination of years of planning, collaboration and the collective vision of creating a haven for older adults to age gracefully within the embrace of their hometown.



Scan
& Go!

WEDNESDAY, AUGUST 9, 2023

NEW CONSTRUCTION



OPEN

Bretton Woods

Columbus, Ohio, 62 apartments
Opened December 2022

This three-story, senior community features 62 one-bedroom apartments on a four-acre site in the Northland neighborhood. Amenities include an on-site service coordinator, free area transportation, a fitness center, a community room with kitchen, laundry facilities and a walking path through the wooded lot.



Brookwood Point

Columbus, Ohio, 103 apartments
Opening December 2023

The community will feature a mix of one- and two-bedroom apartments as well as one- and two-bedroom cottages, located off Livingston Avenue southeast of downtown Columbus. It also will provide a host of amenities to seniors, including indoor and outdoor dining areas, a fitness area, a library and community spaces for a variety of uses.



Clover Glen

Columbus, Ohio, 92 apartments
Opening Fall 2024

Offering modern and roomy one-bedroom apartments for seniors in West Columbus. This four-story community has 92 units with washer-dryer hook-ups, a fitness room, a community room with a kitchen and a four season porch.



OPEN

Gates Junction

Columbus, Ohio, 60 apartments
Opened February 2023

This community provides a combination of one- and two-bedroom apartment homes in the Franklinton neighborhood, just west of downtown Columbus. Amenities include bike racks, a community room, a fitness center and in-unit laundry.



OPEN

Salem Village

Columbus, Ohio, 76 apartments
Opened October 2023

A four-story, 76-unit independent living apartment complex offering a library, community room with a kitchen, a fitness center and service coordination in the Northland neighborhood. It's also located along a major transportation corridor to jobs, health care, shopping, entertainment and public transportation.



Sweetwater Point

Douglasville, Georgia, 96 apartments
Opening Summer 2024

A new apartment community for older adults in the heart of Douglasville will offer indoor and outdoor community spaces, along with several modern amenities. This community will provide one- and two-bedroom apartments, organized social activities, a fitness center, an arts and crafts room, as well as campus-wide Wi-Fi.



OPEN

The Hartford at Stafford Village

Worthington, Ohio, 85 apartments
Opened August 2023

This independent living community offers a mix of affordable and middle-income housing for older adults. It features 85, one- and two-bedroom apartment homes and includes bistro dining, a wellness center, theater, library, community room, organized activities and a parking garage.

ACQUISITIONS



Eden Heights

New Braunfels, Texas, 94 apartments
Closed September 2022 and received a 9% LIHTC Award in 2023



Garden Terrace

Union City, Georgia, 20 apartments
Closed August 2022, Part of a four-property acquisition on the Christian City Campus



Homestead Village

Van Wert, Ohio, 60 apartments
Closed July 2023, Part of a four-property acquisition in Ohio



Salem House

Maineville, Ohio, 50 apartments
Closed October 2023, Part of a four-property acquisition in Ohio



Somerset Lane

Somerset, Ohio, 46 apartments
Closed July 2023, Part of a four-property acquisition in Ohio



Stone Manor

Beavercreek, Ohio, 50 apartments
Closed July 2023, Part of a four-property acquisition in Ohio

PRESERVATIONS



Arbors at Creekside

Austin, Texas, 176 apartments
Undergoing \$13.7 million renovation



Battery Park

Asheville, North Carolina, 122 apartments
Undergoing \$12 million renovation



Bell Crest

Houston, Texas, 64 apartments
Undergoing \$5.1 million renovation

PRESERVATIONS CONTINUED



Big Bethel Village

Atlanta, Georgia, 120 apartments
Completed \$9.8 million renovation



Brandywine Senior Apartments

Richardson, Texas, 51 apartments
Completed \$4.3 million renovation



Bryn Mawr Glen

Ravenna, Ohio, 50 apartments
Completed \$3.4 million renovation



Cedar Oaks Apartments

Holly Hill, Florida, 44 apartments
Completed \$2.6 million renovation



Clinton Place

Mt. Clemens, Michigan,
 283 apartments
Undergoing \$16 million renovation



Cobblestone Court

Austin, Texas, 69 apartments
Undergoing \$5.8 million renovation



Cotton Street Commons

Monroe, North Carolina,
 72 apartments
Completed \$4.1 million renovation



The Courteney

Palmetto, Florida, 72 apartments
Undergoing \$4.9 million renovation



Eden Cross

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



Eden Place

Sequin, Texas, 60 apartments
Undergoing \$4.9 million renovation



Evening Star

Houston, Texas, 62 apartments
Undergoing \$5.5 million renovation



Fair Havens Village

Sebring, Florida, 81 apartments
Completed \$5.3 million renovation



The Franklin House

Eustis, Florida, 46 apartments
Undergoing \$4 million renovation



Gene Miller Manor

Union City, Georgia, 76 apartments
Completed \$5.6 million renovation



Grand Place

Dayton, Ohio, 64 apartments
Undergoing \$7.4 million renovation



Highlands Manor

Daytona Beach, Florida, 63 apartments
Undergoing \$5.1 million renovation



Hoover Place

Dayton, Ohio, 144 apartments
Undergoing \$9.2 million renovation



John Sparks Manor

Union City, Georgia, 86 apartments
Completed \$8.6 million renovation



Lakewood Christian Manor

Atlanta, Georgia, 250 apartments
Undergoing \$14.8 million renovation



Larry Moore Manor

Union City, Georgia, 110 apartments
Completed \$6.7 million renovation



Oak Bluff

Columbus, Texas, 39 apartments
Undergoing \$3 million renovation



Palm Harbor Apartments

N. Fort Myers, Florida, 82 apartments
Completed \$5.4 million renovation



Tejas Cove Apartments

Bay City, Texas, 61 apartments
Undergoing \$4.8 million renovation

BOARD OF DIRECTORS UPDATE



Sandra Brummitt has more than 20 years of senior financial executive experience. Brummitt serves as chief tax and procurement officer at NiSource, one of the nation's largest fully regulated utility companies. Prior to joining NiSource, Brummitt was senior director of global tax reporting at Walmart and spent more than 15 years at Exelon, a Fortune 100 power and utility company.



Kim Zavislak offers extensive insights into the investment management industry, serving as office management partner and asset management partner for KPMG, LLP, considered one of the "Big Four" global accounting organizations. She also is a partner in KPMG's audit practice with broad experience in providing business and financial reporting guidance to a wide spectrum of SEC registrants in the financial services industry.



Ervan Rodgers brings a wealth of executive expertise spanning business processes, information technology and software systems deployment, as well as project, operations and customer relationship management. Currently senior vice president and chief information officer for Designer Brands, Rodgers also has held leadership roles with Huntington National Bank, Accenture and Hewlett-Packard, as well as advising several other Fortune Global 500 clients.

“We are excited to welcome Ervan, Kim and Sandra to our board of directors,” said President and CEO Susan DiMickle. “Their expertise in the arenas of finance, operations and technology will expand the vision of our organization and help us to better serve seniors wherever we have a presence.”

Lennox House Wins Preservation Award

Congratulations to the National Church Residences' Development team for receiving the preservation category award for Lennox House at the Affordable Housing Finance Live conference in Chicago on November 13, 2023. Vice President of Affordable Housing, Eric Walker accepted the award on behalf of the Development team.

Lennox House's distinction as Texas' first Section 202 PRAC property to convert under the federal Rental Assistance Demonstration program (utilizing low-income housing tax credits) reflects innovation and adaptability in the affordable housing sector. Overall, this former hotel, built in 1951 in the City of Grand Prairie, serves as an inspiring example of how revitalizing and repurposing existing structures can contribute significantly to community development and affordable housing initiatives.



BEST OF COMMUNITY HIGHLIGHTS



A Century + 10

Marie Cheatham, a mother of six and friend to many, is a 110-year-old resident living at Carnegie Tower at Fairfax in Cleveland, Ohio. Cheatham said there's no big secret to her longevity – it's all about the hard work and discipline she learned while growing up in Hawkinsville, Georgia.



Fun and Games Tackle Isolation

Seniors at Keeseville Country Gardens in Keeseville, New York, played popular, modified board games that appeal to people of all age groups as part of Ageless Innovation's Reach Out and Play initiative. According to Ageless Innovation, about 32% of older adults frequently experience loneliness or isolation. Reach Out and Play events bring together seniors and young individuals for interactive gaming experiences.



A Shave for a Cause

In an impressive show of support, Legacy Village's Executive Director, Steve Throop, offered a challenge: he'd shave off his beard if the community's staff raised \$3,500 for the Alzheimer's Association Walk. The charitable endeavor showcases a commitment by this staff in Xenia, Ohio, to make a difference in the fight against Alzheimer's.



Way to Van Gogh

Residents at Bishop T. Garrett Benjamin, Jr. Senior Living Center in Indianapolis, Indiana, challenged each other in a painting activity. These talented seniors had a great time embracing their inner artists!



Sew Much Fun

Solberg Tower residents in Madison Heights, Michigan, were fascinated with their first sewing class hosted by resident, Najat Mansoor. She was a seamstress for 70 years and said she started sewing when she was just 10 years old. The resident students designed and decorated their own projects, with all of the materials donated by Mansoor.



True Servant Leadership at Eden Heights

Residents Donna Carlson and Colleen Hicks, Eden Heights housekeeper Melissa Gentry and resident Janice Geerdes (Shown L-R) set their sights on giving back to the community of New Braunfels, Texas. The group distributed flyers and then went door-to-door collecting 482 pounds of non-perishable items for the local food pantry!



National Church Residences™

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Gifts of any size help support our mission. Your contribution provides vital resources to those we serve.

Interested in other ways to support our mission?
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