



BAPTIST HOMES & MANOR
PROVIDENCE POINT
BAPTIST SENIOR SERVICES
BAPTIST HOMES FOUNDATION
BAPTIST MANAGEMENT SERVICES

2019 - 2020 Annual Report

SPECIAL INSERT
ALONG THE JOURNEY • FALL 2020



OUR MISSION

Our mission is to provide the highest quality of living for all those we serve while uplifting one person at a time.

OUR VISION

Seniors in our community will experience the most fulfilling life possible.

OUR VALUES

Faith ~ Rooted in our heritage, we are called to express Christian love for all, to be a witness to God's love, to be responsible members of our community, and good stewards of all the resources which have been entrusted to us.

Benevolence ~ Combining sound fiscal management with the highest quality of services, we offer as many of our services to those in financial need as is consistent with prudent stewardship.

Service ~ We are called to excellence in our service. We believe in growth, which responds to current needs, anticipates the challenges of the future, and enhances the fundamental values and character of our ministry. Every person who is a part of our family—including residents, employees, families, volunteers, and visitors—is to be treated in a loving, respectful manner consistent with our Christian teachings about the special value of each individual. We strive to foster self-esteem and integrity among all members of our family.

Ethics ~ Our high regard for Christian ethical behavior is to be reflected throughout the organization, including relationships with residents, their families, employees, communities, and those with whom we do business.

Wellness ~ We affirm the right of all individuals in our communities to achieve their highest level of wellbeing in mind, body, and spirit. We are committed to providing an environment that encourages and supports the components of wellness: physical, emotional, spiritual, social, intellectual, and community.

Our Leadership

Baptist Homes Society (BHS) relies on the expertise of members of the BHS Board of Directors. They also serve as Directors for Baptist Senior Services Board, and the Baptist Homes Foundation (BHF) Board, which functions as the primary conduit for all of our charitable work. BHS also relies on Board Advisors who play a key role in the organization.

This group of talented, dedicated people makes it possible for BHS to achieve the ambitious goals of its strategic plan. Through their contributions of time, talent, and treasure, they help to create opportunities for older adults to live their lives fully, with enhanced wellness, quality care, and optimum independence. The members also help steer the organization toward a sustainable future and ensure that Baptist Homes Society has adequate resources to advance its mission. Baptist Homes Society, through its communities, its services, and its outreach programs, continues to set the standard in person-centered, quality-driven senior living and care. We are grateful to the Directors, Advisors and others for the vital role they play in advancing our mission.

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2019-2020 Baptist Homes Foundation Board of Directors

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A Message from the Board

Providing high-quality services to area seniors and their families is not just our mission; it is our blessing. Through our broad range of services, Baptist Homes Society serves nearly 800 older adults on a daily basis. We touch another thousand or more lives each year through outreach and community wellness programs.

Yet, the true measure of success is not in the number of lives entrusted to us, but on the impact we have on those in our care. Rehabilitation outcomes and satisfaction surveys help us measure how well we are doing. The knowledge that generations of families have turned to Baptist Homes Society when seeking care for their family members; the generous gifts from families and friends to support our mission; and the kind words expressed by families, the smiles—and sometimes the tears—shared with those who live

in our communities—those are the real evidence of our success.

Fiscal Year 2019-2020 was unlike anything the organization had previously experienced. Through the many challenges the COVID-19 outbreak created, Baptist Homes Society has shown its strength as a person-centered organization, responding quickly and effectively to the issues and threats as they arise. When this pandemic ends, we will move forward with confidence, with new insights into keeping our older adults safe and providing the quality of life they deserve.

We pray for all of our partners, friends, and family's continued health and safety and continue to focus on the organization's mission, vision, values, and strategic goals.



(Above) BSS/BHS and Baptist Homes Foundation board members at the 2019 annual retreat. (Front) Kathleen Stewart, Dr. Julia Wilcox, Cathy Luck, Erin Stinner, Jeff Tindall, Kari Resler, Mari Jo Corsetti, Brian Gongaware; (back row) Dave Russey, Jack Owen, Ed John, Ray Kozlowski, Karen Timko, Donna Kell, Janet Kirk, Rich Caruso, Dale Killmeyer, Ross Bevevino and Michelle Brennfleck. (Not shown: Laurie Butler, Rick Chesnos, James Frantz, Catherine Grant, Viken Mikaelian, and Jacqueline Ruple)

BAPTIST HOMES SOCIETY SNAPSHOT

Baptist Homes and Providence
Point: Two senior living
communities serving nearly
800 people

Three affiliated companies
that strengthen our mission:
Baptist Senior Services, Baptist
Management Services, and
Providence Home Care

An organization of approximately
600 employees providing
exceptional care and services to
our older adults

800 hours of training in
areas of dementia care, wound
care, infection control, and safety

Partnerships with more than 20
health, community, and senior
living industry organizations

Approximately 200 volunteers
assisting throughout our
communities and the region

5,888 gifts given to the Baptist
Homes Foundation to
support our work

More than six agencies help us to
provide job preparedness and safety
training

Fiscal Year 2019-2020 Memberships & Affiliations

American Baptist Homes and
Caring Ministries

LeadingAge

LeadingAge PA

Healthcare Council of Western Pennsylvania

International Council on Active Aging

LSP

Life Options Pittsburgh

Southwestern Pennsylvania
Partnership on Aging (SWPPA)

Pennsylvania Assisted Living Association (PALA)

Pennsylvania Coalition of Affiliated
Healthcare & Living Communities (PACAH)

Pennsylvania Directors of
Nursing Association

South Hills Chamber of Commerce

South West Communities
Chamber of Commerce

Standing Firm



Baptist Homes campus circa 1931

2019 - 2020 Year in Review

At the beginning of Fiscal Year 2019-2020, Baptist Homes Society (BHS) was busy making upgrades to programs, facilities and services, and finalizing plans for future growth. The focus included several Quality Assurance and Performance Improvement (QAPI) projects, such as changing reporting processes to support Medicare's new payment methodology and introducing an online in-service training program that could be expanded with further staff education modules.

Baptist Homes was humming along with a strong census, plenty of resident activities, and several quality-focused initiatives. Projects included a palliative care training program, updated shower rooms and towel warmers, upgrades to elevators, and new nurse call and fire detection systems.

Construction of Hamilton Tower at Providence Point was in its final stages. Rainy fall weather and material shortages threatened to delay the opening, but BHS administration and staff worked tirelessly with suppliers, local officials, and contractors to keep the project on track. Providence Point celebrated its 10th anniversary on September 13. That same day, the Resident Council rolled out its new mobile app, a tool for welcoming, engaging, and interacting with their neighbors. Finally, on October 23, 2019, the first Hamilton Tower residents moved in. As the days and weeks went by, 38 more households followed their lead.

Throughout the fall of 2019, BHS hosted many successful events. The 5th annual Senior Health & Wellness Fair was a great success and the



free continuing education classes were well-attended. Baptist Homes Foundation held its annual Donor Recognition Luncheon at LeMont and helped organize events to support the Employee Appreciation Fund campaign.

The holidays at both campuses were celebrated with the usual warmth, music, food, and festivities. It appeared BHS would start 2020 on target for several strategic goals. Following a formal ribbon-cutting on January 15, 2020, the Providence Point marketing team created a great calendar of marketing events. Baptist Homes began to tackle its robust schedule of repairs, and the Board and administration renewed their focus on another important goal—the redevelopment of the Baptist Homes campus.

On March 9, 2020, BHS held its annual Employee Recognition Dinner. One week later, COVID-19 arrived in our region. The healthcare and personal care residences at both campuses closed their doors to visitors. BHS staff and administrators had been developing their pandemic plans for weeks. Yet the virus would consume much of the staff's time and the organization's resources for the remainder of the fiscal year.

Currently, more critical than any strategic plan goal, the hard-working BHS staff are managing to keep residents safe throughout the pandemic. With almost 800 residents being served on both campuses, BHS has kept infections to a minimum, with just three residents and 14 staff testing positive as the fiscal year ended.

Our Fiscal Responsibilities

During the fiscal year ending on June 30, 2020, operations of Baptist Homes Society were significantly impacted by the COVID-19 pandemic, particularly in our skilled nursing and personal care residences. The virus outbreak affected rehabilitation care and required both campuses to reserve rooms and spaces in preparation for any potential COVID-19 outbreaks within our communities.

To keep our residents and staff safe, significant expenditures were made for personal protective equipment, COVID-19 testing, additional communication devices, and sanitation. Many operational changes were made at the onset of the virus, and, in the months that followed, expenditures continued as we adapted and responded to the crisis.

In October 2019, we welcomed our first residents into the new Hamilton Tower apartment residences on the Providence Point campus. By June 30, 2020, nearly 80 percent of the residences were occupied. The project was completed under budget, and the short-term debt associated with the project was able to be paid off ahead of schedule. A new payment system for Medicare recipients in our skilled nursing residences began in October.

Despite the challenges presented by the COVID-19 pandemic, Baptist Homes Society met the bond covenants during the fiscal year. The organization remains committed to sound fiscal management and responsible stewardship.



BAPTIST HOMES SOCIETY AND AFFILIATED CORPORATIONS

CONSOLIDATED FINANCIAL STATEMENTS FOR FISCAL YEAR 2019-2020

ASSETS	2020	2019
Current assets	\$24,439,258	\$24,529,235
Assets whose use is limited	19,202,551	19,572,170
Investments	2,246,617	2,163,364
Property and equipment—net	195,071,571	188,133,692
Other assets	3,388,261	3,026,673
TOTAL ASSETS	\$244,348,258	\$237,425,134
LIABILITIES AND NET ASSETS		
Current liabilities	\$11,227,804	\$9,580,296
Long-term debt	156,827,036	164,591,341
Resident deposits and deferred entrance fees	151,893,083	129,951,943
Other liabilities	5,425,834	7,256,657
Net assets	<81,025,499>	<73,955,103>
TOTAL LIABILITIES AND NET ASSETS	\$244,348,258	\$237,425,134
OPERATING REVENUE		
Through all facilities, we generated revenue from resident services of	\$48,119,751	\$45,778,978
For supporting services provided we received	1,434,641	1,217,946
Provide Relief Funds	908,620	—
Net assets released from restrictions used for operations	134,711	120,156
All revenue from these services totaled	50,597,723	47,117,080
OPERATING EXPENSES		
Administrative, resident and general services	\$40,368,648	\$37,181,182
Depreciation and amortization	7,382,766	6,305,471
Interest on our indebtedness	9,307,003	8,114,922
All of the expenses totaled	57,058,417	51,601,575
The loss from operations was	<6,460,694>	<4,484,495>
NON-OPERATING ACTIVITY		
Decrease in future service obligation	—	4,022,068
Contributions, events and bequests	1,453,684	935,107
Investment gain <loss> from endowment and other funds	163,743	187,312
Fundraising expenses	<241,433>	<300,746>
Change in value of interest rate swap	<1,359,830>	<1,202,490>
Other	<625,866>	<376,486>
Total non-operating activity	<609,702>	3,264,765
Increase <decrease> in net assets	<7,070,396>	<\$1,219,730>

Baptist Homes Foundation July 1, 2019-June 30, 2020 Donor Report

We are grateful to the individuals and organizations listed below and on the following pages. Your generous and compassionate support makes it possible for Baptist Homes Society to continue its mission and ministry.

Donor names are listed by status at the time the gifts were made. Bookable pledges are listed at face value in the fiscal year the commitment is made. We acknowledge those who have attained membership in Baptist Homes Foundation's giving societies. Membership is based on calendar year contributions, so the names of those who have given at these levels more recently may not be listed here. We invite you to consider membership in our giving societies.

Samaritan Society members are individuals who have named Baptist Homes Foundation as a beneficiary of a bequest, a life insurance policy, a life income gift such as a charitable trust, or a charitable lead trust.

President's Circle members are individuals who make annual contributions that total \$1,000 or more that qualify for a federal charitable income tax deduction.

This list may not include gifts that are not deductible for charitable federal income tax purposes, though we are also grateful for such contributions. You may also contribute through United Way, Contributor Choice Code No. 233.

\$500,000 +

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\$50,000-\$99,999

George H., Lillian, and Mary S. Campbell Foundation
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Estate of Ti Revak

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We are grateful to the individuals and organizations who generously and compassionately provide support for the mission and ministry of Baptist Homes Society.

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Baptist Homes Foundation July 1, 2019-June 30, 2020 Donor Report

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Baptist Homes Foundation July 1, 2019-June 30, 2020 Donor Report

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Baptist Homes Society is a not-for-profit charitable organization, founded in 1910, which today serves people of all faiths. We provide health care, housing, and supportive services at our Baptist Homes and Providence Point campuses, including independent living, personal care, nursing, rehabilitative services and memory support. We are registered with the Pennsylvania Department of State, Bureau of Charitable Organizations.

Baptist Homes Society serves all people regardless of race, color, creed, religion, sex, national origin, age, familial status, handicap or disability.

We are an equal opportunity employer.

BHS continues its legacy of care and benevolence

The COVID-19 outbreak impacted the 2019-2020 Fiscal Year. Outreach and educational events were scaled down or cancelled as our focus turned to keeping residents, staff, and families safe from the virus.

Still, our commitment to care for older adults resulted in providing \$4.6 million in care and services, programming, and community support during this fiscal year.

In Fiscal 2019-2020, Baptist Homes Society provided close to \$3 million in compassionate care, offsetting Medicaid shortfalls and underwriting shortfalls in third-party reimbursements. An additional \$509,000 was provided to cover costs for those living in our Personal Care Residences whose funds have been depleted and who are no longer able to pay the full cost of their care.

Though many of our programs were immediately halted in March, many have resumed in a modified format, with participants using virtual video and teleconferencing capabilities.

In its 110 years of service, BHS has never asked anyone to leave because their assets have been depleted through no fault of their own. Through the work of our Foundation, and generous donors and friends, we can continue this legacy. 🕊

SOCIAL ACCOUNTABILITY REPORT

Tracking our community impact and outreach is not an easy task. Our residents, staff, volunteers and administrators are involved in the broader community in countless ways, and touch the lives of many people. Although affected by the COVID-19 pandemic in Fiscal Year 2019-2020, Baptist Homes Society reports the following community benefits activities that are provided in response to identified community needs.

Care and Services \$3,505,000

Baptist Homes Society's commitment to provide benevolent care has been unwavering. No senior who has outlived his or her resources has ever been asked to leave our communities due to an inability to pay for services. The charitable and under-compensated care we are able to provide annually is always a challenge, yet it remains at the core of our mission and vision.

Educational Programming and Community Health and Wellness \$18,013

Baptist Homes and Providence Point regularly open their doors to serve as training and observation sites to many healthcare educators. Our expert staff are also invited to provide educational programs for students and senior living and healthcare professionals. Our educational programs also reached more than 1,000 seniors at community centers, libraries, and other venues.

Flu Shots \$16,400

Each year, residents, staff and volunteers are encouraged to take advantage of flu shots which are administered for free by our staff at the beginning of flu season.

Employee Appreciation Fund \$341,280

The Employee Appreciation Fund provides families and others with the opportunity to honor the employees of Baptist homes Society. Every dollar raised is directed annually to all full-, part-time and casual non-executive employees on both campuses.

Quality of Life Programming \$270,502

In fulfilling our mission of providing the highest quality of living for those we serve, we ensure that residents have access to physicians, services and social events by providing access, transportation and opportunities. We also address the health and wellness needs of caregivers, staff and families, offering programming such as nutrition information, transitions in care and grief support.

Community Support \$11,862

Baptist Homes Society receives many blessings from community service groups, families, foundations and other organizations who align with our mission. In turn, we support them and others throughout the year. Food collections, fund-raisers and donations, large and small, are made to groups such as the Alzheimer's Association, Humane Animal Rescue and South Hills Interfaith Ministries.

Regional Investment and Involvement \$249,363

Baptist Homes Society supports the communities it serves through participation in and contributions to their events and programs. We also work closely with local officials and support municipal services through payments in lieu of taxes (PILOT).

Volunteers—our most precious resource \$196,000

Volunteers assist residents, work at special functions, offer their expertise as members of the Board of Directors and give generously to the organization—sharing precious time, talent and resources. In the last fiscal year, we estimate that more than 170 volunteers donated over 8,400 hours to benefit the seniors we serve. We consider their contributions priceless.

TOTAL 2019-2020 FISCAL YEAR \$4,608,420



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Visit us at www.baptisthomessociety.org*



Join our email list!

Baptist Homes Society and Baptist Homes Foundation can now provide regular email communications with our friends and families.

If you would like to be added to our list to receive email news and updates, please contact us via email at amiller@baptisthomes.org or call the Foundation office at 412.489.3260.

Our wish list

Baptist Homes Society communities provide the highest quality of services. But like any family, we can always wish for things that would make life easier or let us do a little more. That is why we developed our wish list. If you'd like to help Baptist Homes Society address a need, contact Baptist Homes Foundation at 412.489.3260. There are recognition opportunities as well as ways to give anonymously. Here are a few current priority needs:

- Endowed Samaritan Named Funds (\$50,000 each)
- Bladder Scanner (\$10,000)
- Towel Warmers for Baptist Homes Skilled Nursing (4 @ \$2,500 each)
- Large screen computer for Baptist Manor (\$1,000)
- Volunteers (priceless)



Thank you for your continued support!