Culture Change:
Who is at the Center?
Our Mission

Jennings Center for Older Adults, inspired by the Sisters of the Holy Spirit and the Catholic Diocese of Cleveland, continues the loving ministry of Jesus by providing health care and supportive services to older adults, with special concern for those with limited means. In fulfilling our mission we commit ourselves to these values:

- Respect
- Hospitality
- Community
- Discovery of Potential
- Celebration of Life

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Dear Friends,

In May 2001, we made a statement in support of our decision to develop programs for assisted living, adult day services and child day care: “Never before in our history has the need to advance our mission been more timely or important. Over the next fifty years the number of older adults in our community and across the country will reach unprecedented proportions. By virtue of the sheer number of people who will need our help we are compelled to extend our mission in new ways.”

Five years later, after tremendous support from our donors, foundations, and other community leaders, the completed facilities are filled and operating to capacity. And our message still rings true: we must continue to provide a connection through our services to family, neighborhood and community, to strengthen our collective capacity to meet the challenge of aging in the coming years.

Friends and relatives provide 81 percent of care for the oldest among us in our country. Services for older adults are, and will continue to be, very much about neighborhoods and communities. Jennings has been able to provide a facilitating role in bringing together cities, governmental funding agencies, parishes, and other providers of services, all with the common goal of shaping the future of community-based older adult services. These services will, of necessity, include transportation, housing and housing maintenance, home-delivered meals and other home-based services.

As we prepare to serve a new generation of elders, we face the future with the same determination and inspiration our predecessors have shown. We are encouraged by your support of our mission, and by the determination of so many of our partners to construct a system of services that supports older persons and their loved ones, wherever they choose to live.

Sincerely,

Martha M. Kutik       Paul A. Grau
In 2005, Jennings Center for Older Adults commemorated 63 years of serving older adults and their families. The Sisters of the Holy Spirit and the Jennings staff continue to demonstrate dedication to this ministry in many ways. Some highlights for the year include:

- The nursing home helped more than 300 older adults live with dignity, laugh in the company of friends, and receive comfort in times of need.
- Caregivers helped 100 people in assisted living regain some of their independence.
- Adult day services benefited 120 people in the community with dementia or mental retardation through health care, personal care, socialization, nutrition, and safety.
- In our specialized memory support programs, 100 older adults with Alzheimer’s or other memory impairment were engaged in living to their highest potential.
- Affordable senior housing supported 110 seniors of very low to moderate incomes.
- More than 500 family members of older adults received education, social support, respite services, and pastoral care as part of Jennings’ support ministry to families.
- The Sisters of the Holy Spirit offered a constant source of comfort, support, prayer and security for those experiencing spiritual pain.

**Fiscal Results 2005**

**REVENUES**

- Medicare ........................................ $1,424,470
- Medicaid ....................................... $7,749,138
- Private Pay & Other ....................... $6,866,142
- Contributions & Fundraising .......... $478,194
- Other Income, including interest .... $428,269

**TOTAL** ........................................ $16,946,213

**EXPENSES**

- Personnel (including benefits) ....... $9,914,294
- Professional Fees and Services ...... $1,072,046
- Depreciation ............................... $1,078,301
- Interest ...................................... $816,334
- Supplies & Other ......................... $2,702,175

**TOTAL** ........................................ $15,585,150
Person-centered Care

Lifestyle options for older adults have changed considerably over the course of the last 65 years. Where once the model for serving older adults was purely institutional, new perspectives on each person’s physical, social and spiritual needs are emerging. This focus on the individual is at the heart of person-centered care.

Who impacts our ability to provide person-centered care? Older adults themselves, caregivers, family members, physicians, clergy, politicians and many others bring their own professional commitments and belief systems to the table, and have a role to play in developing new approaches to care and services, public policy and medical practice.

Jennings Center for Older Adults has long recognized the focus on the individual, through our core values of respect, hospitality, community, discovery of potential and celebration of life. These very words are guiding principles for a culture focused on the value of each individual.

The American Association of Homes and Services for the Aging (AAHSA), the national association of not-for-profit long-term care organizations, has explored five strategies to shape the future of aging services:

- improve coordination between providers and community organizations
- link affordable housing with supportive services
- accelerate cost-effective technology applications
- transform to a person-centered culture across the continuum of care
- manage transitions between acute and long-term care settings

Attention to these five strategies will help us make needed changes to best support the unique needs of each individual, wherever they choose to live. Whether older adults remain at home in the community or choose the lifestyle of a senior campus, person-centered care will be the norm.

As we reflect on 2005, many of our accomplishments and activities reflect the five strategies. Throughout our transformation we will look to others to join us in fostering communities that value and support individual choice at every life stage.
Improving Coordination Between Providers and Community Organizations

In 2005, Jennings Center for Older Adults continued collaborative work with community organizations, partners and providers to facilitate solutions for older adults. Highlights included:

- Involvement with network groups such as UHHS Bedford Senior Network, Catholic Community Care and Aging Services Network of Euclid to promote the availability of supportive services and choices available for seniors
- Staff involvement in Leadership roles with the Association of Ohio Philanthropic Homes, Housing and Services for the Aging (AOPHA) as well as other not-for-profit advocacy and service groups
- Facilitation of a formalized transportation consortium that gives older adults greater mobility and access to community resources and services
- Relationships with community partners such as Cleveland Sight Center’s low vision screenings to support the health and wellness of seniors
- Convened three municipalities in a regional planning process to identify ways to make their communities more elder friendly
- Facilitated start-up and first year operations of a centralized call center for the Senior Transportation Connection of Cuyahoga County
Linking Affordable Housing with Supportive Services

In 2005, Jennings Center for Older Adults continued to provide education and supportive services to help community-based seniors and their families as well as tenants on the Jennings campus. Some of these activities included:

- Provided more than 500 hours of service to apartment tenants to support personal care such as housekeeping and laundry
- Residents, tenants and adult day center participants accessed Jennings’ on-site Wellness Center for nearly 1,000 appointments with specialty physicians and alternative therapy to complement their primary health care
- An on-site service coordinator helped apartment tenants access supportive services such as health care, financial assistance and social services
- Offered community and family educational sessions to provide information about available services that can assist caregivers and older adults
Jennings is continuously exploring ways that technology can improve and support the individual’s quality of life. In 2005 technology achievements included:

- Jennings began the implementation of a Safe Movement Program with the goal of improving safety and mobility among nursing home residents and care-giving staff. The key components of this program included the installation of overhead traverse lifting systems and fast-rising electric beds, as well as a safe movement educational curriculum developed in cooperation with the Kent State University College of Nursing.

- Completed the implementation of an electronic medical records charting system throughout the campus, which enabled nursing staff to focus more time on each individual under their care, rather than their paperwork.

- Through an electronic discharge planning system Jennings facilitated efficient, high quality communication between hospital discharge planners and Jennings social workers.

- Updated and enhanced the Jennings web site which delivers high quality information about the Jennings campus and links the general public to care options as well as mission-based employment.

- Established a dedicated computer lab that provides computer training for nursing staff and students.

- Helped seniors on our campus and in the community become engaged with technology by offering computer classes that helped them to access information and communicate with family members.
Transforming to a Person-centered Culture Across the Continuum of Care

In 2005, we offered opportunities for elders and professional caregivers to discover their individual potential:

● Staff members were involved in an annual retreat which empowered them to base their decisions on the needs of their individual customers.

● Jennings partnered with Towards Employment, an organization that provides training and support for entry level workers to help them to maintain and grow their careers.

● Older adults on our campus and in the community furthered their knowledge in a variety of hobbies, interests, and current events through the development of a “Senior Summer School” program.

● Provided staff members were provided with the knowledge and education needed to further their skills in supporting older adults.

Managing Transitions Between Acute and Long-term Care Settings

Communication between providers is vital to ensuring that older adults are successful in making necessary transitions that support their quality of life. Jennings offers assistance during these times:

● The Sisters of the Holy Spirit offered spiritual and emotional support to residents and families during their time of need.

● Short-term respite stay options helped to relieve caregivers or assist a senior during a time of transition.

● Staff worked with nearby hospitals to help seniors and their families find appropriate care and successfully manage their health.

● Our services bridged the gap between hospital and residential care with on-site nurses and physicians who help manage complex health conditions.
Meeting the Goals of Our Ministry

Our ministry began over 100 years ago with a visionary priest, Monsignor Jennings. When he saw older parishioners who had little money, failing health and no family, his heart cried out for them. His vision was to ensure that older people are embraced with compassion regardless of ability to pay. His special concern, combined with the dedication and perseverance of the Sisters of the Holy Spirit, founded what is now known as Jennings Center for Older Adults.

In fulfilling the legacy created by Monsignor Jennings, we access a variety of funding sources including:

- Department of Housing and Urban Development
- Low Income Housing Tax Credit Program
- Medicare
- Medicaid
- Ohio PASSPORT program
- Alzheimer’s Respite Grant
- Older Americans Act
- Cuyahoga County OPTIONS program
- Cuyahoga County Board of Mental Retardation

Generous support for the Jennings ministry also comes from donors. Individual, corporate, and foundation donors help to develop new programs and fill the gap when funding sources cannot meet the entire cost of care. Jennings is also blessed with supporters who give generously of their time through volunteer opportunities.

The Sisters of the Holy Spirit and the Jennings community are deeply blessed with the support we receive to sustain our ministry, provide dignity and comfort, and give hope to those in need.
Jennings Center for Older Adults: A Rich History

Jennings Center for Older Adults began its ministry of service on March 17, 1942. Inheriting a considerable sum of money from his brother’s estate, Monsignor Gilbert P. Jennings designated in his last will and testament that a rest home be built to enable older people of limited income to live in a religious and suitable home.

At the request of the Catholic Diocese of Cleveland, the Sisters of the Holy Spirit donated the land for the home and oversaw its operation. The home housed 64 people and was originally called Jennings Hall Home for the Ambulatory Aged.

To keep up with the growing needs of older adults, Jennings expanded its campus with state-of-the-art architecture and innovative, high-quality service. The Jennings campus now offers a full continuum of faith-based residential and community-based programs and services, including:

- Adult day services (capacity to serve 50 individuals each day)
- Alzheimer’s/dementia care
- Assisted living (54 one- and two-bedroom suites)
- Child and infant care (capacity to serve 72 children daily)
- Long-term care suites (156 beds, each within a private suite)
- Memory care assisted living (18 studio suites)
- On-site Wellness Center (includes 5 primary care physicians and 6 specialty care services)
- Hospice/palliative care
- Intergenerational programs daily
- Rehabilitation services
- Respite/short stay suites
- Senior apartments (103 one-, two- and three-bedroom apartments and 4 villas)

Jennings Center for Older Adults:

Founded in Faith.
Caring for Seniors in Mind, Body and Spirit.
10204 Granger Road
Garfield Heights, Ohio 44125
(216) 581-2900
www.jenningscenter.org