Life as it should be
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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President and CEO
Martha M. Kutik
Dear Friends,

“The eyes have IT.” “The IT girl.” These seemingly non-descript sayings are heard often. What exactly do the eyes have? What exact quality about the girl stands out? Each expression indicates a quality or attribute that is difficult to describe or express.

Over time, we’ve asked many residents, family members and others to share what they feel are the most important characteristics of our organization. People say they feel something special when they first walk through the front door at Jennings. They can’t quite put their finger on what “it” is. Very often people tell us, “you can just feel it.”

We think IT empowers older adults and enables them to feel respected. IT is our feeling of home and offering hospitality that makes families and visitors feel welcome. IT inspires staff members and volunteers to remain committed to our mission and live out our values.

It surprises me most when visitors define the Jennings difference in terms of how it isn’t the negative experience they had somewhere else. They do not expect IT—the experience they have when they first come to Jennings. The joyful celebration of life; the creativity and vitality of those who live, work and volunteer here; the way in which every individual is treated with dignity; the special attention to spirituality.

In these changing times, we define ourselves by IT—this higher standard, of how people deserve to live and receive care. And we hope, through advocacy and changing culture, that our society comes to expect the standards offered at Jennings, rather than be surprised by them. IT reflects our accomplishments through the hard work of many and the support of even more. We believe that life at Jennings is life as IT should be for older adults and their families.

Sincerely,

Martha M. Kutik
2008 Service

Total Number of People Served = 675
Members, Sisters of the Holy Spirit = 12
Volunteers = 431 volunteers gave 15,500 hours

Program, Capacity

Senior apartment units = 103
Holy Spirit Villas = 10
Assisted living apartments = 54
Memory care assisted living studios = 18*
Long-term care private suites = 156
Adult day services capacity = 50
Child care services capacity = 72

* Some of these suites transitioned to short-term rehabilitation in Fall 2008

Fiscal Results 2008

**REVENUES**

Medicare .................................................. $1,241,462
Medicaid ................................................... $8,412,308
Private pay & Other ................................. $7,329,779
Contributions ............................................. $508,349
Other income, including interest* ........... <$2,281,026>
TOTAL .................................................... $15,210,872

*Other income reflects the following economic losses:
*Interest rate swap-market to market .......... <$1,060,156>
*Net realized losses on investments ........... <$651,864>
*Net unrealized losses on investments ......... <$1,064,987>

**EXPENSES**

Staff (including benefits) ....................... $11,487,156
Professional Fees and Services ................ $1,169,575
Depreciation .......................................... $1,211,904
Interest .................................................. $803,432
Supplies & Other .................................... $2,715,612
TOTAL ..................................................... $17,387,679
Since 1942, Jennings Center for Older Adults has served the Northeast Ohio community. Continuing the ministry of the Sisters of the Holy Spirit, Jennings provides mission-based, person-centered care with and without walls, growing to meet the changing needs in the community at large. As the campus evolves with new models and services, the spirit of innovation and service to our community is the legacy of our founder, Monsignor Gilbert Jennings.

Non-profit organizations such as Jennings have traditionally been viewed based on the fact that we do not offer surplus funds to shareholders. We do not measure our success in financial gain; instead we benchmark our success in the accomplishments that we achieve for the individuals to whom we offer our care and support—older adults, children and families. We choose to highlight our organization based on the the social profit we provide in our ministry, our advocacy, our innovation and our outreach. Choosing individuals over shareholders and mission over financial gain also demonstrates how we can achieve a high level of quality care as well as innovation that results in best practices.

We recognize the many ways our mission-based culture has enabled our achievements and provided a profitability that translates into much more than dollars and cents. It is this dedication to our mission and values that enables us to achieve “IT” on the Jennings campus. Our experiences, both large and small, nurtured an environment that has enabled our achievements.

Jennings is proud to provide a loving ministry of care to older adults by offering quality services and programs. Some of our quality-based accomplishments included:

- The quality of Jennings’ nursing home care was reflected in the last Department of Aging family satisfaction survey, in which Jennings ranked among the top 35 nursing homes in the state and in Northeast Ohio’s top 7.
- For the third consecutive year, Jennings was recognized by NorthCoast 99 as one of the 99 great workplaces for top talent in Northeast Ohio.
- AARP recognized Jennings for the second consecutive year as one of the nation’s best employers for workers over 50 years of age.
- Jennings’ skilled nursing facility was deficiency-free in its 2008 health survey by the Ohio Department of Health.
- The Learning Circle, Jennings infant and child care center, was found to be in full compliance during its 2008 inspection by the Ohio Department of Job and Family Services.
- Staff turnover was just 22%, in contrast to a state industry average of 60%.
Bringing in community resources and making way for innovative programming enables the Jennings campus to remain vibrant and provide residents with the opportunities they deserve.

- Residents throughout the campus directed their own personal care and decisions through everyday person-centered care philosophies.
- Jennings’ intergenerational program encouraged learning opportunities between older adults and young children, from preschoolers to teens, fostering learning and mentoring relationships that impact the lives of both generations.
- Jennings’ exclusive Gateway to Culture program expanded from previous years to deliver not only high caliber entertainment but also artistic, cultural and musical workshops.

With an emphasis on supporting older adults where they live, Jennings continued to expand its support of seniors living independently on the campus as well as those living in the community at large.

- Jennings expanded campus services—housekeeping, laundry, personal care, home health care, transportation, meals and maintenance services—to support individuals living in Jennings’ independent senior housing, meeting their needs where they live.
- The Eva L. Bruening Adult Day Center at Jennings grew to a capacity of 50 daily participants.
- The Wellness Center provided nearly 1,200 appointments for specialty physician services.
- Jennings opened Gardenside Rehabilitation on the campus to provide short-term rehabilitation to our own campus residents as well as the community at large.
- Six new Holy Spirit Villas opened for expanded independent living options on campus.
- Outreach and education efforts enabled Jennings to reach more than 12,500 individuals in southeast Cuyahoga County.
- Students from three different area nursing programs and four local colleges rotated through Jennings for professional experiences in various areas of the campus.
Proud to serve in a ministry of Catholic based health care, the Sisters of the Holy Spirit, staff and volunteers serve spiritual needs of residents, families and staff every day.

- Approximately 90% of staff participated in the Sacred Art of Living and Dying’s first pilot program to strengthen our ministry to the dying.
- Staff retreats enabled staff members to deepen their connections to one another and strengthen their dedication to the mission.
- The on-site Holy Spirit Chapel was the setting for daily Catholic Mass and Rosary to individuals on the Jennings campus. Additional interfaith services were held regularly on campus.
  - Jennings celebrated faith diversity through educational programs and presentations.
  - Thirty-one couples (with at least one spouse who resides or receives services at Jennings) celebrated a combined 1,657 years of marriage.

We demonstrate our commitment to older adults not only through quality services but also leadership in advocacy and the community.

- Jennings staff and management team were actively involved in local, state and national activities that advocate for older adults and positively affect changes in older adult services. Jennings President and CEO Martha M. Kutik served as the Board Chair of the Association of Ohio Philanthropic Homes for the Aging (AOPHA).
- Jennings led a regional workforce initiative called REACH (Rewarding Education through Advanced Careers in Healthcare) to incorporate best practices in attracting, developing and advancing health care staff.
- The comprehensive safe movement program at Jennings delivered returns through resident safety and reduction in staff injury.
- Jennings provided more than $1.2 million of charity care in the assisted living and nursing home residences that was unmet by Medicaid reimbursement.
Life as IT should be