A Commitment to Community

Life as IT should be for older adults, their families and our community.

Jennings
Center for Older Adults

Annual Report 2009
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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† The symbol of the cross indicates that the member is deceased.
Dear Friends,

Each year during the month of March we mark the anniversary of the founding of Jennings Center for Older Adults. We celebrate the occasion with a Founder’s Day Mass and other reminders that target our staff especially, as many of them enjoy being a part of such a long history.

Throughout the year, we are reminded about our past through a permanent and prominent history display, which depicts major events in Jennings history since the 1940’s. We look to the stories of the past to focus our work in the present and the future. We think that our founder, Monsignor Gilbert P. Jennings, would approve of the Jennings mission and values statement and actions, the constant lens through which we view all activities and plans.

The times have changed, and at times Jennings has changed with them. Sometimes we have been the leader in advocating for change, especially with respect to the attitudes and issues of growing older in our society. At other times, we have been a collaborator working with like-minded organizations to explore or shape best practices.

Jennings often occupies a distinct vantage point to view the needs and wishes of the individuals, families and staff members that we serve. In meeting these needs, we craft solutions that seek to address fundamental issues of concern for the broader community. Recent examples include advocating for appropriate services and supports, forging workforce development initiatives, and using technology solutions that make life better.

Extending our time and talents for the benefit of the wider community is consistent with our Catholic faith tradition and our founder’s deep sense of responsibility to the common good.

Sincerely,

[Signature]

Martha M. Kutik
**2009 Service**

Total Number of People Served = 884
Volunteers = 300+ volunteers gave 15,889 hours

**Program Capacity**

Senior apartments (units) = 103
Holy Spirit Villas (units) = 10
Assisted living (suites) = 54
Short-term rehabilitation (suites) = 18
Long-term care (suites) = 156
Adult day services (participants) = 50
Child care services (participants) = 72

**Fiscal Results 2009**

**REVENUES**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicare</td>
<td>$2,540,681</td>
</tr>
<tr>
<td>Medicaid</td>
<td>$7,865,813</td>
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<tr>
<td>Private pay &amp; Other</td>
<td>$7,997,123</td>
</tr>
<tr>
<td>Contributions &amp; Fundraising</td>
<td>$729,448</td>
</tr>
<tr>
<td>Other income, including interest</td>
<td>$1,511,834</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$20,644,999</strong></td>
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</table>

**EXPENSES**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff (including benefits)</td>
<td>$11,719,775</td>
</tr>
<tr>
<td>Professional fees &amp; Services</td>
<td>$1,562,404</td>
</tr>
<tr>
<td>Depreciation</td>
<td>$1,594,616</td>
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<tr>
<td>Interest</td>
<td>$1,200,278</td>
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<tr>
<td>Supplies &amp; Other</td>
<td>$3,074,206</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$19,152,279</strong></td>
</tr>
</tbody>
</table>
Jennings exists as a result of a community need identified by our founder Monsignor Gilbert Patrick Jennings. As pastor of St. Agnes Church, a parish located in the heart of Cleveland, Monsignor Jennings saw first-hand the needs of his parishioners and others in the surrounding community. He strongly believed that the church had a responsibility to help people improve their quality of life. He offered language classes and trade skills training in the basement of the church for a largely poor population of new immigrants, and he ultimately provided a bequest to establish a suitable home for older adults who would otherwise not be able to afford it.

For over 68 years, Jennings’ mission and values have honored Monsignor Jennings’ commitment to the community by helping those in need and championing the greater good of society. Our history and Catholic faith tradition inspire us to promote human dignity by placing the greater good of all above the needs of the individual. Jennings’ commitment to the common good inspires us to fulfill our mission within the context of broader community needs and to pursue strategies that improve the community’s health and well-being.

Our impact in the community is evidenced by initiatives that make a difference both inside and outside of our organization. Through innovation, convening and collaborating, education and advocacy, and community engagement, Jennings contributes to best practices that elevate everyone’s ability to meet the needs of older adults and their families.

2009 Milestones

• Person-centered care remains at the heart of the services that Jennings provides to older adults, children and their families.

• Jennings Center for Older Adults provided more than $1.2 million of charity care, unmet by Medicaid reimbursement, in the assisted living and nursing home residences.

• As an employment leader, Jennings was recognized as one of the 99 Great Workplaces for Top Talent in Northeast Ohio for the fourth consecutive year by NorthCoast 99, honored for the third consecutive year by AARP as an organization that values the 50+ workplace, and achieved an overall staff satisfaction ranking of more than 90%.

• Jennings volunteer Chuck Morelli, was recognized with the 2009 David F. Leahy Award for Volunteer Excellence sponsored by Greater Cleveland Volunteers.

• Jennings’ assisted living residence earned a deficiency-free survey during its annual survey by the Ohio Department of Health.
Innovation

Innovation is at the heart of best practices and new models. In addition to our person-centered attention to the spiritual, physical, health, intellectual and social needs of those we serve, we continually seek to discover new ways to provide care and services. In 2009, we:

• initiated and committed to a pilot project with the Sacred Art of Living and Dying Center for intense training of the entire Jennings staff to enhance interdisciplinary comfort and care for individuals and families during hospice and end-of-life care.

• offered personalized growth opportunities for adult day participants that enable each individual to age successfully and discover his or her potential, despite memory loss or more unique situations such as brain injury and developmental disabilities.

• used technology to further move away from manual systems in order to streamline processes in nursing, administrative business, therapy, maintenance and other operations.

• created lifelong learning opportunities and therapeutic programs by adapting technologies traditionally targeted for younger audiences such as distance learning/videoconference and Wii games.
Community Engagement

The Jennings community is intergenerational, including babies who are just 6 weeks old, adults who have passed their 100-year milestone, and all of the individuals and families in between. With a steadfast professional involvement in the community at large and providing education and choice in services, Jennings has:

- provided individualized attention, explanation and care to the personalized questions of adults and their families in navigating older adult services and the continuum of care.
- tailored lifelong learning and cultural experiences for individuals to remain active and engaged.
- promoted information about care choices and quality for older adults by participating in media opportunities, engaging in the Advancing Excellence initiative, and developing online opportunities.
- reached more than 13,000 members of the community and health care professionals through our free speakers’ bureau, presentations and community events.
- engaged staff in off-campus professional committees to promote work in support of older adult services.
- nurtured opportunities for adult volunteers to share their talents and for students to earn service hours while participating in meaningful volunteer opportunities.

Through performances, lifelong learning and workshops open to the community, Jennings engages adults from wherever they call home.

Education and Advocacy

We demonstrate our commitment to older adults not only by providing quality services but also by placing importance on education and leadership roles in advocacy. In 2009, Jennings staff:

- engaged actively in local state involvement by Jennings staff in local, state and national activities that advocate for older adults and positively affect changes in older adult services. Jennings staff serves in leadership roles with the Association of Ohio Philanthropic Homes for the Aging (AOPHA), the advocacy group for not-for-profits.
- welcomed and mentored students from area colleges, studying in various disciplines, to extend their training through internships, student teaching, student nursing, and administrators in training. Together with Employment Connection, new STNA graduates have apprenticeship opportunities at Jennings.
- initiated multimedia advocacy efforts to ensure that the voices of older adults were heard by state and national legislators.
Convening and Collaborating

When everyone is welcome at the table and we share information, more people benefit from our combined knowledge. Through building strong relationships, Jennings convenes like-minded organizations to discuss and address the changing needs of older adults. As a collaborator, Jennings seeks out opportunities to be part of groups working toward solutions, such as:

- participating actively in more than 25 local professional collaboratives for best practices and reaching out to older adults, such as the Person-Centered Care Coalition, Healthcare Sector Advisory Council, Greater Cleveland Housing Council, UH Bedford Senior Network, and the Garfield Heights Child Care Collaborative.

- leading 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.