

ELIZA JENNINGS

2019

Annual Report



Living *Our* Legacy





MISSION STATEMENT

We affirm the dignity and individual worth of older adults and their right to attain the highest possible quality of life. We strive to nurture and sustain their physical, emotional, intellectual, social, and spiritual health. We are committed to having a community in which every member is equally respected, valued, and empowered.

Letter from the Board Chair | *Margaret G. Weitzel*

Our organization was founded on the principle of service to individuals in need. More than 130 years ago our benefactress, Eliza Wallace Jennings, committed her personal funds and property to ensure the welfare of terminally ill and indigent women. Eliza's legacy of caring developed into our mission to serve older adults and ensure their dignity, quality of life, and sustained independence.

Eliza's philanthropy served as the foundation for the organization that bears her name. Nationally recognized as a leader in innovative aging services, Eliza Jennings has grown from the historic home on Cleveland's West Side, to a network that offers the full spectrum of aging services. Last year, Eliza Jennings provided independent and assisted living, skilled nursing and long-term care, specialized memory support, and rehabilitation services to 1,000 residents within our residential communities. We also provided skilled home health care and adult day services to approximately 700 individuals, enabling older adults living in the general community to receive services and support while continuing to live in their homes.

As a not-for-profit organization, Eliza Jennings offers residents the assurance of a lifelong home with the care and services they need should they exhaust their financial resources. Furthermore, Eliza Jennings serves a growing number of low-income older adults whose care is funded by Medicaid. In fiscal year 2019, Eliza Jennings sustained \$3.8 million in charitable cost, the shortfall between the Medicaid reimbursement we received and the actual cost of the care provided.

Funds generated by fundraising events help to support care and services for the area's older adults. On behalf of the Board of Trustees, we would like to thank everyone who attended and supported our "Farewell to the Fairways" golf outing in September 2018 and helped to make it a great success. The event commemorated The Links golf course and its role in the community throughout the years. We are especially thankful for the generous contributions of our sponsors, event chairs, residents, and friends.

We are grateful to the independent living residents at the Renaissance Retirement Campus who generously contribute their financial support and devote their time, expertise, and volunteer service to the Renaissance community. Their gifts and service are especially meaningful as a demonstration of their willingness to invest in the future of their home.

Thank you to Eliza Jennings' senior managers, executive directors, front line staff, and staff members in all departments. Without our dedicated team members whose cooperative efforts embody our core values, it would be impossible to provide the high level quality of life for the older adults we serve each day. Their commitment to compassionate care, excellence, and service is at the heart of what we do.

We would also like to thank the many individuals, students, and corporate groups who contribute their time, talent, and service, enriching the lives of residents by providing memorable experiences and completing projects at our communities.

Legacy of

We acknowledge and thank the Eliza Jennings Board of Trustees for their continued commitment to our mission and significant contributions of time and expertise. Their leadership helps ensure that our organization maintains the resources to sustain Eliza Jennings' legacy of care. Over the past year, we have welcomed several individuals to our Board whose fresh perspectives, knowledge, and experience will help to strengthen and sustain our organization's growth and viability in the coming years.

Over the past few years, Eliza Jennings has made remarkable progress refining and improving the organization's financial viability. While our finances are significantly improved, we continue to rely on the generosity of friends, families, residents, staff, and corporate sponsors to ensure the continued fulfillment of our Mission. We are deeply grateful for your tremendous support. Your giving helps to ensure that Eliza Jennings serves its mission and continues the legacy of our benefactress, providing the innovative care and services sought by the older adults we serve.



Last year, Eliza Jennings provided independent and assisted living, skilled nursing and long-term care, specialized memory support and rehabilitation services to 1,000 residents within our residential communities. We also provided skilled home health care and adult day services to approximately 700 individuals, enabling older adults living in the general community to receive services and support while continuing to live in their homes.

— Margaret G. Weitzel

Integrity

Legacy of

Letter from the President & CEO | *Richard M. Boyson Jr.*



Over the last several years, we have positioned Eliza Jennings to ensure that we may continue to provide expanded, innovative services for the older adults we serve at the time and place they need them.

In fiscal year 2019, we significantly improved our financial performance for the fourth straight year. Eliza Jennings' net operating income increased nearly 20% from \$3.1 million in 2018 to \$3.7 million in 2019, and we achieved a record census year, attaining 93% occupancy network-wide.

— *Richard M. Boyson Jr.*

As a mission-driven provider of aging services, Eliza Jennings' focus is to serve older adults and offer choices for optimum wellness and independence. Every day, approximately 10,000 baby-boomers reach the age of 65. Many are caring for aging parents. Over the last several years, we have positioned Eliza Jennings to ensure that we may continue to provide expanded, innovative services for those individuals at the time and place they need them.

In fiscal year 2019, we significantly improved our financial performance for the fourth straight year. Eliza Jennings' net operating income increased nearly 20% from \$3.1 million in 2018 to \$3.7 million in 2019, and we achieved a record census year, attaining 93% occupancy network-wide.

This achievement provided the opportunity to invest \$1.5 million in capital improvement projects throughout our communities. At Eliza Jennings Health Campus, we completed renovations to the front entrance and living room, installed new flooring in the skilled nursing wing, and completed kitchen renovations and upgrades. New windows were installed at Devon Oaks Assisted Living, as well as new fencing and upgrades to the heating and cooling system. Capital improvements at the Renaissance Retirement Campus included upgrades to kitchen equipment, renovations to several villas and apartments, as well as a new bus.

Eliza Jennings' employees work diligently to achieve full regulatory compliance, attain high quality outcomes, and enrich the lives of the older adults we serve. Devon Oaks Assisted Living and Acacia Place Adult Day Center each maintained deficiency-free ratings from the Ohio Department of Health, and we have had very good survey results at all three of our campuses. The Renaissance Health Center earned a Five-Star overall quality rating, the highest

Stewardship

possible, from the Centers for Medicare and Medicaid Services (CMS). Eliza Jennings Health Campus Skilled Nursing and Rehabilitation and Eliza Jennings at Home, Eliza Jennings' home health services arm, also received above average star-ratings. Eliza Jennings Home scored 10 points above the state average in the latest Ohio Department of Aging family satisfaction survey.

Devon Oaks Assisted Living was again voted as a Cleveland Magazine 2019 Best of the West winner in the Senior Living category by the magazine's readers. This is the second time Devon Oaks has earned this honor. The annual Best of the West Awards honor organizations that demonstrate the high standard of quality expected by Cleveland Magazine readers. Devon Oaks has sustained its deficiency-free status from the Ohio Department of Health for four consecutive years.

Eliza Jennings collaborated with Jennings and Laurel Lake Retirement Community, Greater Cleveland not-for-profit aging services providers, and established Comfort & Care hospice services to offer compassionate support for residents and families seeking end-of-life care. In the past year, we provided support and care to 128 individuals, a significant increase from the previous year.

These successes and outstanding quality outcomes would not be possible without the dedication of our team members. We are truly proud of our employees, and grateful for their hard work and commitment. We are committed to creating a great workplace and culture for our staff. In an industry known for a high level of turnover, Eliza Jennings' turnover is significantly below the industry rate.

One of the best ways we can demonstrate to employees that we care about them is to support them as they pursue their career goals. Through the Employee Scholarship Fund, we provided \$11,700 in funds to 17 team members in fiscal year 2019. Since the Employee

Scholarship Fund was established in 2014, we have made 50 awards for a total of \$53,400 awarded to employees seeking to further their education and training. When we invest in our workforce, we are investing in future leaders within our organization and the aging services industry.

This support helps our team members develop into the great employees and leaders we know they can be. Programs such as the scholarship fund helped Eliza Jennings earn recognition as one of Northeast Ohio's top workplaces. We are pleased that Eliza Jennings was honored by ERC, a provider of human resources services, as a ten-time NorthCoast 99 winner, achieving the distinction of Legacy status. The NorthCoast 99 award annually recognizes organizations that foster a healthy workplace culture and an environment that promotes meaningful work, advancement and growth opportunities, competitive compensation and benefits, and work/life balance.

Eliza Jennings' legacy continues to evolve to meet the changing needs and desires of the older adults we serve. The Board of Trustees and Eliza Jennings leadership completed a comprehensive Master Facilities Plan process that began in 2017. We are poised to begin new construction at our Renaissance Retirement Campus that will support and enhance the lifestyle, wellness, and fine dining choices residents seek and deserve today and tomorrow. We will be adding a number of upgrades and amenities including a pool and new fitness center in the spring of 2020. The outcome of the Master Facilities Plan generated tremendous excitement and outlined a future campus that will continue to offer the optimum in life-enhancing environments for the older adults we serve.



“It seems to me that the management team and staff at the Renaissance exceed their responsibilities to the residents daily, going the extra mile with a smile. In response, I feel a need to do what I can to support their efforts as well as the efforts of the Eliza Jennings Board of Trustees.”

— Susan Adams
Renaissance Resident Trustee

A wide-angle landscape photograph showing a large pond in the foreground with a fountain. In the background, there are several multi-story brick apartment buildings surrounded by lush green trees and lawns.

Legacy of Service & Inclusiveness

Susan Adams | Resident Trustee

Legacy of Service and Inclusiveness

Susan Adams' childhood home is less than one mile from the Renaissance Retirement Campus. Her husband, Allyn, now deceased, served on the Eliza Jennings Board of Trustees for four years. Ms. Adams had friends who lived at the Renaissance, and she enjoyed visiting them and spending time on the beautiful campus.

Ms. Adams moved to the Renaissance from Berea in October 2015, a few years following Allyn's passing. Two years later, she began serving on the Renaissance Resident Association (RRA) as chair of the Library Committee. Having previously served on numerous boards, including local and national library boards, Ms. Adams very much enjoyed her role and the activities of the committee. Subsequently, she was asked to assume the duties of vice chair of the RRA and she happily agreed to do so. As vice chair, Susan will concurrently serve as resident member of the Eliza Jennings Board of Trustees.

As a representative of Renaissance residents, Ms. Adams offers a willingness to listen, discern, and report. She sees her role as twofold: to bring to the Board the policy concerns and feedback of fellow residents, and to report to the residents on Board decisions that directly affect them.

"Residents' concerns about their futures at the Renaissance, both fiscal and physical, can more easily be communicated by a contemporary than by someone who does not experience their daily lives," said Ms. Adams.

Ms. Adams notes that the Renaissance offers many rewarding opportunities for residents to volunteer their time, talent, and service, and give back to the community. The RRA encourages and promotes resident involvement. Ms. Adams

believes that residents are happy to contribute their time and efforts to the general community when given the opportunity to do so on Campus. Each year, residents fulfill requests for back-to-school supplies and warm hats and mittens for local children in need. The Bulldog Buddies program, in partnership with Falls-Lenox Primary School in Olmsted Falls, provides opportunities for residents to serve as mentors to students by engaging in fun and meaningful activities with them. Residents also contribute to the welfare of the staff during the holidays and contribute non-perishable food and household items year-round to the staff Giving Closet, a food pantry for employees in need.

"It seems to me that the management team and staff at the Renaissance exceed their responsibilities to the residents daily, going the extra mile for us with a smile," noted Ms. Adams. "In response, I feel a need to do what I can to support their efforts as well as the efforts of the Eliza Jennings Board of Trustees."

Ms. Adams says she feels safe and secure living at the Renaissance Retirement Campus. "My apartment is roomy and comfortable, the food is good, and services are great," she said. "Fellow residents are kind and friendly."

We are grateful to Ms. Adams for contributing her time, experience, and expertise to serve in volunteer leadership roles with our organization and the Renaissance community.

We are grateful to the residents who volunteer their time and expertise to serve in leadership capacities within our organization and communities.

Employee Scholarship Fund

A Legacy of Stewardship

The Eliza Jennings Stewardship Fund supports many initiatives; we are, however, especially proud of our Employee Scholarship Program which provides Eliza Jennings staff members the opportunity to receive tuition reimbursement while furthering their education and medical training.

As an organization that fosters lifelong careers in aging services, Eliza Jennings is committed to helping each employee grow into his or her optimum role. We recognize how important education is for employees to achieve their personal and professional goals. Employee scholarship programs show appreciation for the hard work and dedication of staff members, help keep employees engaged, and develop leaders who will shape and define the future of aging services.

The Employee Scholarship program began as a gift of \$50,000 from the family of Jean Schilder in appreciation of the person-centered, dedicated, and high-quality care provided to Ms. Schilder, a former Eliza Jennings at Home client. Ms. Schilder's family established a scholarship fund to assist qualified employees of Eliza Jennings who wish to further their educational goals or medical training. Today, in addition to the Schilder Family Scholarship, Eliza Jennings supports professional development and ongoing education through our annual Stewardship Fund. Thanks to the generosity of families, friends, residents and staff, the Employee Scholarship program now includes dollars from both the Schilder Fund as well as gifts made to the Stewardship Fund that have been designated to Staff Scholarship. Since 2014, 50 scholarships totaling more than \$53,000 have been awarded to qualified Eliza Jennings employees.

"Seeing our staff take advantage of our Employee Scholarship Program is one of the best ways we can demonstrate to our employees that we care about them and their future career aspirations," said President and CEO Richard M. Boyson Jr. "To see how this program has grown over the past few years is outstanding."

Aging services is a growing field, and more members of the workforce are furthering their education and seeking additional training. Supporting the professional development of our staff benefits both employees and Eliza Jennings by growing team members within the organization.

Motivated people who seek professional growth and new skill sets are exactly the type of team members we look to recruit and retain. Their contributions to our residents are invaluable. Providing education support to them is one of the best ways we, as an organization, are able to show appreciation for all they do.



Empowerment



As an organization that fosters lifelong careers in aging services, Eliza Jennings is committed to helping each employee grow into his or her optimum role. We recognize how important education is for employees to achieve their personal and professional goals. The Employee Scholarship Program shows appreciation for the hard work and dedication of staff members, helps keep employees engaged, and develops leaders who will shape and define the future of aging services.

Employee scholarships help to ease the burden of rising tuition costs, making education and training more affordable and accessible. "Without the scholarships, many would not be able to obtain further education," said Alexa Gasparro, Executive Director of Devon Oaks Assisted Living. "Our staff sees the investment we make in them as individuals and strives to give back to our organization and the residents we serve."

Employees will often stay with the organization that fosters their growth. When employees stay, it promotes longevity and consistency for both other staff members and residents. Continuing education offers employees opportunities to enhance their skills, increase their earning capacity, and gain a sense of accomplishment as they achieve their goals.

"Each gift that supports employee scholarships demonstrates to employees that they are valued for the work they do," said Sandy Skerda, Renaissance Retirement Campus Executive Director. "Scholarships provide opportunities to retain and grow talented people in our industry who, otherwise, might consider a move elsewhere. Those furthering their education often inspire their peers to consider advancement."

The generous support of those who give to the Eliza Jennings Stewardship Fund helps to ensure that our organization will sustain the resources to continue Eliza Wallace Jennings' legacy. Your gift helps to secure the future of our services and care of older adults, as well as support the educational achievement and development of our highly-dedicated staff.



“Having the ability and means to help others is a privilege and a blessing. To serve others with your talents is actually a gift to yourself because of the rewards gained by the good works that you do.”

— Joseph Allotta
*Renaissance Retirement
Campus Resident*

The Allotta Family Scholarship Fund: *Providing Employees Opportunities for Education and Advancement*

Renaissance Retirement Campus resident Joseph Allotta believes that helping others achieve their full potential is both a privilege and a blessing.

Eliza Jennings encourages and supports the professional development of its team members by providing opportunities such as tuition reimbursement and employee scholarships. From time to time, residents, families, or friends choose to recognize the value of the care provided by our staff with a contribution to support these programs.

Thanks to the generous support of Renaissance Retirement Campus resident Joseph Allotta, Renaissance employees will have additional opportunities to make their career goals a reality. The Allotta Family Scholarship Fund was established to support and assist employees who desire to continue their education and advance in their careers.

Mr. Allotta moved to the Renaissance two years ago from New Mexico after losing his wife to cancer. He wanted to be near his children and grandchildren, who live in the Greater Cleveland area. Mr. Allotta discovered the Renaissance while searching online and thought it would be a place where he could enjoy his family and live a life of his own with people who are active and interested in life. Mr. Allotta said he is surrounded by caring staff and wonderful residents who look after each other and treat each other like family.

“Eliza Jennings was founded on the philosophy of assisting individuals who are in need and facing difficulties, and has continued in in that work,” said Mr. Allotta. “The Scholarship will offer financial assistance to Renaissance employees who wish to enhance their skills so that they may better serve the residents and achieve their potential.”

Legacy of

"In my experience, each staff member, from the front-line staff, to department heads, to the executive director, all exhibit great concern and care for each person who lives at the Renaissance," said Mr. Allotta. "The people I encounter are always helpful, kind, and efficient with each and every resident. Many of them are seeking to improve their skills and my hope is that this scholarship fund will encourage and enable them to accomplish their goals and full potential."

Mr. Allotta has first-hand knowledge of the important role scholarships play in making education more accessible and affordable. As a student, he worked his way through college at American University, and then Case Western Reserve University School of Law, and received scholarships which enabled him to attend those universities and achieve his career goals.

For those who have compassion and a desire to serve others, a career in aging services is a calling. "Having the ability and means to help others is a privilege and a blessing," said Mr. Allotta. "To serve others with your talents is actually a gift to yourself because of the rewards gained by the good works that you do."

Not-for-profit aging services is a growing field that offers many opportunities for meaningful work and lifelong careers. Employees may become proficient in fields such as culinary arts, human resources, and administration, or continue their education to become nurses, physicians, and other clinical professionals. As technology continues to advance, Mr. Allotta noted, it will be important to stay abreast of the changes through ongoing training and education.

Mr. Allotta believes he has been blessed in many ways. Two decades ago, he and his wife established a family foundation in the hope that it would instill the values of philanthropy and altruism in their children, grandchildren, and the generations that follow. He derives a great deal of satisfaction from helping others through giving and encourages others to do so. "Those who are able to make a gift, great or small, will not only benefit the recipients of their gift, but will feel gratified in the process."

Mr. Allotta hopes to meet the individuals who will benefit from the Allotta Family Scholarship Fund. "If the scholarship helps employees further their skills and achieve their goals, they may develop loyalty to Eliza Jennings and continue their work here," said Mr. Allotta. "That would ultimately benefit the residents, and that is the goal I was hoping the scholarship would achieve."

Gifts to the Eliza Jennings Stewardship Fund help to fulfill our Mission and support our dedicated staff. To make a tax-deductible contribution or to learn more, please contact the Advancement Office at 440.540.4700 or visit elizajennings.org.



Philanthropy

Our Legacy

Honoring Our Legacy *Ensuring Our Future*

We are deeply grateful to the friends, families, residents, staff, and corporate sponsors whose annual giving helps us to fulfill our Mission, support our dedicated staff, and continue to offer expanded and innovative choices that promote health and well-being for the area's older adults.

The Eliza Jennings Stewardship Fund supports resident assistance care, greatest needs and special projects, the staff scholarship and hardship funds, and reserve funds for an emergency and rainy-day fund.

We are particularly grateful to Renaissance Independent Living residents for their generous financial support and volunteer service. Renaissance residents' willingness to invest in the future of their home is profoundly gratifying.

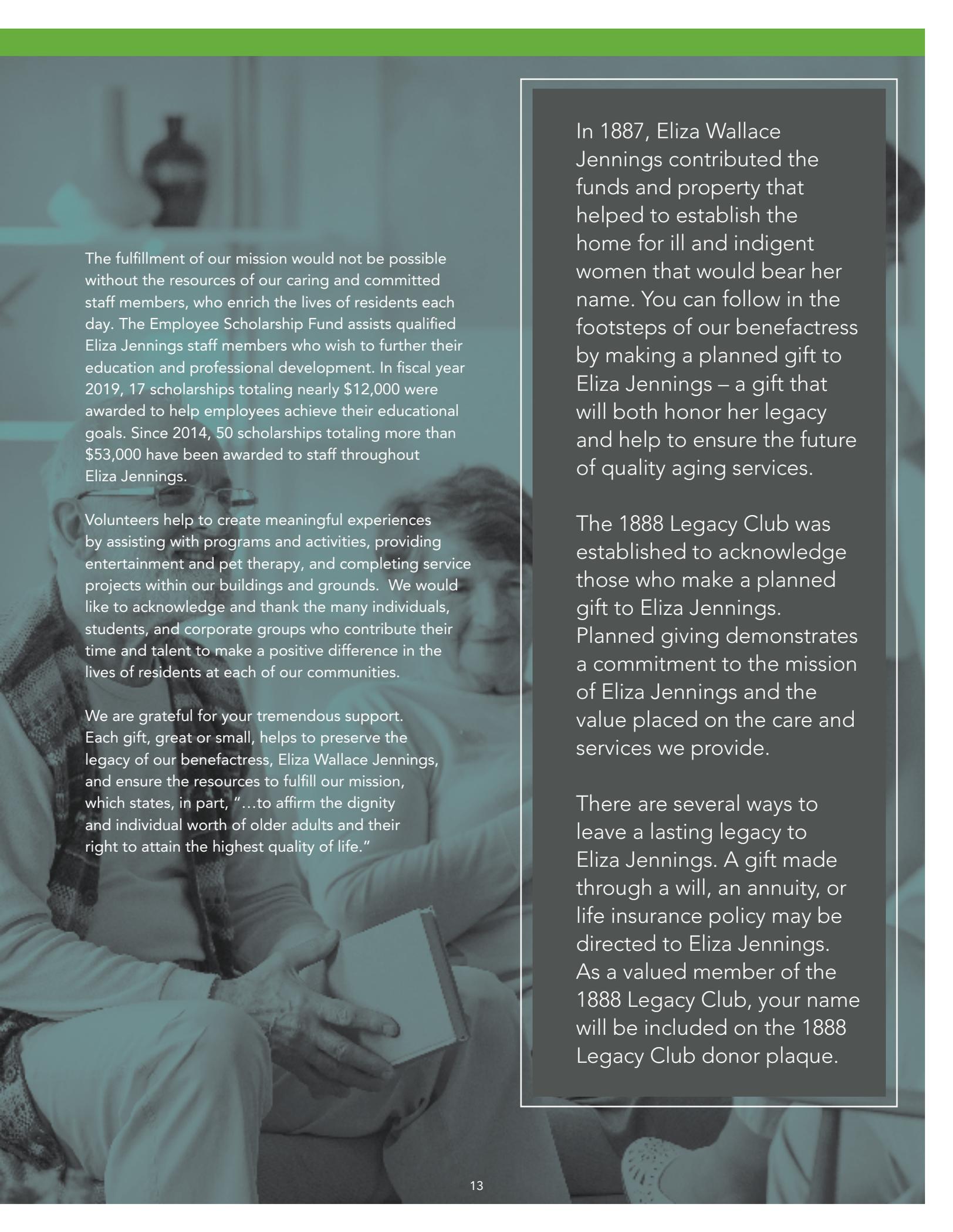
The September 2018 **"Farewell to the Fairways"** Golf Outing celebrated The Links golf course and its role in the Olmsted Township community for more than 70 years. The fundraising event generated more than \$47,000 in net revenue. We gratefully acknowledge our top sponsors, Huntington Bank and Northwest Bank for their generous support. We would also like to thank Absolute Pharmacy, World Shipping, Inc, and all of our sponsors, chairs, Trustees, vendors, residents, and friends who helped make this event a tremendous success.

We would like to acknowledge and thank Northeast Ohio Areawide Coordinating Agency (NOACA) and the Enhanced Mobility for Seniors and Individuals with Disabilities program for providing a capital grant to assist Eliza Jennings Health Campus in the purchase of a replacement bus. The grant was established to assist providers who offer transportation services to meet the needs of older adults and individuals with disabilities.

Philanthropic support over this past fiscal year has helped to fund capital improvement projects at each of our communities, care for low-income individuals, and programs that support professional development for our staff. Capital improvements included: renovations to the front entrance and living room, new flooring, kitchen upgrades, and a new bus at Eliza Jennings Health Campus; new windows and fencing at Devon Oaks; upgraded kitchen equipment, renovations to several villas and apartments, and a new piano and bus at the Renaissance Retirement Campus.

As a not-for-profit organization, Eliza Jennings offers all residents the assurance of a lifelong home, with access to the care and services they may need, should they exhaust their financial resources through no fault of their own. In addition, Eliza Jennings serves low-income individuals whose care is funded by Medicaid. In fiscal year 2019, the cost to Eliza Jennings for unreimbursed costs of care was more than \$3.86 million.





The fulfillment of our mission would not be possible without the resources of our caring and committed staff members, who enrich the lives of residents each day. The Employee Scholarship Fund assists qualified Eliza Jennings staff members who wish to further their education and professional development. In fiscal year 2019, 17 scholarships totaling nearly \$12,000 were awarded to help employees achieve their educational goals. Since 2014, 50 scholarships totaling more than \$53,000 have been awarded to staff throughout Eliza Jennings.

Volunteers help to create meaningful experiences by assisting with programs and activities, providing entertainment and pet therapy, and completing service projects within our buildings and grounds. We would like to acknowledge and thank the many individuals, students, and corporate groups who contribute their time and talent to make a positive difference in the lives of residents at each of our communities.

We are grateful for your tremendous support. Each gift, great or small, helps to preserve the legacy of our benefactress, Eliza Wallace Jennings, and ensure the resources to fulfill our mission, which states, in part, "...to affirm the dignity and individual worth of older adults and their right to attain the highest quality of life."

In 1887, Eliza Wallace Jennings contributed the funds and property that helped to establish the home for ill and indigent women that would bear her name. You can follow in the footsteps of our benefactress by making a planned gift to Eliza Jennings – a gift that will both honor her legacy and help to ensure the future of quality aging services.

The 1888 Legacy Club was established to acknowledge those who make a planned gift to Eliza Jennings. Planned giving demonstrates a commitment to the mission of Eliza Jennings and the value placed on the care and services we provide.

There are several ways to leave a lasting legacy to Eliza Jennings. A gift made through a will, an annuity, or life insurance policy may be directed to Eliza Jennings. As a valued member of the 1888 Legacy Club, your name will be included on the 1888 Legacy Club donor plaque.

Our Legacy

ELIZA JENNINGS



GOLF OUTING

2018

Farewell to the Fairways Golf Outing

We are deeply grateful to everyone who attended and supported "Farewell to the Fairways," held on Friday, September 14, 2018, at The Links golf course in Olmsted Township. The event netted more than \$47,000 to support Eliza Jennings' mission of care and services for the area's older adults.

Thank you to Eagle Sponsors, Huntington Bank and Northwest Bank; Birdie Sponsors, Absolute Pharmacy and World Shipping, Inc., and Par Sponsors, Kitchen Design Center, Medical Mutual of Ohio, and Oswald Companies, for their tremendous support. Special thanks to Honorary Chair, Donald M. Burney, and Chairs Katie and Daniel Ramella. We are grateful to each of our sponsors, Trustees, guests, residents, and friends whose support helped make the event a great success.

The "Farewell to the Fairways" Golf Outing celebrated The Links golf course, and more than 70 years of contributions to golfers and the Olmsted Township community. The Links closed at the end of the 2018 season, but not before guests took one last trip around the fairway. The weather was perfect, and we were thrilled to host more than 90 golfers for 18 holes of golf, lunch and an incredible after-play clambake. Hole contests included longest putt, longest drive, closest to the pin, and the circle bet.



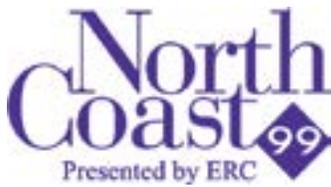
Left to right: Renaissance resident Barbara Burney, Executive Assistant Eileen Lanning, and Honorary Chair Donald Burney welcomed guests to the "Farewell to the Fairways" Golf Outing.



The "Farewell to the Fairways" Golf Outing, held on Friday, September 14, 2018, celebrated the 70-year history of The Links Golf Course.

Legacy of

Awards and Recognition



Eliza Jennings was recognized with the NorthCoast 99 Award from ERC, a human resources services provider. This was the

tenth time that Eliza Jennings received the award, earning the organization Legacy status. Each year, ERC honors the 99 best workplaces in Northeast Ohio for their ability to attract, retain, and motivate outstanding employees through programs and benefits that exceed industry standards.



Eliza Jennings was among 25 Northeast Ohio organizations to receive the 2018 Smart Business Magazine Business

Longevity Award. Eliza Jennings was recognized for providing quality aging services for 130 years. Each year, the publication honors organizations that are built on timeless values and demonstrate a commitment to excellence through generations of meeting the needs of individuals served in the community.

Devon Oaks Assisted Living was recognized by Cleveland Magazine as the 2019 Best of the West winner in the Senior Living category as voted by the magazine's readers. This is the second time Devon



Devon Oaks Assisted Living was recognized by Cleveland Magazine as the 2019 Best of the West winner in the Senior Living category.

Oaks has earned this honor. The annual Best of the West Awards honor organizations that demonstrate the high standard of quality expected by Cleveland Magazine readers. Devon Oaks has sustained its deficiency-free status from the Ohio Department of Health for four consecutive years.



Sheryl L. Sereda



Susan O. Scheutzow

Vice President of Advancement Sheryl L. Sereda and Eliza Jennings Trustee Susan O. Scheutzow were honored as 2018 Crain's Cleveland Business Notable Women in Health Care.

Vice President of Advancement Sheryl L. Sereda and Eliza Jennings Trustee Susan O. Scheutzow were among those honored as 2018 Crain's Cleveland Business Notable Women in Health Care. Ms. Sereda was recognized for her leadership, passionate advocacy, and commitment to mission and values, quality of life, and innovation for older adults. Ms. Scheutzow was recognized for her long-time service on Eliza Jennings' Board of Trustees, and for her achievements and contributions as one of Ohio's leading health care attorneys, authors, and pioneers in health care law curriculum.

Melissa Mahoney, RN, was recognized by LeadingAge Ohio for excellence in caring and dedication. Michele Engelbach, LeadingAge Ohio Awards Committee Chair, and Jennifer Taylor, LeadingAge Ohio Director of Communications and Membership, traveled from Columbus to make a presentation to Melissa at the Renaissance campus among residents and co-workers. Melissa is one of the many staff members who excel in care at Eliza Jennings.

Commitment

Congratulations to Renaissance Retirement Campus resident Gloria Yugelites, statewide LeadingAge Ohio Art & Writing winner. Gloria was awarded third place in the Jewelry category for her piece, "Arabesque." Her work was exhibited among pieces by other regional winners at the LeadingAge Ohio annual meeting in Columbus, Ohio.

In this year's regional LeadingAge Ohio Art & Writing show held in Garfield Heights, Ohio, Renaissance residents Patricia Mote and Veronica Hurley won first and second place, respectively, in the Non-fiction Prose category. Renaissance resident Ron Fleming won second place in the Fine Arts category. The LeadingAge Ohio Art and Writing program annually showcases the works of resident artists and authors

LeadingAge Ohio honored six Eliza Jennings Health Campus employees during its annual Stars Recognition Luncheon. Employees are nominated by coworkers, residents, and residents' families for exemplary service. LeadingAge Ohio is the statewide association for not-for-profit aging services providers and represents 400 organizations in more than 150 Ohio cities that provide residential and ancillary care as well as housing services.

As we reflect on the past year, we celebrate the achievements that demonstrate Eliza Jennings' commitment to excellence. We are proud to be recognized by our industry peers, and we are thankful to our dedicated Trustees, staff members, and volunteers for their commitment to our mission.



Michele Engelbach and Jennifer Taylor of LeadingAge Ohio presented Renaissance employee Melissa Mahoney, RN, with a citation for excellence in caring.



Vice President and Chief Advancement Officer Sheryl L. Sereda and President and CEO Rich Boyson accepted the Smart Business 2018 Business Longevity Award on behalf of Eliza Jennings.



Renaissance Retirement Campus resident Gloria Yugelites was a statewide winner in the LeadingAge Ohio Art & Writing Exhibit for her piece, "Arabesque."



Congratulations to the 2019 LeadingAge Ohio Stars: Catherine Platt, Valerie McMichael, Doug Manry, Jasmine Black, and Sabrina Simon.

Financials

ELIZA JENNINGS SENIOR CARE NETWORK

Selected Consolidated Statements of Operating Information
Fiscal Years Ended June 30, 2019, 2018, 2017, 2016 and 2015

Revenues	2019	2018	2017	2016	2015
Resident Services	\$34,492,600	\$34,426,100	\$34,850,600	\$32,769,800	\$28,462,600
Earned Entrance Fees	2,314,600	2,390,600	2,474,300	2,180,400	2,186,500
Contributions and Bequests	754,300	484,000	611,800	564,500	570,100
Non-Resident Services, and Bond Reserve Investment Income	219,800	731,000	706,500	627,600	385,400
Total Operating Revenues	\$37,781,300	\$38,031,700	\$38,643,200	\$36,142,300	\$31,604,600
Operating Expenses					
Direct Resident Care	\$17,456,100	\$17,374,600	\$17,026,900	\$17,161,900	\$15,960,900
General Services and Utilities	4,147,900	4,236,500	4,052,400	4,084,900	4,125,300
Administrative Services	8,459,300	8,583,800	9,552,500	9,020,200	9,677,700
Interest Expense	1,617,300	2,284,900	3,430,000	3,376,500	3,435,900
Depreciation and Amortization	2,431,000	2,479,800	2,492,500	2,561,200	2,537,200
Total Operating Expenses	\$34,111,600	\$34,959,600	\$36,554,300	\$36,204,700	\$35,737,000
Net Operating Income (Loss)	\$3,669,700	\$3,072,100	\$2,088,900	\$(62,400)	\$(4,132,400)
Investment and Other Income	274,100	168,300	320,000	308,600	740,800
Loss on Extinguishment of Debt	0	(911,100)	0	0	0
Loss on Impairment of Assets Held for Sale	(770,200)	0	0	0	0
Real Estate Back Tax Expense	0	0	(2,917,300)	0	0
Revenues Over (Under) Expenses	\$3,173,600	\$2,329,300	\$(508,400)	\$246,200	\$(3,391,600)
Capital Improvements and Property Additions	\$1,509,700	\$1,181,500	\$1,271,600	\$1,020,300	\$754,400

ELIZA JENNINGS SENIOR CARE NETWORK

Consolidated Balance Sheets

Fiscal Years Ended June 30, 2019, 2018, 2017, 2016 and 2015

Assets	2019	2018	2017	2016	2015
Current Assets	\$8,973,600	\$6,759,400	\$16,433,100	\$10,401,100	\$8,659,100
Property, Net	24,951,900	28,113,000	29,135,900	30,333,400	31,675,400
Other Assets	18,332,500	17,837,300	11,889,300	16,961,000	17,620,300
Total Assets	\$52,258,000	\$52,709,700	\$57,458,300	\$57,695,500	\$57,954,800
Liabilities and Net Assets					
Liabilities					
Current Liabilities	\$7,695,400	\$7,436,600	\$31,179,600	\$9,590,300	\$7,026,700
Long-Term Debt	45,532,700	49,352,300	26,997,200	48,984,900	49,929,700
Other Liabilities	17,419,500	17,679,700	24,067,200	24,840,900	24,739,800
Total Liabilities	\$70,647,600	\$74,468,600	\$82,244,000	\$83,416,100	\$81,696,200
Net Assets (Liabilities)	\$(18,389,600)	\$(21,758,900)	\$(24,785,700)	\$(25,720,600)	\$(23,741,400)
Total Liabilities and Net Assets	\$52,258,000	\$52,709,700	\$57,458,300	\$57,695,500	\$57,954,800

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Eliza Wallace Jennings used her resources to improve the quality of life of older adults in need of care. You can follow in the footsteps of our benefactress by making a gift to Eliza Jennings – a gift that will both honor her legacy and help to ensure the future of quality aging services.

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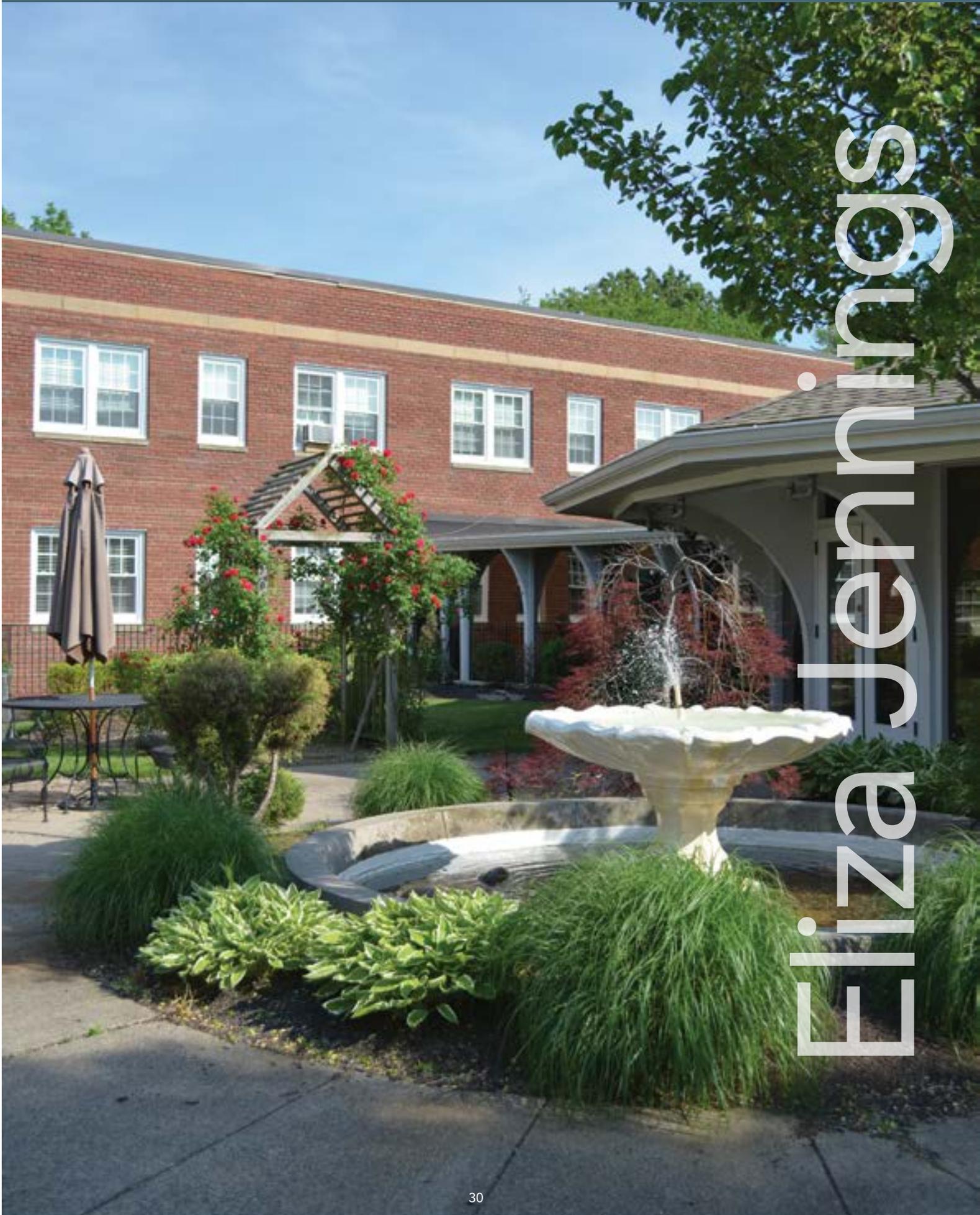
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Eliza Jennings

Living Our Legacy



Eliza Wallace Jennings

Eliza Jennings is one of the longest-standing aging services organizations in Northeast Ohio, established more than 130 years ago. We have achieved this milestone by remaining true to our mission, achieving the highest quality of life for the older adults we serve.

services, and health and wellness services to low-income adults residing in affordable senior housing. Eliza Jennings established Comfort & Care hospice services to offer support to individuals and families seeking end-of-life care.

At Eliza Jennings, our goal is to make aging the experience of a lifetime. We do everything possible to expand options and choices that support optimal well-being and quality of life for the individuals we serve. We look forward to a new season of growth as we continue the legacy established by our benefactress more than a century ago.

Our founder and benefactress, Eliza Wallace Jennings, dedicated her life to helping others through philanthropy and service. She donated funds and property to establish the home on Cleveland's West Side that bears her name and remains our flagship community.

Eliza Wallace Jennings' legacy of compassion, philanthropy, and service continues to guide and inspire us. Over the years, Eliza Jennings has grown to become a nationally recognized expert in aging services, offering the full continuum of residential, home, and community-based care and services. Our organization was among the forerunners of person-centered care, specialized memory support



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About Eliza Jennings

Eliza Jennings, a not-for-profit organization providing excellent care and services to older adults on Cleveland's West Side for 130 years, is a nationally recognized expert committed to helping people make the most of the aging experience.

Eliza Jennings communities include the Eliza Jennings Health Campus in Cleveland, the Renaissance Retirement Campus in Olmsted Township, and Devon Oaks Assisted Living community in Westlake.

Eliza Jennings offers a full spectrum of choices for older adults, including independent and assisted living, skilled nursing and rehabilitation services, respite care, and adult day programs. Eliza Jennings also provides a full range of services to individuals in their homes, including skilled home health care and rehabilitation services to residents of affordable senior housing communities.

Eliza Jennings offers a full range of memory support programs that engage older adults living with dementia, including Music and Memory[®], music therapy, and SAIDO Learning[®]. These non-pharmacological cognitive stimulation therapies help to improve the quality of life for older adults living with Alzheimer's disease and other dementias.

For more information about Eliza Jennings or any of our communities, programs, and services, please visit elizajennings.org.

