

FROM THE PRESIDENT & CEO

As we reflect on this past fiscal year, I am proud to report several notable achievements. The hard work and dedication of Baptist Homes Society employees and our many volunteers, with the guidance of our talented and generous Board of Directors, has made this a successful year for stabilization and implementation of strategic goals. During fiscal year 2016-2017, several key tasks were completed that are essential for Baptist Homes Society's future growth.

In the first half of the year, we finalized the Phase II expansion plans for Providence Point and began to accept reservations for apartments in a third residential tower. New marketing materials and marketing strategies were put in place. Toward the end of the fiscal year, the tower—now named Hamilton Tower—had accepted 30 reservations, and a groundbreaking ceremony for Providence Chapel had taken place.

Baptist Homes Society's corporate structure changed this year as well. A new business entity has been created in preparation for expansion of our services to seniors in our community. Baptist Senior Services (BSS) is now the official umbrella organization for Baptist Homes Foundation and Baptist Homes Society and its two senior living communities.

As you read about many of this year's updates and improvements throughout the pages of this report, please accept our sincere thanks for making them possible. They could not happen without your continued support and confidence. We count you among our many blessings and thank you for your generosity and trust.





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 LEADERSHIP

On July 1, 2016, the Baptist Homes Society Board of Directors officially adopted a resolution to also serve as the Board of Directors for Baptist Senior Services. It was created as an umbrella organization for the new corporate structure. BSS will provide opportunities for the development of related business entities such as home care and management services. Throughout the year, the Board continued to work on strategies for Providence Point's Phase II expansion and other strategic plan initiatives.

The Baptist Homes Foundation Board of Directors, along with the Foundation Board Advisors, successfully launched a capital campaign to endow the organization's chaplaincy program and to construct a nondenominational chapel on Providence Point's campus. The initial silent phase of the project began last year. As we near our \$3.5 million goal, every Board member has supported this project.

In fiscal year 2016-2017, the Board elected Jeff Tindall as Chair of the Board of Directors and recognized Jan Wenzel, who had served in that role since 2010 and was instrumental in strategically preparing the organization for its current expansion. With deep appreciation, the organization also welcomed Dale Killmeyer and Karen Timko to the Baptist Homes Society Board of Directors and new member Dr. Julia Wilcox to the Baptist Homes Foundation Board.

Baptist Senior Services/ Baptist Homes Society 2016-2017 Board of Directors

Dr. Joseph Angelelli, Senior Advisor, Health Plan Administration

Ms. Laurie Butler, Interior Architect

Mr. Richard D. Caruso, Independent Consultant

Mr. Brian T. Gongaware, Principal, Investment Advisory Firm

Mr. Terry H. Gruneberg, Certified Internal Auditor

Mr. Larry W. Jackley, Certified Public Accountant

Mr. Dale Killmeyer, Managing Director, Financial Advisory Firm

Mr. Frank Petrich, Elder Law Attorney

Dr. William D. Presutti, Jr., Retired Educator

Ms. Erin Stinner, Marketing Executive

Mr. Thomas Stout, Business Owner, President

Ms. Karen Timko, Elder Law Attorney

Mr. Jeff Tindall (Chair), Attorney and Pastor

Mr. Jan O. Wenzel, Attorney

Baptist Homes Foundation 2016-2017 Board of Directors

Mr. Viken Mikelian Mr. James T. Frantz Mr. Brian Gongaware (Chair) Mr. Jack Owen

Mr. H. Phipps Hofstott, III Mr. Larry W. Jackley

Ms. Kathleen Stewart Ms. Elizabeth Surma

Ms. Cathy Luck

Dr. Julia Wilcox

2016-2017 Foundation Board Advisors

Ms. Irene Clark Ms. Mary Jo Corsetti

Mr. Samuel Kramer Ms. Wilma McNeese

Mr. Carl G. Grefenstette

Mr. Robert F. Patton

Mr. Ioe Irwin

Mr. Charles J. Queenan, Jr. Ms. Marilou Rubright

Mr. Edward F. John Mr. Scott Keffer

Mr. John W. Viehman

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 basic 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.



HIGHLIGHTS OF 2016-2017

The senior living industry continues to change rapidly. New regulations and guidelines are frequently being introduced to keep pace with advances in technology and improvements to medical treatment, as well as to address the economic strain caused by the aging 'baby boomer' population. Following are just a few of the highlights of fiscal year 2016-2017:

Quality Assurance and Performance Improvement (QAPI) ~ A commitment to person-centered care is—and always has been—at the core of our mission to "uplift one person at a time." The importance of individualized care has more recently come to the forefront with new QAPI standards introduced by the Centers for Medicare and Medicaid (CMS). To proactively meet QAPI guidelines, Baptist Homes Society provides regular staff education on QAPI measures. Cross-campus teams meet regularly to review the person-centered philosophy that is incorporated into all aspects of the organization. This attention to quality has allowed both Baptist Homes and Providence Point to be recognized as 5-star facilities in the CMS Nursing Home Compare ratings.



Centers of Excellence ~ Building on the two Centers of Excellence established in the prior fiscal year that focus on rehabilitation and wellness, Baptist Homes Society (BHS) developed the third Center of Excellence, focused on dementia care. The Center of Excellence in Dementia Care establishes training and care protocols and develops innovative approaches for performance improvement.

Recognition for Quality ~ During the year, Baptist Homes and/or Providence Point were recognized by Kendal Outreach, the American College of Health Care Administrators, and the Department of Human Services.

SPICES of Life ~ To increase awareness of Baptist Homes Society's holistic approach to wellness, a program called *SPICES of Life* was developed. SPICES, the acronym for the six wellness components (Spiritual, Physical, Intellectual, Community, Emotional, and Social), emphasizes the relationship between the individual components and their impact on an individual's wellbeing.



New Parent Organization ~ On July 1, 2016, the Board of Directors approved a corporate reorganization. Baptist Senior Services officially became the parent organization of Baptist Homes Society and Baptist Homes Foundation.

Providence Point Expansion ~ Plans for Providence Point's expansion were finalized and approvals for the project were completed. Floor plans for the apartment tower residences, expanded common areas, and the nondenominational chapel were completed. Groundbreaking for the chapel project took place on June 14, 2017.

Employee Incentive Plan ~ The Board of Directors reviewed and approved a Financial Responsibility Plan to provide staff incentives for their role in maintaining the budget. The program recognizes that everyone at BHS is responsible for our success in achieving financial goals. The program will be fully implemented during the 2017-2018 fiscal year.

Record Occupancy ~ Occupancy was strong across the campuses during fiscal



year 2016-2017, and especially so in the residential living area of Providence Point. Occupancy there topped 97 percent for much of the year—the highest it has been since the community opened in 2009.

Technology Updates ~ Baptist Homes Society began replacing network servers and upgrading the IT infrastructure to improve service, function, and security. The project, near completion at the end of the year, has resulted in improved communication with healthcare providers and CMS, streamlined recordkeeping and reporting, and improved service.

Collaboration ~ Baptist Homes Society has created partnerships with several hospitals and universities to provide access to the latest advances in care for our residents. Partners in 2016-2017 have included Carnegie-Mellon University, the University of Pittsburgh, UPMC, and others. These collaborations have supported research in osteoporosis, exercises for improved balance, and the effectiveness of monitoring health through the use of electronic health kiosks.



COMMUNITY OUTREACH

Through outstanding service to those living and working within our communities as well as those who live in the surrounding area, Baptist Homes Society continually strives toward its vision: Seniors in our community will experience the most fulfilling life possible.

That vision continues to stand the test of time. Our service to the community reaches well beyond the walls of our Scott Township and Mt. Lebanon campuses. Our outreach efforts range from hosting free continuing education programs for healthcare professionals to providing wellness presentations in area senior apartments and community centers. Our expert staff also speak at area schools, healthcare facilities, and collaborate with others involved in the senior living industry.

Our commitment to providing benevolent care is also a core value. BHS has never asked anyone to leave because their funds were depleted through no fault of their own. Benevolent care is part of our legacy, and is as important today as it was 107 years ago, when the organization was founded.

Now in its third year, Baptist Homes Society hosts a senior fair that offers flu vaccines, pneumonia shots and health screenings to hundreds of area seniors. The event continues to grow, and brings dozens of service providers, wellness experts and health professionals together, creating a convenient resource tool for older adults.

Much of what we do would not be possible without a large roster of volunteers. This includes the BSS/BHS Board of Directors as well as the Baptist Homes Foundation Board. The Baptist Homes Auxiliary, established in 1947, continues to support the organization in a multitude of ways. Close to 200 volunteers, including some of the residents of Baptist Manor and Providence Point, give hundreds of hours of service to benefit residents of our Healthcare Centers.

Beyond what is tallied in this Community Benefit Report, our residents, staff, Board members and volunteers touch the lives of those around them in countless ways. For the sake of reporting, their actions and contributions are given a monetary value, but the service they provide is truly invaluable. We acknowledge and thank everyone who has contributed in some way.

Fiscal Year 2016-2017 Community Benefit Report

INCOMPENSATED CARE & CERVICES	¢2,000,257
UNCOMPENSATED CARE & SERVICES	t who has outlived his or her ability to provide charitable and
QUALITY OF LIFE PROGRAMMING In fulfilling our mission to provide the highest quality of living for all those we serve, we help to wellness and social programs by providing transportation and other services. We also address caregivers, staff, volunteers and families by offering enrichment programs, education, and grie	residents access physicians and the health and wellness needs of
EMPLOYEE APPRECIATION FUND (EAF)	yees of Baptist Homes Society. Every
REGIONAL INVESTMENT & INVOLVEMENT Baptist Homes Society supports community groups, families, foundations, and other organization where the dot this through participation in and contributions to their programs and events. We also we support municipal services through payments in lieu of taxes.	tions who align with our mission.
VOLUNTEERS	oard of Directors and Advisory
EDUCATIONAL PROGRAMMING & STAFF DEVELOPMENT	vation sites for healthcare educators. nd partnerships with area universities,
REACHING OUT TO OTHERS	nations to groups such as the
COMMUNITY HEALTH & WELLNESS In 2015-2016, our health and wellness programs reached more than 1,600 seniors at communi Baptist Homes Society also held its second annual Senior Health & Wellness Fair and provided assessments, and other resources for about 400 attendees.	ity centers, libraries and other venues.
TOTAL	\$5,193,781



Memberships & Affiliations

American Baptist Homes and Caring Ministries
Healthcare Council of Western Pennsylvania
LeadingAge
LeadingAge PA
PACAH

Pennsylvania Assisted Living Association Southwestern Pennsylvania Partnership for Aging

OUR FISCAL RESPONSIBILITY

BHS is committed to its mission of providing the highest quality of care. Being good stewards of the resources that have been entrusted to us is a key factor in meeting the goals of that mission. Our efforts are impacted daily by issues like increasing costs, decreasing medical insurance coverage, and an aging population. Yet, we are responsive and provide the services that are most needed in ways that have the highest impact.

The operations at both Baptist Homes and Providence Point continued to be stable in the 2016-2017 fiscal year. Between the two campuses, we served an average of 728 seniors each day. As a result, our financial performance was strong with revenues exceeding budget. Our managers and staff were prudent stewards of our financial resources and kept our expenses below budget while, at the same time, continued to provide extraordinary service to our residents.

As noted elsewhere in this report, on July 1, 2016, the structure of the Baptist Homes Society Board changed. The BHS Board also assumed the responsibility of overseeing the operation of a new parent corporation, Baptist Senior Services. The Board of Directors and executives of the organization consented to this change so that the organization can be responsive to the rising demand for more services for seniors in our area.

Providence Point's occupancy levels were especially strong in our two residential living towers and 35 patio homes throughout fiscal year 2016-2017. Because of this, it was determined that the Phase II expansion should move ahead. By early spring, the Providence Point marketing team had begun accepting reservations for a third apartment tower. Expansion plans include additional dining and food prep areas, new common areas, expanded concierge area and a nondenominational chapel. Groundbreaking for Providence Chapel, which is a privately funded project, was held on June 14, 2017.

Changes within the healthcare industry continue to create challenges for BHS and other senior service and care providers. BHS is committed to remaining at the forefront in meeting and exceeding new regulatory requirements, addressing the many changes, adopting new technologies, and responding to the needs of area seniors in a proactive manner.

BAPTIST HOMES SOCIETY AND A CONSOLIDATED FINANCIAL STATEMEN		
Assets	2017	2016
Current assets	\$23,616,604	\$23,365,613
Assets whose use is limited	15,477,567	14,622,925
Investments	1,986,129	1,851,480
Property and equipment—net	157,341,305	161,079,280
Other assets	7,012,012	2,836,536
Deferred financing and marketing costs	1,062,641	2,125,285
Total Assets	\$206,496,258	\$205,881,119
Liabilities and Net Assets		
Current liabilities	\$10,554,013	\$8,550,760
Long-term debt	131,403,910	132,265,543
Resident deposits and deferred entrance fees	125,385,146	122,660,948
Other liabilities	3,970,522	13,797,092
Net assets	<64,817,333>	<71,393,224>
Total Liabilities and Net Assets	\$206,496,258	\$205,881,119
Operating Revenue	2017	2016
Through all facilities, we generated revenue from resident services of	\$43,683,956	\$42,670,832
For supporting services provided we received	997,167	966,469
Net assets released from restrictions used for operations	112,210	175,216
All revenue from these services totaled	44,793,333	43,812,517
Operating Expenses		
Administrative, resident and general services	\$34,555,698	\$33,872,054
Building and equipment depreciation	5,835,767	5,670,574
Amortization of financing and marketing costs	1,062,644	1,062,628
Interest on our indebtedness	8,202,719	8,249,775
All of the expenses totaled	49,656,828	48,855,031
The loss from operations was	<4,863,495>	<\$5,042,514>
Non-Operating Activity		
Decrease in future service obligation	\$10,064,983	\$152,081
Contributions, events and bequests	1,507,356	1,481,010
Investment gain <loss> from endowment and other funds</loss>	218,991	19,005
Fundraising expenses	<351,944>	<329,152>
Total non-operating activity	11,439,386	1,322,944
Increase <decrease> in net assets</decrease>	6,575,891	<3,719,570>



BAPTIST HOMES FOUNDATION

As the cornerstone of our organization's legacy of benevolence, Baptist Homes Foundation is tasked with providing the resources that allow the organization to demonstrate our core values of faith, benevolence, service, ethics and wellness. The charitable care we offer to residents whose resources are insufficient or have been depleted is central to those values.

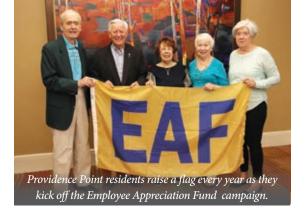
During this fiscal year, the Samaritan Fund for Resident Assistance enabled us to distribute nearly \$4 million in benevolent and uncompensated care. We were also able to raise capital funds this year. With the ongoing support of our donors, who give generously to sustain our mission,

we will continue this cycle of benevolence and respond to the needs of those in our communities.

To that end, Baptist Homes Foundation achieved several milestones in the 2016-2017 fiscal year:

- Raised more than \$1.7 million in cash, pledges and non-cash gifts.
- Broke a record by netting more than \$113,000 at the 24th Annual Baptist Homes Foundation Charity Golf Invitational.
- Generated a record \$260,128 in gifts to the Employee Appreciation Fund (EAF) campaign. Approximately 600

- employees received year-end gifts for their dedication to our residents.
- Presented the first PRN Dining Services Staff Scholarship.
- Conducted our annual donor recognition event with a luncheon at LeMont Restaurant that was completely underwritten by two donors.
- Restructured the development office while saving \$20,000.
- Received three distributions totaling more than \$2,000 from mineral rights received in Monongalia County, WV via a bequest.
- Increased the number of Charitable IRA Rollover gifts from 3 to 21, increasing the amount given the previous fiscal year by more than \$160,000.
- Received an \$80,000 grant from B.K.
 Simon Family Charitable Foundation for activities staff, marking the 10th year the Simon Family has helped deliver service on our BH campus.
- Doubled the number of participants in our Many Hands, One Heart employee campaign.
- Received the fourth \$50k installment of a 10-year \$500,000 pledge for the Baptist Homes campus.
- Received ten irrevocable pledges of Providence Point entry fees, bringing the entry fee pledge total to \$1.1 million over the past two years.
- Held a groundbreaking ceremony for Providence Chapel on Flag Day, June 14, 2017.







JULY 1, 2016-JUNE 30, 2017

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. Pledges are listed at face value in the 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 any form of planned gift as defined in our Gift Acceptance Policy.

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 does 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.

\$100,000-\$499,999

Mr. & Mrs. William A. Barati Mr. & Mrs. Paul C. Emery Dr. & Mrs. Jan D. Smith

\$50,000-\$99,999

Allegheny Foundation B.K. Simon Family Charitable Foundation Mr. & Mrs. Joe R. Irwin Elizabeth and John Surma

\$25,000-\$49,999

Dr. & Mrs. Cleon L. Cornes
Mr. James T. Frantz
Mr. Carl G. Grefenstette
Henry L. Hillman Foundation
Mr. & Mrs. Larry W. Jackley
Dr. Edward W. Jew, Jr.
Mr. & Mrs. R. Drew Kistler
Mr. & Mrs. Robert F. Patton
Mr. & Mrs. Charles J. Queenan, Jr.
Mr. & Mrs. William J. Ward
Mr. & Mrs. Richard V. Westerhoff

Mrs. Mina Belle Packer Wichmann Dr. Margaret Sharrer Wickerham

\$10,000-\$24,999

Curtis Long Term Care Pharmacy Services Industrial Scientific Foundation Mrs. Jessie Lee Farmer rlps Architects Spectrum Consultants, Inc. Transport U, LLC

\$5,000-\$9,999

Anonymous (2)
Albert & Beatrice Hyatt Charitable
Trust
Mr. & Mrs. Alvin W. Allison, Jr.
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Civil & Environmental
Consultants, Inc.
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Dollar Bank
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Mr. Craig G. Ford

JULY 1, 2016-JUNE 30, 2017

\$5,000-\$9,999 (continued)

Genesis HealthCare LLC Mr. & Mrs. Brian T. Gongaware Dr. & Mrs. James D. Hall Mr. & Mrs. Worth M. Helms Mr. & Mrs. Richard D. Klaber Laurel Capital Corporation Mr. & Mrs. Samuel L. Lioon Mr. Viken Mikaelian First Baptist Church of Pittsburgh PPG Industries, Inc. Mr. Ti Revak Mr. & Mrs. Carl W. Schrock Mrs. Barbara S. Steen Mr. Bobb M. Stevens UPMC Health Plan Mrs. Priscilla S. Utzig

\$2,500-\$4,999

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\$1,000-\$2,499

Anonymous (4) Advantage Care Rehabilitation, Inc.

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JULY 1, 2016-JUNE 30, 2017

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JULY 1, 2016-JUNE 30, 2017

\$500-\$999 (continued)

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\$100-\$499

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