



ONE
MISSION

MANY
LIVES

2018
ANNUAL
REPORT



PMMA

Presbyterian
Manors Of
Mid-America

Dear **FRIENDS** of PMMA:

PMMA is in an industry filled with constant challenges of labor, reimbursement and regulations. It is also in an industry that provides an opportunity to live a mission of service to seniors. A purpose that is filled with wonderful people and stories of compassion, friendships and unselfish dedication.

Being a faith-based, not-for-profit organization, PMMA is fortunate to have volunteers and donors who provide gifts of time and money. These gifts are personal and precious acts of kindness. Built on the efforts and dedication of employees, donors and volunteers, PMMA can continue to fulfill its mission of *providing quality senior services guided by Christian values* well into the future.

This report demonstrates our commitment to serve and care for seniors. Our work continues throughout the middle of America and we are thankful for the accomplishments we have made in 2018. As we reflect on the past year, we're also excited at what's in store for 2019—PMMA celebrates 70 years of service, rolls out a new logo that elevates our brand and expands our services with a new community in Colorado.

On behalf of PMMA's leadership and Board of Trustees, thank you for your kind and valuable contributions to PMMA and its family of senior living communities and hospices.

PMMA Board of **TRUSTEES**

Eleanor A. Nelson
Chairperson
Lenexa, Kan.

James J. Cook
Vice Chairperson
St. Louis, Mo.

Gary D. Brennecke
Parsons, Kan.

Richard W. Cumberland
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John Goodwin
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Elizabeth McKell
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Aaron Morrison
Salina, Kan.

Dan Harris
Advisory Member
Dodge City, Kan.

Ex Officio Members

Bruce H. Shogren
President/CEO

W. Stanley Churchill
Legal Counsel

As a not-for-profit organization operating 17 retirement communities in Kansas and Missouri, PMMA's board of trustees is comprised of community and business leaders from the two states. In addition to their general governing responsibility, the volunteer trustees provide input about the needs of seniors, approve corporate policies and help with fundraising. Trustees also may serve in an advisory capacity with individual communities.

Bruce H. Shogren
President/CEO



Eleanor Nelson
Board Chair



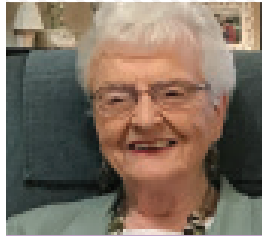
Resident finds **PEACE OF MIND** through the **Good Samaritan Program**

For many years, resident Eleanore Myers served others as a missionary— now we have the honor of serving her. Eleanore and her husband were able to make a home at PMMA in 1998 with the confidence that it wouldn't just be until the money ran out. The following excerpt from a letter written by Eleanore shares how the Good Samaritan Program continues to provide comfort and security at a time in their lives when they need it most.

"The Good Samaritan Program lives out a unique part of the Manor's Christian mission and values. You know once you retire, you worry about your resources. Some residents even question should they be getting by with less in order to save money for the future, like only eating one meal a day rather than all three.

But, this is a place where people care for one another. When we first moved in all those years ago, knowing that no matter what might happen we would never be left out on the street gave us such security and comfort. I knew then, and I know even more so now, that I belong here.

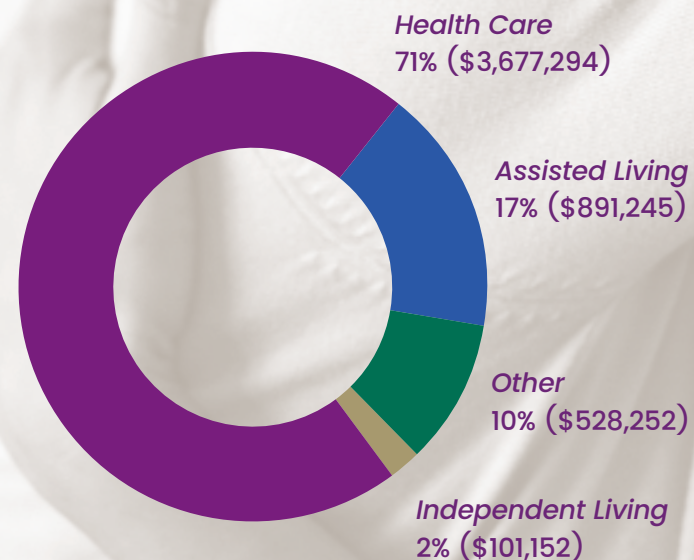
You know God shows up in mighty ways, and the Good Samaritan Program allows the Lord to work through others to help a neighbor in need. While I will never know the many people that help to make this program possible so that people like me may benefit, I am truly grateful for them."



**Eleanore
Myers**
Resident

GOOD SAMARITAN PROGRAM

Need by Level of Care



Overall PMMA GIVING REPORT

The PMMA mission and its unique programs are sustained through the many families, friends, employees and companies that donate each year. **In fiscal year 2018, 2,440 donors gave 6,963 gifts and fundraising dollars increased by more than 200% from fiscal year 2017.**

We couldn't have done it without you.

| | |
|------------------------------|-----------------------------------|
| Number of gifts/donors | 6,963/2,440 |
| Distribution of gifts | |
| Good Samaritan Program | \$515,888.45 |
| Unrestricted | \$513,069.56 |
| Employee Scholarship Program | \$16,809.00 |
| Special event | \$161,756.09 |
| Capital | \$265,472.38 |
| Specified purpose | \$252,811.45 |
| | <hr/> \$1,725,806.93 <hr/> |

Fundraising revenue recorded by the Department of Giving is based on gift receipt date and does not include pledges for future gifts, which may be included in PMMA financial statement reporting.

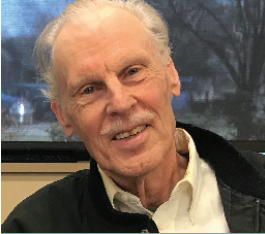
Long-time donor **MOVED** to help others

Whether it's giving his time, his money or a show, giving to others is in Allen McCune's blood.

Every week day, Allen can be found volunteering at the Newton Senior Center. Up to two days a week, he shares his love for animals by volunteering at the Newton Humane Society. A former school counselor, he has a special passion for working with troubled youth. And, to top it off, Allen can be found at a local club one night a week dancing 20-30 dances with his good friend and dance partner of 31 years.

Allen also has a special place in his heart for PMMA. His mother and aunt were both residents at the community in Salina and in their memory Allen has created a blended estate gift that includes several charitable gift annuities, as well as a gift of real estate and other assets—the effects of which will be experienced by generations of residents to come.

"I never made much money while I worked, but I was blessed in my retirement by investments. So, I'm trying to pay it forward and support the Good Samaritan Program," said Allen.



Allen McCune
PMMA Friend
& Donor

How we **SERVE**

At PMMA, the cost of serving the seniors who live in our communities is broken down into four main categories: **clinical, dining and hospitality, operations and administration.**

CLINICAL
41%

DINING
& HOSPITALITY
15%

OPERATIONS
31%

ADMINISTRATION
13%

HEART & SOUL Hospice

A recent addition to PMMA's service offerings, Heart & Soul Hospice provides health care and emotional support to those entering the final stages of life—whether they live within one of our communities or not.

Combining the first-class, intimate care of a small service team with the benevolence of a faith-based organization, Heart & Soul Hospice provides peace of mind and peace of heart to patients and their families.

| | Farmington | Wichita |
|-----------------------------|------------|---------|
| <i>Patients served</i> | 97 | 50 |
| <i>Veterans served</i> | 22 | 10 |
| <i>One More Time Events</i> | 1 | 7 |
| <i>Volunteers</i> | 10 | 9 |



Mike Greene
Son of a Heart
& Soul Patient

“At Heart and Soul Hospice, they are concerned about the whole person—not just the physical health of the person, but the emotional, the psychological wellness—not only of the individual, but also of each family member.”



PMMA Consolidated STATEMENT OF OPERATIONS

| | 2018 | 2017 |
|-------------------------------------|----------------------|----------------------|
| Revenues | | |
| <i>Net resident service revenue</i> | \$128,436,646 | \$126,754,510 |
| <i>Contributions and support</i> | \$2,395,164 | \$620,910 |
| <i>Net investment revenue</i> | \$3,991,767 | \$2,129,248 |
| | \$134,823,577 | \$129,504,668 |
| Expenses | | |
| <i>Salaries and wages</i> | \$59,879,255 | \$58,259,085 |
| <i>Supplies and other</i> | \$51,704,132 | \$48,628,300 |
| <i>Interest</i> | \$14,116,293 | \$15,993,854 |
| | \$125,699,680 | \$122,881,239 |
| Cash Net Operating Income | \$9,123,897 | \$6,623,429 |
| | Years ended June 30. | |

Memorable **MILESTONES**

Communities awarded Emerald Awards

Three communities were recently recognized with an Emerald Award Level One from PMMA for reaching their goals in fiscal year 2018: **Farmington, Arkansas City** and **Fort Scott**. The recognition came through PMMA's Emerald Awards Program, designed to encourage its 17 locations and two hospices to achieve high levels of resident and employee satisfaction, meet financial goals, build philanthropic support for the organization's mission and meet marketing goals.



(Left to right) **Sarah Griggs**, executive director, Arkansas City; **Jane Hull**, executive director, Farmington; **Ginger Nance**, executive director, Fort Scott.

Senior living with a different view

PMMA is expanding its service to seniors in Colorado. With great views of Pikes Peak, Garden of the Gods and the Rocky Mountains, **Aberdeen Ridge** will be PMMA's new 15-acre campus featuring independent living, assisted living and memory care apartments with a variety of floor plans as well as robust programming and high-quality services for which PMMA is known.

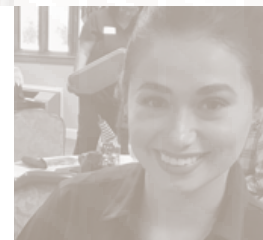
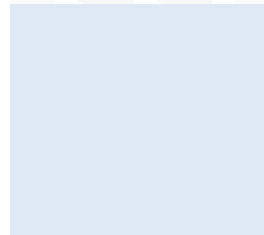


Rendering of
Aberdeen Ridge

Recognizing longevity and commitment

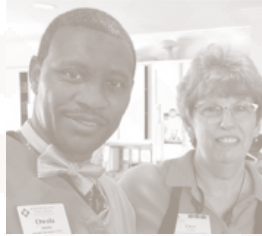
In 2018, PMMA recognized 21 employees who have served the mission for 20 or more years. Congratulations to these individuals for achieving this milestone anniversary!

Janice Deiter – Topeka, 20 years
Noelle Dickinson – Newton, 20 years
Brenda Hammons – Rolla, 20 years
Julie McCoy – Arkansas City, 20 years
Candy McGuire – Wichita, 20 years
Terry Miller – Emporia, 20 years
Christie Patrick – PMMA, 20 years
Amy Peterson – Salina, 20 years
Ofelia Rincones – Manor of the Plains, 20 years
Brenda Sump – Clay Center, 20 years
Theresa Wood – Rolla, 20 years
Anna Barton – Farmington, 25 years
Jodi Gawith – Salina, 25 years
Lynn Haverkamp – Topeka, 25 years
Cindy Minnie – Arkansas City, 25 years
Alvin Savage – Newton, 25 years
Cynthia Sawyer – Topeka, 25 years
Louanne Burgess – Lawrence, 30 years
Linda Coleman – Lawrence, 30 years
Sherry Hind – PMMA, 40 years
Sally Foss – Topeka, 44 years



PMMA programs take employees to new heights

At PMMA, our staff is the pillar of who we are. That's why we believe so strongly in investing in their future. Each year, through our PMMA Scholarship Program, we award scholarship funds by providing reimbursement for a portion of tuition for accredited educational programs leading to a certification, license or degree in a field that relates to an employee's job. For the 2018-2019 academic year, PMMA awarded scholarship funds to 33 employees totaling nearly \$80,000.



13 communities receive five-star rating

Every year, the Centers for Medicare and Medicaid Services (CMS)—the government agency that sets and enforces standards for nursing homes—assigns one to five stars to each community for how well it performs in health inspections, nurse staffing and level of quality care. In 2017-18, 13 PMMA locations received five-star ratings: **Aberdeen Village** (Olathe), **Emporia**, **Lawrence**, **Newton**, **Parsons**, **Salina**, **Sterling**, **Topeka** and **Wichita** in Kansas and **Aberdeen Heights** (Kirkwood), **Farmington**, **Fulton** and **Rolla** in Missouri.



Communities earn zero-deficiency rating

Each year, senior living communities are surveyed by their licensing agency for compliance of regulations established by the Kansas and Missouri Departments of aging and CMS. These regulations, which number in the hundreds, are designed to ensure a standard of care is met. By meeting this standard, senior living communities are able to renew their licenses and continue to provide care. We are proud of our communities in **Rolla** and **Newton** who earned a zero-deficiency health care survey following their annual inspections in 2018.

PMMA celebrates 70 years with new logo

On Founder's Day 2019, PMMA celebrated its 70th anniversary and, to mark the occasion, we unveiled a new logo that points to the future, while exemplifying the founding legacy and our commitment to *providing quality senior services guided by Christian values.*



The upward "V" elements contained within the mark serve to remind us that our core purpose is to provide compassionate and caring services to better the lives of seniors.

Depending on its use, the diamond featured in the logo could be represented in gold, purple or green. **Gold** relates to the gold standard in providing quality senior services, **purple** refers to the faith-based mission that is fulfilled daily by the staff members at each PMMA community and **green** communicates our commitment to healthy living.



Bruce Shogren
congratulates
Sherry Hind
on 40 years
of service

Recognizing 40 years of service

Sherry Hind, vice president of corporate administrative services, celebrated her 40th anniversary at PMMA in 2018, but it has been a part of her life far longer.

"My mother, Lois Hind, joined PMMA in 1960 as a secretary for Dr. Nelson, the organization's first CEO. I enjoyed going to the office with her."

Years later, Sherry's father became a resident at Newton Presbyterian Manor. "I could see first-hand how well my father was cared for," says Sherry. "I know from experience how far PMMA goes to live up to its mission statement: *To deliver quality care guided by Christian values.*"

Committed to the **MISSION** and **SPIRIT**
of **volunteerism**

Every day, PMMA volunteers make time to serve. Some share talents of singing while others help with fundraising efforts. No matter the role, the gift of time is precious.

During their first donor and volunteer event in September 2018, Arkansas City Presbyterian Manor recognized Jan Pringle, the current co-chair of the Dick Metz Memorial Golf Tournament with the Distinguished Leadership Award.

Jan’s love for golfing developed when she started playing as an adult and it has become something she shares with her granddaughter, who golfed all through high school. One of her favorite things to do is spend time with her family and friends on the golf course.

Jan’s hard work and contributions to the golf tournament have helped raise tens of thousands of dollars to assist with providing a high level of care to our residents.

For Jan, volunteering is always worthwhile and she is happy she found a way to help people while growing her love for the sport—while spending time with the other members of the committee and staff who have become close friends.

Thank you to Jan and all of the volunteers who enhance the PMMA mission.

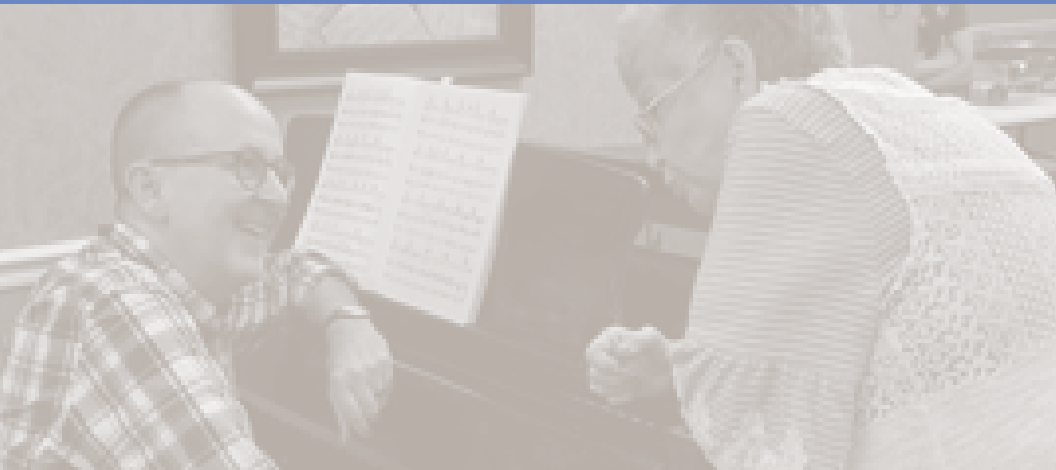
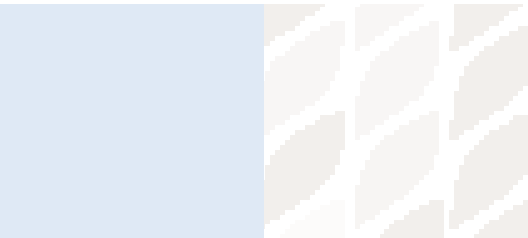


Jan Pringle
PMMA
Volunteer



VOLUNTEERS by community

| | | | |
|---------------------|----|---------------------|-----|
| Aberdeen Heights | 22 | Newton | 155 |
| Aberdeen Village | 59 | Parsons | 9 |
| Arkansas City | 72 | Rolla | 58 |
| Clay Center | 17 | Salina | 95 |
| Emporia | 34 | Sterling | 29 |
| Farmington | 58 | Topeka | 13 |
| Fort Scott | 43 | Wichita | 29 |
| Fulton | 14 | Hospice, Farmington | 10 |
| Lawrence | 55 | Hospice, Wichita | 9 |
| Manor of the Plains | 70 | | |





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