

Behind the PMMA mission, the board of trustees and leadership are in prayer for wisdom, discernment, compassion and hope amid the challenging labor market in the senior living landscape. PMMA's human resources team is working alongside the communities and schools to enhance employee recruitment and retention efforts. The Employee Scholarship Program is also influencing retention efforts. Last year, thanks to you, 23 employees received funds to pursue educational dreams and grow in their field of study.

You help make it possible for the mission of PMMA to enhance care, expand and improve campuses and help seniors **live the way they want to live**. In this annual report, we share key metrics and financial figures so that you understand the mission is making a true difference in the lives of the 2,300 residents that call their PMMA communities home. You are an important stakeholder in a never-ending pursuit of being a trusted resource for seniors and their families.

Thank you for giving hope and compassion to the residents and families we so proudly serve.



**Bruce H. Shogren**  
*President/CEO*



**James Cook**  
*Board Chair*

PMMA **BOARD of TRUSTEES**

Robert S. Bonney; Gary D. Brennecke; Rev. John Goodwin;  
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Eleanor Nelson; Kevin J. Arnel, *legal counsel*



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Wichita, KS 67220

# LIVE WORK GIVE



2019 ANNUAL REPORT

## Dear **FRIENDS,**

There are many reasons that lead people to a PMMA community, but ultimately they are seeking a solution. For some, it may be a choice to free themselves from the responsibilities of homeownership and allow more time for lifestyle activities. For others, it wasn't a choice they made, but one that was made for them with the help of family, a doctor or even a terminal diagnosis. No matter the reason, once an individual moves into PMMA, they are treated like family in an extraordinary mission to **provide quality senior services guided by Christian values**.

You help make the PMMA family extraordinary. There are many wonderful organizations out there providing great care and service, but there is only one PMMA and there is only one **YOU**. Together, we are making differences in the lives of those we serve.

Fiscal year 2019 continued to represent challenges navigating the regulatory landscape, as our clinical teams prepared for new regulations enforced by the Centers for Medicare and Medicaid. Months of preparation and investment of resources into software and training ensure sustainable and compliant quality care.

The economic pressures that come with a disease diagnosis or simply living longer than planned, creates a tremendous need for our Good Samaritan Program. In FY 2019, we served 406 seniors through the Good Samaritan Program, which equates to \$5,023,000 of unreimbursed care. Donors are a critical part of the formula to provide care and services efficiently and effectively as resources are strained.

# Breaking through barriers with LOVE and SERVICE



*Dale and Marcia Schuler, 1968*

And no one did it better than **Marcia Schuler**.

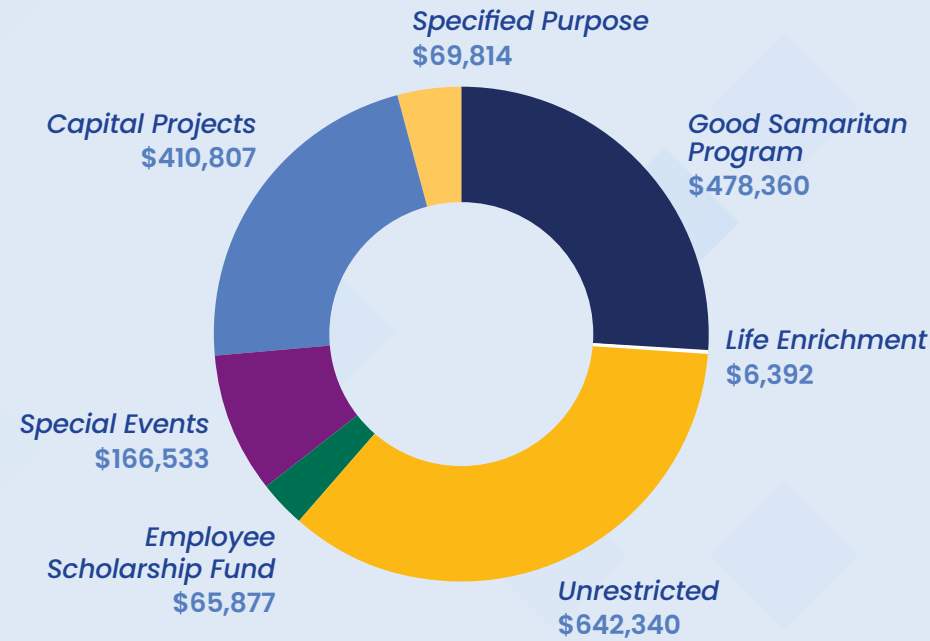
Marcia was something of a pioneer in the early 1970s. She began as a housewife and homemaker until her son Mike was 8. According to Mike and his sister, Debbie, “She wanted to earn more income having come from very humble beginnings. She did not have indoor plumbing until she married dad.” So began her professional journey in healthcare administration within PMMA. “It took a little time for dad to appreciate and support her in this role.”

Following retirement, Marcia and her husband, Dale, moved to Aberdeen Village where she thrived. As a resident she expanded her volunteer duties to include Friday afternoon art classes. Marcia was always a giver. She was committed to the Good Samaritan Program, witnessing firsthand how it helped residents who outlived their resources live out their days at PMMA just as she did.

We lost Marcia in September of 2019 but the number of lives she touched—and continues to touch—is *immeasurable*.

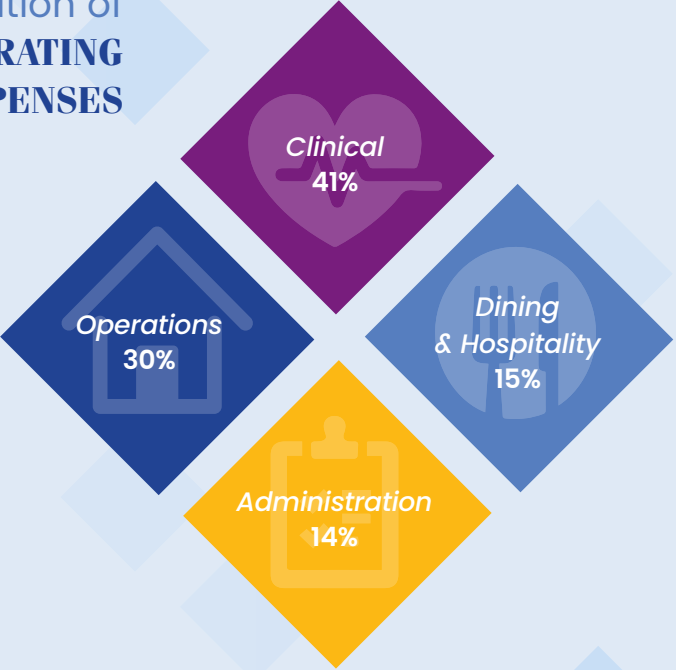
## DONATION Revenue

In FY 2019, 2,397 donors made 7,431 gifts to benefit residents and programs throughout the PMMA network of care. Every gift is at work for the mission to *provide quality senior services guided by Christian values*.



*Figures are based on calculations collected and managed by the Department of Giving.*

## Allocation of OPERATING EXPENSES



## VOLUNTEER Support

In 2019, PMMA communities overhauled the volunteer program to include expanded screening that allows young people to volunteer at the age of 12 with an adult. 849 individuals and organizations shared their time totaling 13,111 hours. On a daily basis across our network of care, volunteers assisted residents to chapel, provided manicures and spent time helping residents with technology needs like providing help with FaceTime and setting up an email or Facebook account.

**Volunteers matter!**

## PMMA Consolidated STATEMENT OF OPERATIONS

	2019	2018
<b>Revenues</b>		
Net resident service revenue	\$128,165,761	\$128,436,646
Contributions and support	\$2,041,617	\$2,395,164
Net investment revenue	\$4,481,676	\$3,991,767
	<b>\$134,689,054</b>	<b>\$134,823,577</b>
<b>Expenses</b>		
Salaries and wages	\$60,676,876	\$59,879,255
Supplies and other	\$55,327,394	\$51,704,132
Interest	\$13,984,207	\$14,116,293
	<b>\$129,988,478</b>	<b>\$125,699,680</b>
<b>Cash Net Operating Income</b>	<b>\$4,700,577</b>	<b>\$9,123,897</b>

Years ended June 30.