LETTER FROM THE CHAIR OF DIRECTORS, CHAIR OF TRUSTEES AND PRESIDENT

We have a new name — United Methodist Communities. Undoubtedly, the new brand stands out as the most far-reaching news of fiscal year 2016, which led to the theme for our annual report. Publicly announced in April 2016 after more than two years of planning and development, United Methodist Homes of New Jersey became United Methodist Communities and adopted the tagline, Abundant Life for Seniors.

“Communities” speaks to reaching seniors wherever they may live and more effectively explains our mission and Strategic Plan. Placing the parent name before the individual community names, such as United Methodist Communities at Bristol Glen, builds long-term name recognition. Our new logo, composed of four unique and richly-colored and connected houses in the form of a cross, conveys unity in mission, diversity, faith-based roots and a colorful tapestry of abundant life.

Consistent with our Strategic Plan initiative to expand home and community based services, additional senior resource cafés launched, bringing the total to eight. To meet its increasing popularity, The Wesleyan Café moved from United Methodist Communities at The Wesleyan to the Women’s Club of Red Bank, in the heart of the downtown. Several operate in public spaces, increasing visibility and encouraging seniors to casually drop-in, take a class, eat lunch, exercise, dance, join a book club, access resources, engage in discussion, listen to speakers, and socialize. Professional onsite resource coordinators offer participants and their families information about meals, home care, tele-health, transportation and other services to help seniors successfully age in place at home.

Much has been accomplished under Service Expansion:
• HomeWorks, our home care business, has hired an executive director.
• Bridges at The Shores expanded from six, one-bedroom hospice-dedicated apartments to twelve.
• United Methodist Communities at Collingswood and at Pitman established SeniorFITness programs.

Three United Methodist Communities campuses offer Transitions. The niche bridges recovery in a homelike apartment setting for people not quite ready to return home or in need of additional support. Our full-service communities continue to alter their healthcare residences from clinical to household models. The Shores now has three households with cozy living rooms, intimate dining rooms and inviting working kitchens. The overall goal is to reduce the clinical focus and augment the normalcy of life. Collingswood will soon begin construction, paving the way for additional culture change.

Healthcare reform challenges us to be more efficient in giving care, improving outcomes and optimizing resources. United Methodist Communities has been at the forefront of collaborating with service providers to achieve better outcomes for residents and other clients. Our full-service communities have established preferred provider status among their surrounding networks of hospitals, physician groups, rehabilitation facilities, and home health agencies. Clinical data has documented our capacity to be a strong partner for insurance carriers, regulators, and accountable care organizations, to name a few.

Robust rehabilitation therapies, SeniorFITness and Transitions have placed United Methodist Communities on the map as a high performer. As added reinforcement, they have helped us meet or exceed state and national benchmarks, particularly related to lengths-of-stay and readmission rates, both strong measures of quality.

United Methodist Communities received numerous awards during fiscal year 2015. Prominently among these, EAGLE (Educational Assessment Guidelines Leading toward Excellence) accreditation from the United Methodist Association (UMA), is the only faith-based accrediting body in the world that recognizes organizations that voluntarily go beyond the minimum requirements of licensure to improve operational processes and outcomes.

EAGLE’s beneficial and far-reaching standards:
• Establish responsible stewardship over physical and financial assets.
• Affirm not-for-profit status by reinforcing community benefit and spiritual values.
• Curb public perception as faith-based organizations are held to a higher standard.
• Provide external accountability and built-in methods for continuous improvement.

The EAGLE Accreditation continues for four years during which, United Methodist Communities will be responsible for continuing to meet or exceed all EAGLE principles, submit annual reports and successfully respond to all commission requirements.

For the past two years and as one component of a comprehensive mission education program, Rev. John Callanan, corporate director of mission and pastoral care, led 35 fellow associates on a two-day, American Methodist Heritage Spiritual Pilgrimage. Stops in Philadelphia and Baltimore spoke to the UMC’s history, mission, vision and values, all vibrant parts of its Wesleyan identity as a United Methodist Health and Welfare Ministry. During the EAGLE accreditation process, our mission and pastoral care initiatives received five verbal commendations from the survey team and the pilgrimage won a national Best Practice Award for mission education.

We created Associate Mission Teams in our full-service communities, which inspire associate ownership of our core values through local activities and by developing associate-led Housing Mission Teams that engage residents. We completed a Wesleyan Ethical Decision-Making Model, which will be field-tested during the coming year. Also, we enhanced our Spiritual Care Teams, by creating a Clergy Volunteer Program at The Shores, initiating a Chaplain Intern position at Francis Asbury, and by again hosting Summer Clinical Pastoral Education Chaplain Interns at three campuses.

We concluded fiscal year 2016 with an overall increase in net assets and retained our investment grade bond rating with a stable outlook (see pages 7 and 8 for the audited Statements and Balance Sheets).

On behalf of the United Methodist Communities family, we extend our sincerest gratitude! Whatever your contributions, donors ideally model community, as their support strengthens and upholds the entire organization. In an ever-changing and very competitive healthcare environment, we consider this an extraordinary blessing. As a faithful supporter, your outstanding and collective effort has enabled United Methodist Communities to remain a longstanding leader in senior care and services. We are very grateful for the role you continue to play in our shared ministry.

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Virginia Samuel Cetuk
Chair
Board of Directors
United Methodist Communities

Lawrence D. Carlson
President & CEO
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Chair yoga students, led by Pat Richter, savor mild weather on the porch of the Woman’s Club of Red Bank, where The Wesleyan holds their senior resource café each Wednesday.

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3
COMMUNITY BENEFIT

HEALTH $328,967
Community health improves through free health education, resources and opportunities for future health professionals to gain experience and hone their skills.

COMMUNITY RESOURCES $434,259
Newly-developed Senior Resource Cafés offer weekly meeting places for older adults to take classes, receive health information and much more. Internships and Workforce Development give back to and strengthen local economies.

FINANCIAL SUPPORT $14,335,000
United Methodist Communities’ financial support takes many forms. Among these, we cover the cost of charity care, supplements what Medicaid does not cover, and provides cash and in-kind contributions to clients and residents in need. We voluntarily enter into PILOT (Payment in Lieu of Taxes) Agreements with our towns.

TOTAL FINANCIAL IMPACT $15,098,226

1,243 residents served
1,888 average monthly visits to our SeniorFITness gyms
$647,951 value of volunteer hours
50% of persons discharged from sub-acute to home voluntarily received free follow-up visits and/or phone calls
93.4% of sub-acute residents do not return to the hospital within 30 days
178 residents benefited from charitable care
$6MIL of uncompensated charitable care
26,000+ pastoral contacts
$647,951 value of volunteer hours
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26,000+ pastoral contacts

A trusted voice and resource for older adults in New Jersey for over 100 years

*Statistics as of June 30, 2016, except pastoral contacts which are as of August 31, 2016
Reaching out to the greater community and beyond our walls is a natural extension of our mission, as exemplified by these two vignettes.

STORIED NEIGHBORS
The Garfield Elementary School and United Methodist Communities at Collingswood, both with Haddon Avenue locations, make for a perfect partnership. Over the years, the next door neighbors have taken advantage of intergenerational opportunities. Summers have been no exception to the exchange.

Forty-eight children from kindergarten through the fourth grade, who participated in the school’s summer camp walked to Collingswood on a weekly basis, in groups of 10 to 15 students. After enthusiastically greeting one another, residents Lois Munch, Dot Keim, Joyce Leap, and Dorothy Wolff, happily read a variety of stories to the children, full of energy, questions and comments. Each group took their turn walking over and hearing the stories, until all 48 had the experience.

At the end of the summer on their last visit, the students and Collingswood volunteers celebrated with ice cream and cookies and one final story — until their return next summer. The grateful students left presents for the volunteer readers, who felt purpose and joy in sharing.

BRISTOL GLEN KNOW-HOW
United Methodist Communities at Bristol Glen has been an internship site for Higher Opportunities for Women (HOW). The job skills training program at Project Self-Sufficiency of Sussex County, prepares women for entry-level office positions and mandates 80 hours of computer skills training, 40 hours of classroom instruction and 120 hours of on-the-job work experience at a local employer. They receive all these components, rejuvenating their work skills and boosting their confidence as they re-enter the workforce. The women learn about career opportunities, gain practical life skills, and help with resume preparation and interviewing tactics. In addition to the program supporting education for women in Sussex and Warren counties, several interning at Bristol Glen were hired on a permanent basis after completing the requirements. More than 700 women have graduated from the HOW program, gaining marketable skills and moving into the workforce.

Erin Zabriskie, currently a maintenance clerk at Bristol Glen, secured her position after completing a HOW internship there.

Lois Munch and Dorothy Keim share stories, shaded by Collingswood’s large trees, which yield a cool sanctuary for eager campers every summer.

Savvy Seniors, the senior resource café at Collingswood offers a journalism group.

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Savvy Seniors, the senior resource café at Collingswood offers a journalism group.
Although Wesley Fox, resident of The Wesleyan, likes to play pool, his real love is visual art.

Charles Perkins, an Army veteran who was deployed to Korea, enjoys playing cards and membership in the Eleven Brothers, a social club.

Military veterans Wayne Szalma, Pitman maintenance associate, and resident, Bill Glover, share stories of their service.
Sam Dover, a music enthusiast, spends a lot of time listening to his favorite performers at his Bishop Taylor apartment home and on the road.

Support from steadfast and generous donors sustains our mission: compassionately serving in community so that all are free to choose abundant life. The Fellowship Fund, a cornerstone of United Methodist Communities’ ministry, reflects our values of compassion, respect, stewardship and service. Your gifts bring hope, peace-of-mind and affirms our commitment to innovate and grow older adult services throughout New Jersey.

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Residents Mabel Connor, Bob Little, Jane Hasenbalg and James Pettitt take a break in the rotunda during a photo shoot at Bristol Glen.
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donors who have included the
United Methodist Communities
Foundation in their estate
plans. Support comes through
charitable gift annuities,
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By providing much needed
financial support to our
communities, these members
demonstrate their commitment
to our mission and to the
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in Baltimore, one stop along the American
Methodist Heritage Spiritual Pilgrimage, is
the birthplace of the Methodist Episcopal
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Christmas Conference of 1784.

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Compassionately serving in community so that all are free to choose abundant life

OUR VISION
Growing through creativity, innovation and gracious hospitality

OUR VALUES
Compassion
Demonstrating love in our daily interactions
Respect
Seeing and valuing sacred worth
Stewardship
Faithfully managing the resources entrusted to us
Service
Finding joy in caring

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ON THE COVER
Cecilia Santiago, a resident of The Wesleyan, finds joy in teaching fellow seniors to dance and how to use iPads, smartphones and computers.