

Interlink

ERS
When you love
what you do, it shows!

Integrated System Will Be Live Coming Soon

New Payroll System Chosen for ERS

ERS is excited to announce that, effective July 1, 2019, Paycor will be the new provider of our payroll and human resources software.

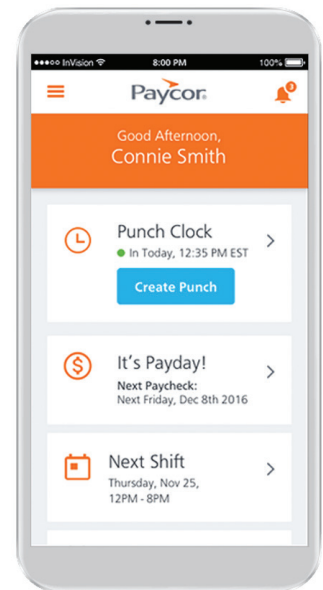
Paycor provides an integrated payroll, HR, time and attendance, onboarding, learning management, and performance management software which we believe will be a significant upgrade for ERS managers and staff.

So, what does this mean for staff? Paycor has a very user friendly Employee Self Service module, which can be accessed easily by computer, ipad or other mobile device or through the Paycor app.

You will be able to

- access your punches so that you can verify your time worked
- see your paychecks
- make changes to your personal information
- access W2 information
- enroll for benefits
- access learning opportunities
- and much more.

We will be providing training to team members in June to ensure that they are able to access the self service module prior to the effective date of the new system. Stay tuned for more information on this exciting transition.



EBMS miBenefits Portal Coming Soon

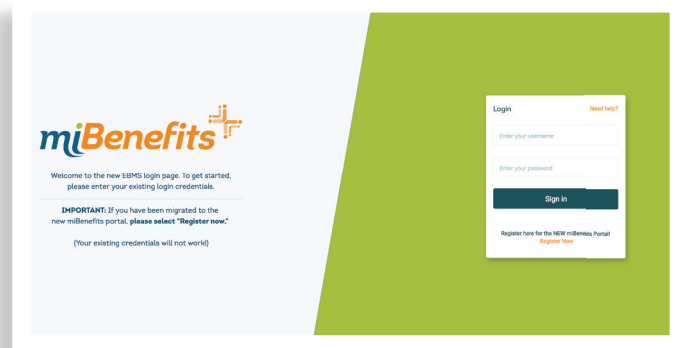
Also coming soon:

EBMS, the third party administrator that processes the claims for ERS' health insurance, is rolling out a new website.

You will be able to manage your benefits online from either your computer or your mobile device, with the new EBMS miBenefits portal.

What you'll find on the miBenefits portal:

- Access to your medical, prescription, and HSA/HRA information
- See claims in real-time
- Track where you are in terms of meeting deductible and out-of-pocket maximums
- Quick links to find a physician and order an ID card
- Simplified navigation – get 80% of what you need right from the home page



If you were using the existing miBenefits website, you will need to set up a new account.

The HR team will share more information on this enhanced benefits portal.

Milestone Anniversaries

Congratulations to the following individuals who have celebrated a "milestone" anniversary with ERS

Affordable Living

Diane Schneiderman.....5

Blanchester

Gayle Porter5

Canterbury Court

Kimmie Kulfan.....5

Terry Ramirez.....1

Central Parkway Place

Whitney Tidwell.....1

Deupree House

Julia Thomas20

John Parker.....20

James Fisher15

Sandy Bachman.....1

Garet Aveyard.....1

Kennedy Moi1

Kristen Crabtree.....1

Marina Shepard1

Adelyn Smith.....1

Deupree Cottages

Aaronisha Webster.....1

Alex Joseck.....1

Stephanie Scurry1

Sarah McNeill1

Maggie Joseph.....1

Deborah Crowe1

LaPaula Baber1

ERS Support Services

Laura Lamb.....25

Megan Bradford.....10

Monique Reed1

Kim Harrison.....1

Susan Cleverly1

Feoshia Davis1

Living Well Senior Solutions

Cynthia Herman1

Marjorie P. Lee

Judi Dean30

Anna Lyle25

Mary Sheldon15

Josey Creech.....15

Mindy Sims5

Abena Boggs5

Nita Moses.....5

Kia Austin5

Kenicha Scott1

Cheryl Hanna.....1

David Spurling.....1

Ashley Bradley.....1

Jared Brown1

Amaryah Hanley1

Brian Rozumny1

Diane Brown1

Tylynn Bledsoe.....1

Jamese Hubbard1

Marcella Pitter.....1

Tresta Davis.....1

Jada Johnson1

Ronnika Durham1

Andrea Robinson.....1

Julie Stropes1

Monica Dornoff.....1

Joni Sinclair1

Jaylynn Crowder.....1

Maranda Holzmacher.....1

Theo Barnes.....1

Rashida Pearson.....1

Sarah Lawless.....1

Tristan Ingram1

Edith Holloway.....1

Meals On Wheels

Harold Walker.....5

New Carlisle Village

Christine Krimm1

Parish Health Ministry

Mary Ellyn Pusz.....15

Shawnee Place

Rita Jones.....1

St. Paul Village

Althea May1

New Faces

Welcome to the following individuals who have recently joined the ERS team

Affordable Living

Debbie Whiteside

Kitty Sanderfer

Central Parkway Place

Nate Kendricks

Deupree House

Alisha Hutchinson

Kayla Lovins

Liti Zabad

Asia McKenzie

Lauren Kaminer

Maleeka Barnett

Martha Washington

Wyatt LeMay

Danielle Mattlin

Episcopal Church Home

Adelaide Yeboah

Allison Bytheway

Brooke Veach

Gale Baber

Spring W.O.W. Meetings

W.O.W. = What's Occurring Within ERS

Spring WOW meetings, hosted by the ERS Servant Leadership team, will take place in April. Please make sure you attend a live session or a Go-to-Meeting. Topics include 2019 ERS strategic initiatives, financial overview, Human Resources updates, Affordable Living growth and more. If attending a Go-to-Meeting please contact Katie Coughlin (ERS) or Gabe Kesterson (ECH) for assistance.

Date	Time	Location
4/16/2019 Tuesday	2 p.m.	Winton Woods Affordable Living Teams Off-site
4/22/2019 Monday	1:30 p.m.	DH, Private Dining Rm (to include MOW)
	7 p.m.	ECH, Gheens Towne Hall
	7:45 p.m.	
	9 p.m.	MPL, Event Center
4/23/2019 Tuesday	11:55 p.m.	
	7 a.m.	ECH, Gheens Towne Hall
	7:45 a.m.	
	11 a.m.	Deupree Cottages, Colonial Den
	1 p.m.	ECH, Gheens Towne Hall
	1:45 p.m.	
	2 p.m.	MPL, Event Center & Go-to-Meeting
4/24/2019 Wednesday	4 p.m.	DH, Private Dining Rm
4/25/2019 Thursday	10 a.m.	ERS, Lg Conference Room
4/26/2019 Friday	4 p.m.	MPL, Event Center
	10 a.m.	MPL, Event Center & Go-to-Meeting

Isha Pina

Jessica Gardner

Philip Johnson

Tandricka Gates

Tarina Brown

Tina Meredith

Zita Jackson

Cevetta Johnson

Karen Wilson

She'Tarra Reese

Tyia Diallo

Vicki Connor

ERS Support Services

Sarah Meyer

Scott Rouse

Living Well Senior Solutions

Susan Miller

Madison Villa

Jerome Williams

Marjorie P. Lee

Demetrius Smith

Ethel Nnanyelugo

Kelsie Dabbelt

Krystal Devine

Mackenzie Wolfson

Raven Mosley

Shirley Bradberry

Tonisha Wright

Amber Young

Ann MacDonald

Brian Anderson

Daniel Able

Demitrius Prosser

Jack Graber

Jaclyn Fahey

Kittie Brooks

Mariann Crooks

Nathan Beighle

Nekia Butler

Teresa Isaacs

Albarina Maddox

Chris Moll

Meals On Wheels

David Cook

DeMario Davis

Jean Lameier

Rick Baker

Roberta Horne

Whitney Brewster

Sunrise Terrace

Emily Cook

Mike Shy

Thomaston Woods

Tammie Armstrong

Val Kirieliuss

Not Just Acquainted, ‘We’re Friends’

Meals On Wheels recipient Clif Jones’ living room looks a lot different than it used to. The former accountant is a longtime jazz aficionado, owning hundreds of record albums and boasting just as many stories about meeting jazz greats like Miles Davis. But home-bound and living alone, for years he had no way to recover the records where they were stored in his basement, nor did he own a record player to listen to them—until he met Sammy Thomas, a Meals On Wheels driver who’d always stop to chat when he dropped off his deliveries.

Sammy, who had lost his wife and one of his daughters to diabetes, developed a friendship with Mr. Jones—and after hearing about his love of music, decided to buy him a record player so Mr. Jones could have that piece of his life back.



“Sammy found the way to [Mr. Jones’] heart,” says Tsippy Gottlieb, Director of Deupree Meals On Wheels. “Just paying attention to someone’s needs and doing something small can make another person very happy, and that’s what our volunteers bring to this program.”

There’s dozens of stories like

this within the Meals On Wheels program at Deupree. Last year, the program served 717 clients for a total of 129,205 meals, all delivered by a devoted staff and approximately 60 volunteers.

“What we do is very unique,” adds Tsippy. “It’s creating a safety net and a second family.”

Visit the Wellbeing Portal to Start Your Scorecard

The 2019 ERS Staff Wellbeing Scorecard is now open!

This scorecard, and the other resources available on the wellbeing portal, are tools to help you achieve your highest personal level of wellbeing.

When you complete your scorecard between January 1, 2019 and December 31, 2019 and submit required documentation to TriHealth no later than January 13, 2020, you will earn your full Wellbeing incentive. Incentives include an additional \$700 HSA contribution for staff and \$700 HSA contribution for spouse if covered on ERS health insurance OR a \$100 gift card for staff not participating in

TriHealthCorporateWellness.com

the ERS health insurance program.

You will see one change with the 2019 Scorecard. A Wellbeing Consultation (a one-on-one phone call with a TriHealth Health Coach previously required for everyone) is only required for those with 3 or more biometric measures outside of the optimal range in 2018. All those with 2 or fewer biometric measures outside of the optimal range in 2018 will find the Wellbeing Consultation credit waived on their 2019 scorecard.

You can find your scorecard on the wellbeing portal at: **TriHealthCorporateWellness.com**

As a reminder your username template is as follows:

- ERS, plus
- First four letters of first name, plus
- First four letters of last name, plus
- 2-digit birth month and 2-digit birth day (MMDD format)

The wellbeing portal also offers a health topic library, recipes, food logs, exercise logs, exercise examples and more.

If you have any questions about the wellbeing program or the portal, please contact your TriHealth Wellbeing Team at ERSWellbeing@Trihealth.com or 513-977-0027.

Retain Top Talent with We Care Connect

As unemployment numbers continue to decrease, we are seeing fewer and fewer candidates apply for each of our open positions. This decrease is calling us to think differently about our recruitment efforts. We are working hard to make sure ERS is positioned as an Employer of Choice in our cities of operation. In addition to recruitment, the tightening market also challenges us to increase our retention efforts.

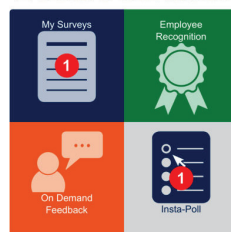
Hiring great talent is very important to ERS. Did you know that general statistics show that more than one-third of all team members we hire will most likely resign within the first six months of employment? This is very costly and disruptive in the care we deliver to our residents and clients. On the flip side, those same statistics show that if we retain a new team

member for six months that they likely to stay with us at least two years. The most important thing we can do to encourage our new team members to stay is to foster an environment where they feel welcomed, valued and safe to ask questions.

We are excited to share with you that we have engaged a new service that we are hopeful will help us in retaining our newly hired team members. The organization is called We Care Connect. It was founded based on an internal need by a fellow Leading Age community, Wellspring Lutheran Services. They are now serving over 500 Leading Age members in 26 states with this service.

We Care Connect will obtain feedback from new hires, and in a very

WeCare Connect™



timely manner, provide satisfaction data to ERS. They will provide four touchpoints with our newly hired team members, at 2 weeks, 45 days, 75 days and 6 months. Touchpoints will take place by phone, email

and/or text. During these touch point meetings, the new team member will be asked 10-12 questions, focusing on their interview experience, introduction to ERS, new hire onboarding processing, departmental orientation, organizational training, team relationships, and more. Any issues that may be shared during the touch point meeting are brought to our attention immediately, giving us a timely opportunity to intervene and increases our chances of retaining the team member.

Successful Internal Promotions in 2018

We are proud that learning and growing is a strong part of the ERS culture. In 2018, we had 33 team members from across the organization who were promoted in some capacity. Let's highlight three areas that saw significant growth:

ECH Nursing:

ECH promoted 5 LPN's to RN's. The RN promotions at ECH are quite significant and a cause for celebration. As our LPN team members grow and advance in their clinical careers by becoming RNs, they have chosen to stay and have their career continue with ECH. The ECH campus has established a reputation in the Louisville market as a place where RNs are highly engaged.

DID YOU KNOW?

33 ERS team members were promoted last year.

ERS Accounting and Finance:

Our Accounting and Finance department experienced tremendous growth in 2018. With this growth, we promoted 4 team members, including one team member who has worked in ERS dining services since 2013 while finishing high school and going to college. She graduated with her degree in Finance. When a position for an entry-level accountant was posted, she quickly applied and was

thrilled when selected stating that she never thought she'd find another company like ERS.

Affordable Living:

Affordable Living positions are unique in the marketplace. Finding the right fit is often challenging so when we can grow team members from within it is truly a win/win. The Affordable Living team promoted 3 team members to community manager positions and promoted 3 team members within their Facilities/Maintenance teams from technicians to supervisors or managers.

If you are looking for ways to grow in your career at ERS, have a conversation with your manager or Molly deJesus in Human Resources.

Scheper Ridge to be our next community

Affordable Living by ERS (AL by ERS) will build a \$9.1 million retirement community in Florence, Ky.

“ERS is proud to announce our 30th retirement community, and to welcome Scheper Ridge as an official member of the ERS family,” said ERS President and CEO Laura Lamb.

The community off of Gunpowder Road, to be called Scheper Ridge, will include 48 apartments for low-income seniors.

The wooded site is on a hilltop overlooking U.S. 42 as it heads through Boone County toward the city of Union.

Construction is to begin in early 2020 and be completed by summer 2021.

The community will be named for Paul Scheper, who joined ERS in 1982 and retired last year after



Laura Lamb, Dell Carter, center, and retired CFO Paul Scheper, visit the site of Scheper Ridge.

36 years as our CFO. Paul was an inspired leader who was instrumental in the growth and expansion of ERS. “And what a better opportunity to further the mission of ERS, than through the legacy of Paul Scheper, whose skills, intelligence and experience have helped guide ERS

along this incredible journey,” said CFO Dell Carter.

ERS now owns and operates 30 retirement communities spread across Ohio, Kentucky, and Indiana.

— Parts of this story are reprinted from a March 5 news article by the Cincinnati Business Courier.

LeadingAge Scholarship Opportunities

2019 LeadingAge Kentucky Scholarship

LeadingAge Kentucky each year awards one (1) \$2,000.00 Scholarship. All applicants must complete the application form and the form must be submitted to the LeadingAge Kentucky office and must be accompanied by a recommendation by the facility administrator or the applicant's direct supervisor or both. The winner will be announced at LeadingAge Kentucky's Annual Conference Awards Luncheon, October 11, 2019.

Call 502.992.4380, visit the website leadingageky.org or email info@leadingageky.org for more information or visit HR for assistance.

2019 LeadingAge Ohio Foundation Scholarship

The LeadingAge Ohio Foundation is a not-for-profit subsidiary of LeadingAge Ohio and supports member employees through a scholarship program helping individuals to further their careers within senior services. The Foundation Board is working on changes to the current



“It’s so wonderful being a part of an organization that cares so much about its employees! This scholarship means so much to me. I am forever grateful!”

— Past LeadingAge Ohio Scholarship recipient, Tarrah Pickard, Life Enrichment and Activities Director for Deupree House

scholarship program and LeadingAge will share more information with members on these exciting changes.

LeadingAge Ohio Scholarship applications can be submitted at any time during the year. The Scholarship committee reviews applications each year at their July meeting so applications should be submitted no later than June 15th. For general inquiries on the Foundation or assistance with scholarships, please contact HR for assistance or Kathryn Brod, LeadingAge Ohio President/CEO, at 614-545-9014 or kbrod@leadingageohio.org

My Margie Comes to MPL

When seniors in residential living apartments at Marjorie P. Lee (MPL) learned they would each be getting a Samsung Breezie electronic tablet specifically designed for seniors, the overwhelming response was excitement.

“Many residents already had some familiarity with technology,” says Stephanie Antoun, Administrator of Health Services. At MPL, residential living is defined as seniors who live independently or receive enriched living assistance in their apartment.

The tablet lovingly dubbed My Margie will allow us to improve communication with and among our residents with a simple, user-friendly solution, even for those who may not be savvy users of other technology applications. A group of beta testers – several residents who didn’t use cell phones, computers, or other electronic devices – volunteered to try the tablets before all 65 were distributed.

Age-friendly Tech

The Breezie platform used in the My Margie tablets was developed in the U.K. The tablets are customized for each community as well as individual residents.



Marjorie P. Lee Administrator Stephanie Antoun visited Joann Sammis in her apartment to demonstrate the My Margie tablet.

Technicians are available online or by phone to answer questions and help residents.

Labels on the case surrounding the screen indicate the basic functions: how to turn it on and off, charge it, and increase or decrease the sound volume, and a button returns the screen to recent views or the Home page. On the screen there’s a large Help button, and a personal greeting for each resident, whenever the tablet is turned on. Residents also can immediately see the time, date, battery usage, and a red button notifies the user of unread emails. Of course, the real fun can be found by clicking on the large tiles

that fill the screen.

My Margie has been made possible thanks to the generosity of a very special individual with deep ties to the MPL community. Pam Strayer, niece of Charles and Marjorie P. Lee, attended ERS’ annual gala in 2017 as our special guest where we honored the legacy of the Lees. No doubt inspired by her beloved aunt and uncle, Pam is also a champion of philanthropy. While touring MPL during her visit, she shared her interest in the Lee Library along with technology and asked how she could help. This gave ERS CEO Laura Lamb the opportunity

to share her dream of bringing Breezie to MPL. Pam turned that dream into a reality.

“It has been the honor of a lifetime to get to know Pam. Just like her aunt and uncle, Pam has transformed lives through her charitable support,” said Laura.

“I’m grateful to have the opportunity to share with Pam all the tremendous good that has come from Marjorie’s vision and Charles’ philanthropic commitment and am proud of how responsibly we have stewarded their gifts over the years so that both MPL and ERS could grow and thrive,” said Laura.

Annual Learning Requirement for all ERS Team Members

As a reminder, all team members are required to complete 8 hours of training each year. Those who are STNA/CNA are required to complete 12 hours of training each year.

You can do this in a number of ways!

- Attend an Annual Education Day offered at Marjorie P. Lee or Deupree House.
- Attend live offerings at the Episcopal Church Home campus such as a Skills Day.
- Complete clinical topics in the Relias Learning Management System.
- Attend other programs and in-service training at your location and in your department.

Access all of your training records in the Ultipro HR portal under: Training/class history. Please contact Human Resources if you need assistance. As we grow our skills, we continue to develop our ability to provide the very best care and service to our residents.

You are invited to attend ERS Annual Education Day 2019 Learning, Caring & Growing Together

Please register for one of the following dates.
Each session is 8:30 – 5:00 and lunch is provided.
Join us for an engaging and fun day!

To register contact Judy Bertsch in HR Staff Development, x4289, or any HR team member.

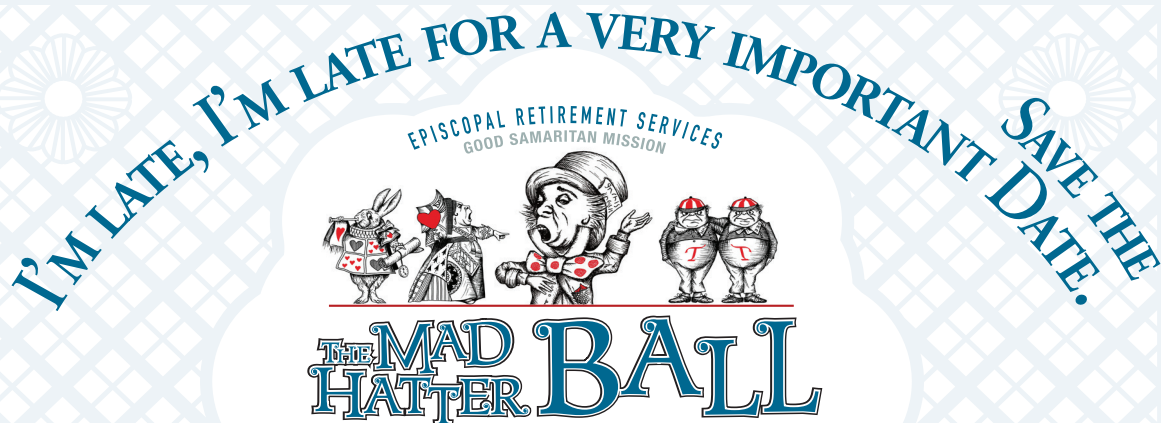
May 7 @ Deupree House Event Center

Aug. 7 @ Marjorie P. Lee Event Center

Nov. 20 @ Marjorie P. Lee Event Center

**Affordable Living Team members are invited
to an off-site Annual Education Day!**

Apr. 16 at Winton Woods. Please RSVP to Kathy Finley.



**ALL NEW 2019 special event to support the
Good Samaritan Mission Fund!**

Friday, October 4th
Hilton Cincinnati Netherland Plaza Hall of Mirrors,
Downtown Cincinnati

Complimentary parking provided for guests
Complimentary shuttle for Deupree House and Marjorie P. Lee residents

Greet, Brag & Share

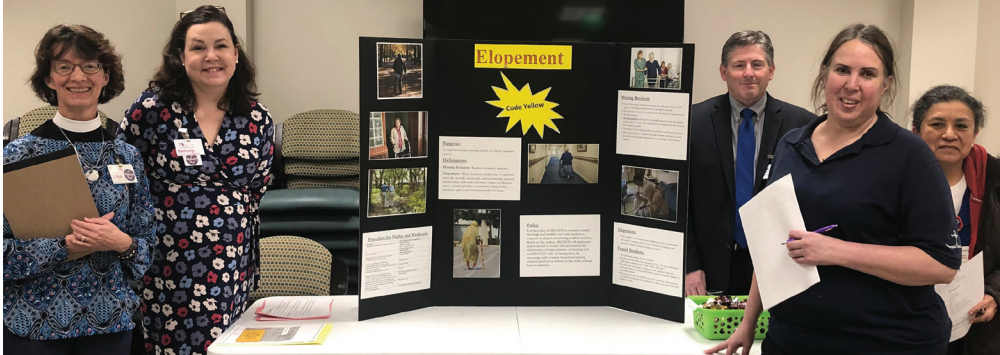
In each issue of Interlink, the back page is now our "Greet, Brag & Share" feature. This is where we will catch up on the latest good news from employees around the organization. Please share your news with Molly deJesus at mdejesus@erslife.org.

Health Care Heroes Finalist Kathy Ison



The Cincinnati Business Courier recently honored the city's 2019 Health Care Heroes. Among them was our own Kathy Ison-Lind, (3rd from left) VP of Affordable Living and In-Home Services. When asked what is most exciting to you about your work? Kathy said, "I love when I walk into a community and see our residents engaged with each other ... I know having a purpose and socializing can make the difference, thriving as you age, or not." Congratulations Kathy, you and your team make ERS communities great places to live and work.

Annual Health and Safety Fairs



Rev. Lisa Tolliver, Bethany Heckel, Bob Smith, Tina Overton, and Noemi Ramirez attended or presented at ECH.

Thanks to all who presented and attended our health & safety fairs. We are always learning and improving to serve our residents with the highest quality of care. Topics included:

- Infection Control
- Ergonomics
- Code Yellow/Missing Resident
- Falls/Near Misses/
"What Have You Noticed"
- Emergency Policies & Procedures
- HIPAA Compliance & Cyber Security
- Abuse/Neglect/Misappropriation



Sonya Housley, Katrina Traylor, Emerson Stambaugh, Deacon Fred McGavran, and Judy Bertsch attended or presented at Marjorie P. Lee.

ERS

Episcopal Retirement Services



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For over sixty-five years, Episcopal Retirement Services (ERS) has been a not-for-profit, financially sound organization dedicated to improving the lives of older adults through innovative, quality living environments based upon their values, and delivered by highly experienced, deeply committed professionals.

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