



Spring 2017

INSIDE: 2016 ANNUAL REPORT

Linkage



Creating Our Bright Future Together

Meet New CEO Laura Lamb

Plus: Young Professionals Make Their Mark

ERS

Episcopal Retirement Services



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ERS Communities & Services

Premier Retirement Communities

Deupree House, Marjorie P. Lee and Episcopal Church Home

Affordable Living Communities

27 locations in Cincinnati and the tri-state, complete list on page 15. For more information on these communities visit AffordableLivingbyERS.com.

Community Services

*Deupree Meals On Wheels
Living Well Senior Solutions
Parish Health Ministry*

ON THE COVER: It takes a strong team from all sectors of our organization to make a bright future. *(From left)* Affordable Living Board member **Albert Smitherman**, **Joyce Leathers** from Madison Villa, **Tracy Graham** from Episcopal Church Home, ERS President & CEO **Laura Lamb**, Deupree resident **Bill Victor** and **Brian Carter** from Deupree House. *Photo by Gary Kessler*



ERS Board of Directors

Robin Smith, Chair

Ben Blemker, Wilson Breiel, W. Thomas Cooper, The Rev. Darren Elin, The Rev. John Fritschner, JoAnn Hagopian, Gregory Hopkins, Thomas W. Kahle, Esq., The Rev. Canon John Koepke, William C. Knodel, Keith Lawrence, The Rev. David Lowry, Marge Malone, Dr. Mark Meyers, Tom Ottenjohn, Thomas Regan, Dr. Robert Reed, Rich Setterberg, The Rev. Bruce Smith, Gates Smith, Bernie Suer, Margaret Swallow, Larry Williams, Randal C. Young

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Richard N. Adams, Ben Blemker, Jon Boss, Tate Greenwald, Laura Lamb, Dan Witten, Ellen Zemke

We Welcome Your Comments

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Linkage is Available Online

To better serve you, Linkage magazine is available via e-mail and on the ERS website at EpiscopalRetirement.com. If you would like to be removed from the Linkage mailing list, please call (513) 271-9610.

Linkage is a resource to address issues and interests of older adults, providing a link between ERS's programs and the community. Since 1951, Episcopal Retirement Services (ERS) has dedicated itself to improving the lives of older adults from all faiths through innovative, quality living environments and in-home and community-based services delivered by experienced and compassionate professionals.



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The 2016 Martindell Award

Congratulations, Jerry Maco!

By Kristin Davenport

The Martindell Award is a special honor granted each year to a deserving, nonmanagement ERS team member who exemplifies excellence in caregiving and who strives to care for our residents in special and meaningful ways.

After several months of receiving and vetting more than 140 nominations, the 2016 Martindell Award winner was chosen: Jerry Maco, a Maintenance Technician at the Deupree House since 2005. Maco started his career at ERS on the Maintenance Team at Marjorie P. Lee in 2004.

Some of the sentiments expressed in Maco's nominations were: "enthusiastic in his work," "goes above and beyond to make sure the job is completed properly and always with a smile," "always ready to help," "warm, loving and caring," "very pleasant," "a part of the family," "grateful to have him in my life."

"Jerry is dearly loved by all of the residents at Deupree House, and we are so proud of him," adds Joan Wetzel, Vice President of Human Resources & Organizational Development.

Maco was recognized personally in November 2016 and received a \$1,000 check presented by Jack and Kim Martindell.

The Martindell Award was generously endowed by Trish Martindell, who was both an ERS family member and member of the Board of Directors.

Trish was involved with ERS for more than a decade. She wanted to leave a legacy in memory of her father, John Wahlberg. Trish's inspiration for The Martindell Award came from reflecting on her father's caregivers and those who interacted with him daily. These compassionate and skilled ERS team members made a lasting impression on Trish.

Sadly, Trish Martindell unexpectedly passed away last August. We miss her presence in our lives and are honored that her legacy lives on through



Photo by Kristin Davenport

Pictured from left to right: Kim Martindell, Jerry Maco, and Jack Martindell.

this special award. Her husband, Jack, and stepdaughter, Kim, will continue to be involved in the annual program.

Nominations for the 2017 Martindell Award will be accepted beginning in June. Information can be found online at episcopalretirement.com/awards. ■

Meet the Board

Every ERS Board member believes in serving older adults in a loving, caring and supportive way. That's why they volunteer their time and talents. "The all-volunteer ERS Board brings incredible skills and experience to support the mission and strategic direction," says Robin Smith, Chair of the Board.

The members use their diverse professional backgrounds to lead committees and advise on organizational decisions. "All would say that they get more from being a part of ERS than they give," Smith adds.

This year, ERS welcomes W. Thomas Cooper and the Rev. John Fritschner to the ERS Board. Both are affiliated with our new partner, Episcopal Church Home.

By Whitney Harrod Morris | Photographs by Gary Kessler



The Rev. John Fritschner

ECH Foundation and ERS Board Member

Other ERS involvement: Chair of the Louisville Episcopal Church Home (ECH) Affordable Living Committee; I help ERS locate new facilities and properties in the Louisville market.

Occupation: I've been an Episcopal priest for 31 years. I serve as associate priest at the Episcopal Church of the Advent in Louisville and as chaplain for the Seamen's Church Institute.

Special skills: I'm a process-oriented person. I'm able to see the whole picture in a situation and find the common ground in different points of view.

Something people might not know about you: I've hiked the Camino de Santiago, a 500-mile pilgrimage that begins in Saint-Jean-Pied-de-Port, France, and ends in Santiago, Spain.

When did you join the ERS Board? November 2016

Why do you volunteer on the Board? I enjoy associating with other Board members and carrying on the ERS ministry. Louisville is in dire need of senior affordable housing.

Most rewarding part: Helping provide a meaningful community where older adults can live.



Marge Malone

Board Member and Alternate Resident Representative

Former occupation: Healthcare administrator at Good Samaritan Hospital in Cincinnati and at Transylvania Regional Hospital in Brevard, N.C.

Areas of expertise: Strategic planning, marketing, development and overall management in complex healthcare settings.

Something people might not know about you: I completed Leadership Cincinnati and received a certificate in executive management from the Wharton School of Business. I've served on the boards of Mercy Neighborhood Ministries, Women Helping Women and the Mathis Foundation for Children.

How long have you been with ERS? My husband and I have lived in the Marjorie P. Lee community since June 2015. I recently joined the Board.

Why do you volunteer on the Board? I believe in the ERS mission and want to represent the Marjorie P. Lee residents' interests.



Randy Young

Board Member and Chair of Leadership Committee

Occupation: President of Aglamesis Brothers

Areas of expertise: Business management, strategic planning and finance

Something people might not know about you: I've held leadership positions with the Episcopal Diocese of Southern Ohio and with other nonprofits. I'm a percussionist by training and also play piano, pipe organ, tuba and ukulele. One of my more unusual lifelong interests is herpetology, the study of reptiles and amphibians.

How long have you been on the Board? I'm midway into my third three-year term.

Why do you volunteer on the Board? I've always had a passion for serving seniors. I fondly remember the outstanding care my grandmother received as a resident for many years at Marjorie P. Lee.

Most rewarding part: Growing personally and professionally from my association with ERS. The Board members give me insight into my own leadership roles.



Photo by Megan Noll

Building Relationships

ERS's New CEO Embodies Respect, Service and Commitment

By Kathleen Doane

Last fall Laura Lamb was named CEO of Episcopal Retirement Services, where she has devoted 23 years of her life. She began working at ERS shortly after receiving a master's degree in health administration from Xavier University. Rising through the administrative ranks has given Lamb a front-row seat to ERS's mission and an understanding

of how best to serve its residents as well as all the staff. She believes that one action is at the heart of doing that successfully: "Making connections and building relationships with all of them."

What made you focus on senior care? It started with my upbringing. My mom was a nursing as-

sistant and worked for a nursing home here in Cincinnati. She was in love with the people she served. My sister and I would go with her on weekends and after school. Her favorite residents became my favorite residents. At the same time, I saw how she struggled as a single mom to make ends meet in a rewarding but undervalued position. This experience has served me well in understanding what our staff do each and every day to care for our residents.

Is it true you delivered newspapers to Deupree House as a kid? I grew up literally down the street from Deupree House. I delivered the *Eastern Hills Journal*, and Deupree House was on my route. But the connections to what I'm doing now go even further. Ruth Ison, who lives at the Deupree Cottages, lived across the street from me and watched me grow up. John Stevenson, who is also at the Cottages, was my fourth grade art teacher.

What inspired you to create the Council for Lifelong Engagement (CLLE) in 2011, and what is its purpose? I was in a yearlong leadership academy with LeadingAge, a national organization. They challenged us to get clear about our legacy and asked us, "Why are you doing this work?" Well, the thing that gets my back up is when people disrespect and devalue elders. I want to live in a society that values elders. The whole purpose of the Council for Lifelong Engagement is to eradicate ageism.

How do you plan to accomplish that? Eradicating ageism is a bold goal, and I'm not going to do it alone. First, it's based on the fact that, with families living all over the country today, grandparents often live in another place. Because of that, many children don't have the chance to form deep and meaningful relationships with elders. If retirement communities can partner with schools to have elders, based on their experience and knowledge, teach part of the curriculum, it can over time change the way students think about aging. CLLE has become part of our outreach ministry for ERS.

On a day-to-day basis, how do you stay connected to the residents? This came up in my interview process. I can't be the CEO unless I continue to have relationships with those we serve. We do really special work. We enrich lives. Not everyone gets to say that. How can you enrich people's lives if you're not in relationship with them? My day-to-day philosophy is that I ask all of us to be in relationship with those we serve, which not only means residents, but our staff, donors, volunteers and our community. It all starts with showing respect and appreciation.

What are you most excited about as you look to the future? Because of the [country's] demographics and state of healthcare, I think ERS has a real opportunity ahead as we continue to serve our residents and staff and advance our mission. My dream for the future is that we at ERS, along with other partners, make Cincinnati the most dementia-friendly city in the country. We are talking with a number of people and organizations about how we can accomplish that, including the local chapter president of the Alzheimer's Association and Cincinnati's vice mayor. ■



Photo by Gary Kessler

Joan Wetzel, VP of Organizational Development & Human Resources; Ginny Uehlin, VP of Residential Housing & Healthcare; Paul Scheper, CFO; Laura Lamb, President & CEO; Kathy Ison-Lind, VP of Affordable Living & In-Home Services; and Ken Paley, VP of Marketing.



*Allison Sturm (left) with
Megan Bradford*

Developing A Deeper Connection

The Young Professionals Group at ERS Rises to the Occasion *By Val Prevish*

Young people are a dynamic part of the workforce and culture at Episcopal Retirement Services. Their contributions to residents and fellow staff members are an invaluable element of making ERS the best possible place to live and work.

To show appreciation for the important work these young people do, ERS has organized a new Young Professionals group to bring young staff members together to brainstorm and socialize in a casual setting on a regular basis.

“We are so fortunate to have a strong, talented group of young professionals,” says Molly de Jesus, Manager of Talent Acquisition. “We want to foster a deeper connection with our young workforce and help them grow and network with each other.”

Research has shown that millennials and Gen Y professionals enjoy working in an atmosphere that engages them beyond their primary job structure, de Jesus says. They also energetically pursue opportunities to support service work both within their workplace and outside of it.

“They are very generous with their time, a very giving group,” de Jesus says. “We want to support them in their desires to contribute to the ERS community and to the larger community. With this new YP group, they can make plans for volunteer work, for networking opportunities or just talk about how their jobs are going.”

In addition, young professionals at ERS are encouraged to take part in networking and enrichment events such as Bold Fusion, the largest annual gathering of young workers in the tri-state area sponsored by the Cincinnati USA Regional Chamber. Bold Fusion is similar to the national

idea-generating conferences such as TED, held on the West Coast, and SXSW, held in Austin.

Young people are a growing portion of the workforce within ERS, says de Jesus, so providing new opportunities for them to pursue the types of enrichment they want is a high priority. She says the goals of the group are to provide team-building experiences, gain new insights into the organization from the perspective of young employees, foster greater connection to the mission of ERS and develop new leadership from the youngest ranks of talent.

As the need for highly qualified young professionals in the senior care industry expands, ERS wants to be at the forefront of attracting and retaining talented young people.

“We have some amazing young professionals,” she says. “We need to consistently demonstrate that we value them tremendously.”

Keep reading to see how young professionals at ERS feel they make a difference.

Megan Bradford

About Megan

What's the most played tune in your iTunes library? *You Are The Best Thing* by Ray LaMontagne

First job: My neighbor's ice cream shop. Everything was homemade and delicious!

Favorite book: *Still Alice* by Lisa Genova

The desire to make a difference is a characteristic shared by many in her generation, says Megan Bradford, 28, Health Services Administrator for Deupree Cottages and Deupree House.

“The young professionals at ERS are an extremely driven, diverse group of people,” says Bradford, who started her career at ERS as a marketing intern and has gone on to become a licensed nursing home administrator. “They are eager to make an impact and get involved.”

Bradford points out that ERS helps its young professionals fulfill their ambitions to serve others through volunteer opportunities both within the ERS community and outside of it.

“Examples include helping as SAIDO supporters [a nonpharmacological treatment that has been shown to improve the symptoms of memory loss among older adults with dementia], walking as a team in the Walk to End Alzheimer’s event, delivering Meals On Wheels, volunteering for ERS Affordable Living and fundraising events, and much more,” she says.

DD Farmer

About DD

What’s the most played tune in your iTunes library? Travis Greene’s *Intentional*

First job: I was a “secretary” at Lifeline Home Health through a co-op program in high school.

Favorite movie: *The Italian Job*

DD Farmer says she loves her job, and she wants it to show.

“This is my passion, says Farmer, 31, Household Coordinator at Deupree Cottages. “I’m in the right place. I love working with seniors, hearing their wisdom. We’re like a family here.”

Farmer says she enjoys interacting with residents on a daily basis by pitching in beyond her day-to-day duties to do special favors, such as doing a manicure for someone or helping with special events



such as socials or crafts. “I feel like I’m making a difference and that matters to me,” she says.

Room to Grow

Farmer has grown up within ERS, starting in direct care, then moving up to medication aide, and eventually to household coordinator.

“ERS has given me a chance to grow with the company,” she says. “I am anxious to connect with other young professionals at ERS to improve our services and build opportunity for each other. I think our generation has ideas that are unique to us. I am glad ERS is giving us an opportunity to share those ideas.”

Lydell Carter

About Lydell

What’s the most played tune in your iTunes library? *Ain’t Too Proud to Beg* by The Temptations

First job: Lifeguard

Favorite movie: *Forrest Gump*

After working in a for-profit industry, Lydell Carter, 31, Director of Finance, says he welcomed the change in focus when he came to ERS.

“Here our resources go back to our residents and patients,” Carter says. “It makes my job so much more rewarding. The focus is on people, not on money.”

Feeling a Part of the Big Picture

As a professional who works behind the scenes to keep operations flowing smoothly, Carter says an opportunity like the new YP group gives him the chance to connect all the pieces that go into making ERS a top-rated senior community.

“As one of the young employees, it is nice to get the sense that you are changing people’s lives,” he says. “I like being able to tie my job to the community and to the greater mission of ERS.”

“We want to cultivate new ideas on how to take care of current and future generations,” he says. “This gives me another opportunity to feel my voice is valued. When I considered this job I wanted an organization that was a person-centered place to work. ERS is that type of place. They don’t just preach it. They live it.”



Lydell Carter (left) with Board member Larry Williams

Erica Carlson

About Erica

First job: Tutor for third and fourth grade elementary students

Favorite book: *Pride and Prejudice*

Working in an environment where people care about each other and about their jobs is important to Erica Carlson, 26, Talent Acquisition Partner. She chose to work at ERS because of its nurturing culture, and being part of the new Young Professionals group is another way for her to feel connected to her job and her colleagues, she says.

“I like that the ERS culture promotes person-centered care at all times when working with residents and with co-workers. I also like the transparent communication,” she says. “We continuously discuss what we are doing that works and what we need to improve, and then we make changes.”

Opportunities to Pursue Goals

Carlson came to ERS from a third-party recruiting firm and says she sought out an environment where she could feel that she is a part of her employer’s mission while fulfilling her own career and personal ambitions. ERS has given her this opportunity.

“I think the YP group will benefit me by providing ideas on how to grow within my role in the organization, as well as produce a sense of unity by being able to collaborate with co-workers around my age that I don’t see on a daily basis,” she says. “I also like the idea of participating in service opportunities within our community as a group representing ERS—especially since ministry is one of the core ERS values.”



Erica Carlson

Enriching Minds with Personalized Playlists

ERS Offers New Music & Memory Program *By Arielle Goldberg*

The emotional ebbs and flows of classical music, the Southern twang of a country guitar riff or the soaring vocals of a gospel hymn are all powerful sounds. For those benefiting from Music & Memory, one of several innovative therapies offered by Episcopal Retirement Services (ERS), they can be much more—these chords, riffs and vocals can be the keys to unlocking memories and rebuilding connections for residents with Alzheimer’s and other forms of dementia.

The premier destination for Person-Centered Care in the Greater Cincinnati area, ERS is determined to offer residents the most innovative, effective programs for memory support. Music & Memory is merely one offering in the existing Living Well Memory Support suite of therapies offered at ERS, which includes SAIDO Learning, It’s Never 2 Late, Inspiring Minds with Art and Positive Approach to Care, among others. All the offerings in the Living Well Memory Support suite are nonpharmaceutical therapies that exercise different skill sets, including computer techniques, art, mathematics, writing and reading to improve dementia patients’ moods, outlooks and overall quality of

life. ERS knows that individuals connect differently with different therapies; that’s why the programs can easily be leveraged in combination to truly personalize care and improve overall results for each resident.

About the Music & Memory Program

The Music & Memory program at ERS pairs a resident with a personalized music selection pre-programmed into an iPod or iPhone. The music is carefully curated for each individual to help residents connect with the world via music-triggered memories.



Stephanie Antoun

There are likely songs you hear that transport you to a particular time, place or season. In some cases, the particular song might have special meaning; in other cases, the song may have been a popular hit that happened to be playing frequently during a particular time in your

life. In either case, music triggers some kind of memory for you. These “music-evoked autobiographical memories,” or MEAMs, have been studied in recent years in subjects ranging from those with severe brain injuries to everyday music listeners, with striking results. Music has broad therapeutic potential, but in patients with Alzheimer’s, it’s a particularly effective therapy according to one groundbreaking study by Petr Janata at the University of Southern California, Davis. Janata mapped participants’ brains as they listened to music and found that the area activated (the medial prefrontal cortex region) is also the region typically affected in only the latest stages of Alzheimer’s disease.

The ERS Living Well Memory Support Suite of Therapies

SAIDO

IN2L (It’s Never 2 Late)

Inspiring Minds with Art

Positive Approach to Care

Music & Memory

360 Wellbeing

Java Music

Grey Matters



Photo by Gary Kessler

MPL resident Bill Downing enjoys having his own iPod. Diana Kutz helps Bill make his selections from the playlist, customized just for him.

How Music & Memory Works

The Music & Memory program builds on this finding to use personalized music as an entry point for the listener to the world around her. The sounds, patterns and resulting memories triggered help the listener regain social skills and enjoy a full and vibrant life.

Music & Memory has the potential to enrich the lives of all residents. From those with advanced dementia to residents with limited mobility, the world of music opens up emotional avenues, improves mood and can even increase residents' engagement with the people around them.

Stephanie Antoun, Health Services Administrator at MPL, shares that there are staff benefits as well. "This gives staff another reason to have a positive interaction with our residents," she says, "and connect with them about music."

How Music & Memory Will Work at ERS

In 2016, Deupree Cottages became Music & Memory certified, followed closely by Marjorie P. Lee in January 2017. The long-term goal is for every

resident to be enrolled in the Music & Memory program.

In tandem with other innovative offerings from the ERS Living Well Memory Support suite of therapies, residents are able to choose a combination of programs that are personally meaningful, increasing engagement and effectiveness. "Having this program available will allow us to better individualize our care for residents," Antoun says. ■

Put Your Old Device to Good Use

Lend us your earbuds! Have a gently used Apple music player? Consider donating it to the Music & Memory program. Donate your iPod, iPhone or iPad by bringing it to any reception desk at ERS, Marjorie P. Lee, Deupree House or Deupree Cottages, or by mail to:

Marjorie P. Lee
3550 Shaw Ave.
Cincinnati, OH 45208
Attention: Debbie MacLean

Dear Friends,

The way forward is bright and filled with possibility.

Last year was perhaps the most pivotal year in Episcopal Retirement Services' (ERS) rich history. It was a year of historic milestones, transition, growth, challenges and promise. This annual report marks past accomplishments, and it reveals glimpses of our way ahead. Our bright future will be shaped this year by these initiatives:

Growth in Affordable Living by ERS

Continued growth for our affordable living communities is in direct response to the increased demand for the housing and services low-income seniors need to live safely and independently for as long as possible. In 2017, we will finish development at Knowlton Place, Marlowe Court and Maple Knoll Meadows.

Marjorie P. Lee Master Plan

We are in the midst of a three-year project to renovate the Marjorie P. Lee community and offer expanded services that will result in a superior living experience for residents.

Creating a Dementia-Friendly City and Region

ERS is leading a collaborative effort across all sectors to convene, engage, analyze and act together to foster dementia friendliness. In a "dementia-friendly city," those living with dementia and their care partners feel supported, comfortable and welcomed. A dementia-friendly community is one that has looked at its shops, restaurants, markets and streets through the eyes of a person with dementia; then does everything it can to make it a place where they can continue to live as independently as possible.

Our Core Values

The ERS Board of Directors and Senior Leadership Team have announced that our Core Values and Ways of Working are being refreshed. This change reflects the culture we have built at ERS, where all people are valued. Therefore, we have intentionally added values such as relationships, inclusion, engagement and progressive thinking to guide our behaviors and advance our mission.

Together, we will create a bright future for older adults. We hope that as you look back at 2016 through the pages of this annual report, you will have an eye toward the future and be inspired to continue on this journey with us.

Sincerely,



Laura R. Lamb
ERS President & CEO

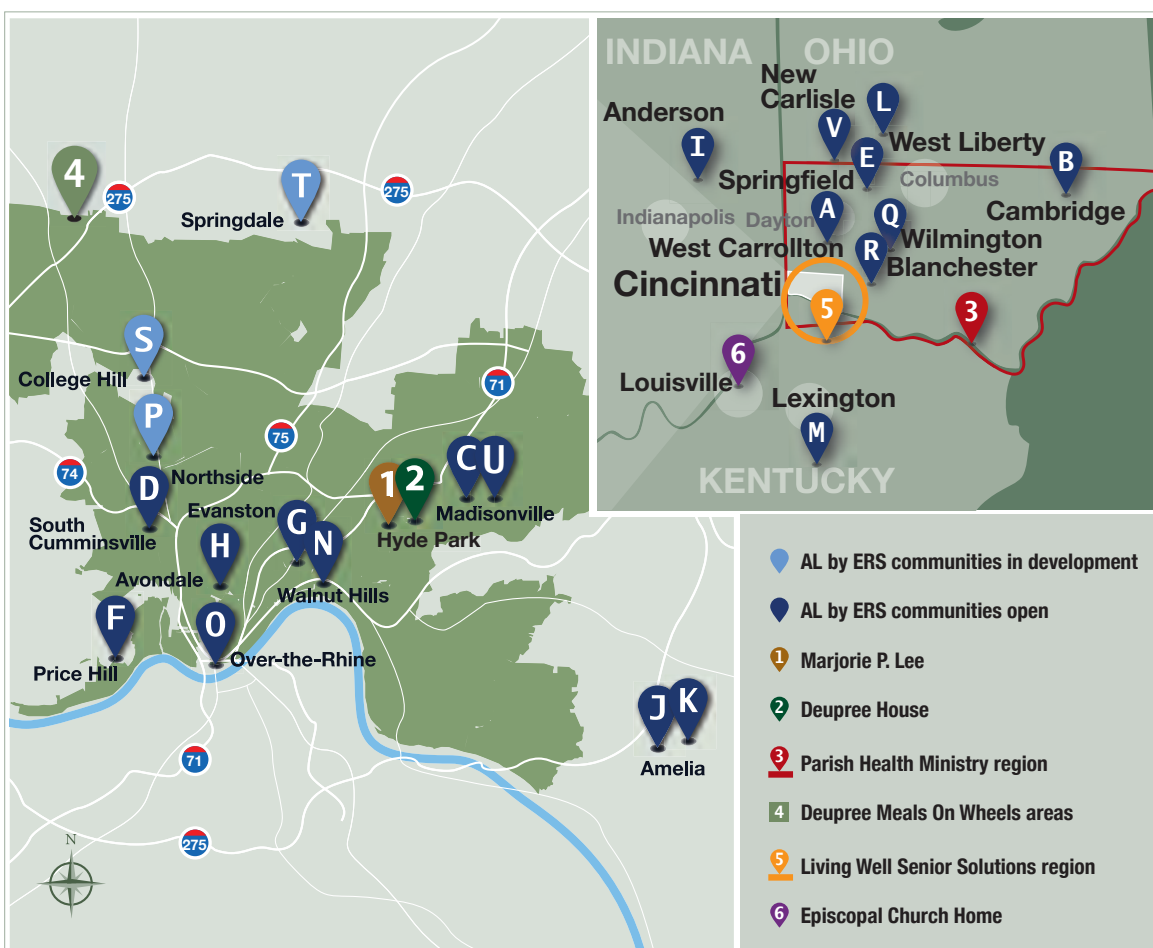


Robin O. Smith
Chair, ERS Board of Directors

Episcopal Retirement Services is expanding its mission to improve the lives of older adults through quality senior living communities and community-based services throughout Ohio, Kentucky and Indiana.

15,046

Individuals served through ongoing support or impacted by community outreach programs.



The Affordable Living by ERS communities

- | | | |
|----------------------------------|--|--|
| A Canterbury Court | I Parkview Place | Q Prairie Oaks Village (4)
Prairie View, Friendly Center,
Quaker & Mulberry Place |
| B Cambridge Heights | J Thomaston Woods | R Blanchester Campus (2)
Blanchester Friends |
| C St. Paul Village I & II | K Thomaston Meadows | S Marlowe Court |
| D St. Pius Place | L Green Hills Affordable Living | T Maple Knoll Meadows |
| E Shawnee Place | M Trent Village | U Madison Villa |
| F The Elberon | N Walnut Court | V Sunrise Village |
| G Woodburn Pointe | O Central Parkway Place | |
| H Forest Square | P Knowlton Place | |

2016 Overview and Financial Report

Balance Sheet

For the years ending December 31, 2016 and 2015

Assets	2016	2015
Current Assets	\$28,448,126	\$13,422,308
Marketable Investments	\$33,267,634	\$32,930,545
Fixed Assets	\$117,295,464	\$104,273,200
MPL Endowment	\$21,164,433	\$26,055,765
Intangible Assets	-	-
Other Assets	\$18,603,074	\$12,028,502
Total Assets	\$218,778,731	\$188,710,320

Liabilities	2016	2015
Current Liabilities	\$17,787,342	\$11,070,605
Unamortized Entrance Fees	\$18,470,104	\$18,734,039
Long-Term Debt	\$62,973,209	\$56,040,099
Other Liabilities	\$13,428,518	\$9,785,528
Total Liabilities	\$112,659,173	\$95,630,271

Net Assets	2016	2015
Permanently Restricted	\$23,582,102	\$23,716,040
Temporarily Restricted	\$1,764,624	\$770,124
Unrestricted	\$80,772,832	\$68,593,885
Total Net Assets	\$106,119,558	\$93,080,049
Total Liabilities & Net Assets	\$ 218,778,731	\$188,710,320

Episcopal Church Home (ECH) in Louisville became the newest member of the ERS family in September of 2016.

Episcopal Church Home Ministry

\$740,000
Residential scholarship

\$8,500
Philanthropic contributions

The Good Samaritan
Mission Fund

\$2.9M
Total ministry costs
6.8% of ERS annual budget

\$2.03M
Residential Financial Aid

\$363,330
Affordable Living by ERS

\$209,455
Parish Health Ministry

\$94,898
Spiritual Care

\$58,164
Community Outreach
programs

\$50,000
Deupree Meals On Wheels

\$29,949
SAIDO Tuition Assistance

\$25,431
Volunteer Coordinators

\$24,490
The Staff Assistance Fund

\$8,696
Partners In Care Fund

Ministry Through Community Outreach Programs

11,828

Individuals impacted by community outreach programs

10,159

*Parish Health Ministry
Contacts*

545

*Community Education Event
Participants*

237

*Parish Health Ministry
Training Attendees*

75

*Students Attending Council
on Lifelong Engagement
Presentations*

812

Refresh Your Soul Attendees

Condensed Statement of Revenue and Expenses

For years ending December 31, 2016 and 2015

	2016	2015
Operating Revenue	\$38,572,862	\$36,398,621
Operating Expense	(\$43,331,042)	(\$40,662,481)
Net from Operations	(\$4,758,180)	(\$4,263,860)

	2016	2015
Non-Operating Revenue (Expense)	(\$4,940,979)	(\$4,940,979)
Total Net Income	(\$9,699,159)	(\$9,204,839)

2016 Contributions and Commitments

\$716,130

*Good Samaritan Mission
Annual gifts*

\$134,092*

*Realized Planned Gifts in
2016*

\$2.104M

*Marjorie P. Lee Capital
Campaign Gifts and
Commitments*

\$225,000

*Newly Committed Planned
Gifts*

*Excludes realized estate gifts which were designated to support the MPL Capital Campaign.

Ministry for Residents or Through Ongoing Support

2,493

*Individuals served as
residents or through
ongoing support*

1,230

Affordable Living Residents

224

*Independent Living
Residents*

42

*Assisted Living
Residents*

385

*Skilled Nursing
Care Residents*

380

Meals On Wheels Clients

31

*Living Well Senior
Solutions Clients*

201

*Student Educational
Experiences*

Parish Health Ministry & Living Well Senior Solutions

Ministries Blend Together for a Smooth Journey

Photos by Gary Kessler

Parish Health Ministry provides support to thousands of people in the community through its partnership with churches and community partners. PHM partnered with Living Well Senior Solutions to make a deep impact in the lives of a Hyde Park family.



Knox Church, Parish Health Ministry and Living Well Senior Solutions offer a “blended ministry” as a complement to family and private care to support Howard and Elsie Ayer, who spend each day together, sitting side-by-side, often holding hands and smiling.

Parish Health Ministry (PHM) extends the ERS mission and ministry into the larger community. A prime example of the benefit of its care began with Pam Ward, the Faith Community Nurse (FCN) at Knox Church, a long-time partner with PHM.

While working with one family to keep 90-year-old Elsie and 92-year-old Howard Ayer together and receiving all the support they needed, she referred them to Peggy Slade-Sowders at Living Well Senior Solutions (LWSS). Working as a team,

providers from these two ministries of ERS quickly realized that the best care manager for the couple would be the person whom they had come to rely on as a trusted friend and adviser.

Ward asked her boss, Pastor Tom York, for permission to take on this blended role of FCN and care manager for this couple, and he agreed. They both saw it as important “blended work.”

“ERS, Knox Presbyterian Church and their loving family together helped provide a smooth ride in their 80s and into their 90s,” Ward says. “If I had not visited as an FCN, I am not sure how their journey would have been. It would have been very different and possibly traumatic.”

She believes that Faith Community Nursing has been the glue that held the whole thing together.

Though they have separate rooms at the Marjorie P. Lee community, Howard and Elsie spend each day together, sitting side-by-side, often holding hands and smiling.

“This is a perfect example of how our partnership with churches is having a meaningful impact on the lives of elders in our community, and we are blessed to be a part of it,” says PHM Director Jeanne Palcic. —*Kristin Davenport*

701 Parish Health Ministry volunteers donated **22,177** hours in the community.

72 Regional PHM faith communities and other partners.

Affordable Senior Living by ERS

1,230 Individuals served as affordable living residents.

To keep pace with growth, \$400 per resident is projected annually to support ministry services.

When Walnut Court residents Pansy and Woodrow Phelps moved in from a shelter, they had little more than the clothes they were wearing. Through the support of a generous donor, they were able to have a complete bedroom set for their new apartment.

Culture of Kindness and Support

Residents in our Affordable Senior Living by ERS communities are often helped by the Partners In Care Fund, which is supported by the Good Samaritan Mission (GSM). Walnut Court is a safe and comfortable community for low-income seniors, with all the amenities of a market-rate building.

Sharing kindness and acting with generosity is infectious. One act of kindness can quickly lead to another. That's how three residents experienced their first days in their new home at Walnut Court, an Affordable Senior Living by ERS community.

Service Coordinator Mary Kryzstofiak was helping one couple transition into Walnut Court from a homeless shelter and quickly realized that their furniture and household items were seriously inadequate. In fact, they had nothing in their new bedroom except sleeping bags.

The support team at Affordable Senior Living by ERS jumped into action. They found a very generous donor who helped the couple purchase the mattresses, bed frames and bedding they needed for their bedrooms. In fact, this gracious individual was able to help another Walnut Court

resident who was without furniture, as well.

Administrative Assistant & Project Specialist Jackie Meder Ruzsa made the purchases at Sam's Club and arranged for the Planes Moving Company to schedule the delivery. Planes was thrilled to hear about the donation. They, in turn, were inspired to donate the cost of the moving services! The spirit of giving kept increasing as staff and residents came together to assist Woodrow and Pansy Phelps and Favorite Wilson in obtaining more household items.

These same residents who once were in need of help have become the ones to offer help to others. They participated in a community workday last fall when residents, ERS staff and employees from development partner The Model Group, all worked together to improve the landscaping around Walnut Court. —K.D.

Affordable Senior Living by ERS

Transition from Rehab to Exercise Plan

St. Paul Village has provided income-qualified Cincinnati seniors with independent living since 1978. Our caring, supportive staff helped a resident rehabbing from a health issue complete a physical therapy plan and transition to an exercise routine using our fully equipped fitness center.



*“I’m not doing a job...
I’m ministering.”*

—Chris Lemmon,
Activities Director &
Volunteer Coordinator

*Over 3,000 on-site clinic
visits provided to resi-
dents, free of charge.*

St. Paul Village resident Larry Gantt made the transition from a rehab routine to an exercise program that he has sustained with the support of Caroline Rapier, the St. Paul Village Wellness Coordinator.

When facing the road to recovery from a health crisis, success can depend on the care and support of your community.

This is true for all our residents and especially those who live independently at our Affordable Senior Living by ERS communities.

St. Paul Village resident Larry Gantt received care at home from Home Care By Black Stone.

“Before I had the physical therapy, it was hard for me to get around,” Gantt says. “When I completed physical therapy, I was able to walk certain places on my own. I loved that.... When I was finished with physical therapy, it was an easy transition into an exercise program with Caroline. If I did not have the exercise program to go into after therapy, I think I would start to lose the strength I

worked so hard to build up during therapy. Having an exercise program allowed me to keep my strength and continue with my weight loss.”

ERS Wellness Coordinator Caroline Rapier helped to keep Gantt motivated. “Larry did really well with tracking his progress and sticking to the plan we developed for him together,” Rapier says. “Larry is one of our ‘Star Performers,’ and his dedication to the fitness plan really paid off. He was able to return to his volunteer role as a hall monitor in the community, which requires a great deal of stamina and mobility.”

Gantt continues to live independently and give back to his community through the excellent support of staff and first-rate services offered to residents at St. Paul Village. —K.D.



Affordable Senior Living by ERS

New Best Friend Brings Renewed Spirit

The mission and ministry of ERS actively support the elders in our care and the staff members who serve them. Direct financial assistance is offered to meet a wide range of needs. Residents who feel supported approach each day with purpose and meaning—and the result is truly remarkable.



Shawnee Place resident Bennie Fuller with Honey, his new best friend.

The loss of a close friend or relative can be harmful to mental and spiritual wellbeing. This is true for anyone, but especially so for a senior in a retirement community.

Bennie Fuller had been suffering from depression since he lost a close friend a year ago. In September, Fuller found another friend who had passed, her dog lying beside her. He brought the

*For every apartment that becomes available, there are **10** low-income seniors who are qualified.*

dog to his home at Shawnee Place with the approval of the family.

This sweet little dog, appropriately named Honey, brought an instant spark back to Fuller and has given him a renewed sense of purpose.

Honey needed to be spayed to remain at Shawnee Place, but the expense was beyond the reach of Fuller's fixed income. The Partners In Care Fund was asked to fill in the gap.

The fund is available to all ERS residents and clients; it can be used to purchase items and services not covered by government programs or insurance.

Eyeglasses, hearing aids, dentures, medication, food and home goods are commonly purchased through this fund. Though spaying a pet isn't a typical expenditure, Partners In Care clearly saw the benefit of keeping these new friends together.

Honey is doing very well in her new home since her surgery and Fuller could not be happier. "Since I adopted Honey, I no longer need any medication for depression. She's the best medicine I could ever find," he says. —K.D.

"It's very rewarding to see our residents thrive as a result of the services we offer."

—Anthony Williams, Director of Resident and Health Services

2016 Samaritan Circle

The Samaritan Circle is composed of individuals who generously support ERS's annual ministries, programs and services through the Good Samaritan Mission Fund. We would like to sincerely thank the following donors for their leadership giving in 2016:



Platinum Level: \$10,000 & over

Anonymous	Jack Kirby	Bob** and Connie Reed
Nancy and Bill Keating	Jack Martindell	



Gold Level: \$5,000–\$9,999

Ann and Ben** Blemker	JoAnn** and Gary Hagopian	Jessica Murdaugh
Mrs. Patricia D. Campbell	Bill** and Liz Knodel	Paul* and Mary Lee Scheper
Chet Cavaliere	John and Susie Lame	Doug and Kathy Spitler
Alan and Tal Gast	Terry** and Elizabeth Lilly	
Taylor** and Anne Greenwald	Joan Maechling	



Silver Level: \$3,000–\$4,999

Anonymous	Kathy Ison-Lind* and Bill Lind	Bill and Ruth Rhodenbaugh
Dick** and Lee Adams	Walt and Emily Johann	Miles and Linda Schmidt
The Revs. Bruce** and Susan Smith	Tom** and Kathy Kahle	Dr. A.W. and Jean Schreiner
Geoff and Robin** Smith	Lana and K. Jay* Kittenbrink	Rich** and Madelyn Setterberg
Mary Alice Burke	Mike and Kathy Krug	Gates** and Kathy Smith
David G. Evans	Chuck and Peggy Landes	Neal and Sally Sundermann
Alex and Bea Filimonov	Tom and Nancy McOwen	
Noel and Angela Horne	Craig and Kathy Rambo	



Bronze Level: \$1,000–\$2,999

Anonymous (3)	David and Joy* Blang	Jon B.** and Jeanne M. Boss
St. John and Gay Bain	Joe and Anne Bodkin	Anne Warrington Wilson



Bronze Level: \$1,000–\$2,999

Megan* and Dan Bradford

Ann Bullock

George and Linda Callard

Dwight and Kathy Cass

Diana L. Collins*

Barry and Audrey Cors

Stephen Cross

Bill and Polly Culp

Sonia Daoud

Pierson and Peggy Davis

Angelo and Molly* de Jesus

Sandra and Thomas Eisele

Walter and Mary Ann Feige

Rick and Orene Foreman

Jim Garvey

Dottie Glaser

Elizabeth Goessel-Rule

Nancy and Jack Gottschalk

The Rev. Roger Greene and
the Rev. Nancy Hopkins-Greene

Patricia Greulich

Barbara High

George and Amy Hill

Nancy Holterhoff

Summers Hunter

Caroline James and Stephen Altschul

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Jeff and Laura* Lamb

Miss Pat Landen

Robert and Josephine Linkins

Jeff** and Jeanette March

Nash McCauley

Bob and Gretchen McCormick

Brenda McEntyre*

Dan Meyer

Cece Mooney

Joyce Mulderig

Ernest and Marjorie Muntz

Jack and Lois Nebergall

Phil Osborn

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Dick and Ellie Paulsen

Eli and Ilona Perencevich

Earl Raible

Tom** and Sarah Regan

Will and Karen Reid

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Ginnie Smith

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Abernathy

David and Linda Stetson

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Margaret** and Tim Swallow

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Mary Tanke

Dee Dee Taylor

Frank* and Ginny* Uehlin

Grace Ulm

Helene Warrenner

Mary West

Stephen and Joan* Wetzel

John and Francie Williams

Larry** and Clare Williams

Anne Wilson**

Doug and Ellen** Zemke

** Denotes a current ERS Corporate, Affordable Living or Foundation Board member

* Denotes a current ERS staff member

2016 Community Partnerships

Foundations, Corporations, Churches and Other Organizations

To fulfill our mission of improving lives for elders, it takes a community. ERS builds partnerships in many ways with foundations, corporations, churches and other organizations. We would like to recognize the following partners for their tremendous commitment and support:

Gifts of \$20,000 and above:

Christ Church Cathedral,
Cincinnati
The Carol Ann and Ralph
V. Haile, Jr. / U.S. Bank
Foundation
L. & L. Nippert Charitable
Foundation
The Model Group, Inc.
Ohio Capital Corporation for
Housing
Ohio Capital Impact
Corporation
The Robert H. Reakirt
Foundation, PNC Bank
N.A., Trustee
Sutphin Family Foundation

Gifts of \$10,000–\$19,999:

The Episcopal Church of the
Redeemer, Cincinnati
Episcopal Diocese of Southern
Ohio
PNC Bank
TriHealth
U.S. Bank

Gifts of \$5,000–\$9,999:

Lenox Wealth Management
Marjorie P. Lee Auxiliary
Ridge Stone Builders &
Developers
Rindsfoos Foundation
Robert D. Stern Fund of the
Greater Cincinnati Foundation
Ruth J. and Robert A. Conway
Foundation, Inc.

Wohlgemuth Herschede
Foundation

Gifts of \$2,500–\$4,999:

Artis Senior Living of Mason
Frost Brown Todd, LLC
Gallagher SKS
Home Care by Black Stone
Maxwell C. Weaver Foundation
Medpace
NextStep Networking, Inc.
Planes Moving and Storage
Red Mortgage Capital, LLC
SFCS, Inc.
St. Andrew's Episcopal Church,
Evanston
St. Thomas Episcopal Church,
Terrace Park

Gifts of \$1,000–\$2,499:

Aegis Protective Services
The Alzheimer's Association of
Greater Cincinnati
Ascension & Holy Trinity
Episcopal Church, Wyoming
Bahl & Gaynor Investment
Counsel
Baker & Hostetler, LLP
Bob Maynard Contractor
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Oakwood
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Inc.
William's Wishes
Ziegler Senior Living Finance

2016 Living Legacy Society

The Living Legacy Society recognizes friends who have informed us that they have included ERS in their will, estate plans or other deferred gift arrangement. These generous individuals have chosen to leave a legacy that will provide for the needs of older adults in a dignified and compassionate way for generations to come.

Anonymous (4)	Al and Sandy Harris**	Cece and Tom Mooney
Mrs. Carol Benton*	Mrs. Elizabeth T. Hatcher	Philip G. Osborn
Mrs. Ellen A. Berghamer*	Robert and Judith Heaton	Ken and Pam Paley
Young Bongfeldt**	Mr. Charles B. Hedrick	Joan Trittipio Perkins
Mr. and Mrs. Jon B. Boss	Barbara and Theodore High	Mrs. Betty W. Pippert
Eleanor A. Botts	Mrs. Phyllis S. Hopple	Mr. Jack Plattner
Ann J. and Alvin W. Bunis	Angela and Noel Horne**	Sue and Tom Pontius
Jill and Ken Burkman	Kathleen N. Ison-Lind	The Rev. and Mrs. William E. Rathman
Anna K. and George G. Carey IV	Kathy and Tom Kahle	Paul and Mary Lee Scheper
Mr. and Mrs. Donald Y. Carpenter	Harry Kangis and Julia Hawgood	Michael T. Schueler
Chet Cavaliere	Susan Kellogg	Elizabeth C.B. and Paul G. Sittenfeld
Mr. and Mrs. A. Burton Closson Jr.	Mr. Jack M Kirby	The Revs. Bruce and Susan Smith
Diana L. Collins	Lana and K. Jay Kittenbrink	Doug and Kathy Spitler
Diane M. Decker	Jane Kuntz	Barbara Sporck-Stegmaier
Katherine Duval	Robert H. La Shelle*	Mr. John F. Stevenson
Miss Irene E. Ehrmann	Jeff and Laura Lamb	Mrs. Delle Ernst Taylor
David G. Evans*	Miss Pat Landen	Dr. and Mrs. Thomas U. Todd**
Jack and Helen Fix	Keith and Sue Lawrence	Frank and Ginny Uehlin**
Mary Beth and Jim Foxworthy	Susan C. Lehman	Pat and Bill Victor
Robert and Marion Funk	Mr. and Mrs. Robert G. Linkins	Mrs. Helene Warrenner
James M. Garvey, M.D.	The Rev. David B. Lowry	Mrs. Mary E. West
Alan and Tal Gast**	Joan Maechling	Jack and Elizabeth Williams
Dr. Elizabeth Goessel-Rule	Trish* and Jack Martindell	Anne and Samuel Wilson
Maureen Gregory and Adam Duke	Mrs. George H. McClure*	
	Tom and Nancy McOwen	
	Dan Meyer*	

** We are pleased to welcome these individuals who joined the Living Legacy Society this past year.

* We are deeply saddened by the loss of our friends who passed away in 2016 and would like to extend both our condolences to their family and friends and our humble appreciation for the legacy they have left by including ERS in their estate plans.

Volunteers Bring Meals and Smiles

By Kristin Davenport

Through Deupree Meals On Wheels, ERS provides more than 380 meals to older adults each day, delivered by caring staff and dedicated volunteers. We provide crucial contact to complement family support.



Many seniors living in Cincinnati depend on community-based programs to meet their daily needs. Deupree Meals On Wheels is one such program, having served Greater Cincinnati's seniors for more than 27 years. Last year was one for the record books.

Deupree Meals On Wheels has become a trusted resource for Cincinnati seniors. In 2016, it proved just how integral it is to the community and achieved a significant milestone. It served 102,688 meals last year—a new single-year record for the program and an increase of more than 20 percent from 2015.

Part of the reason for the large leap was due to service territory added last year through close cooperation with the Council on Aging of Southwestern Ohio (COA).

“The COA is pleased with our service and the way we do business,” says Deupree Meals On Wheels Coordinator Susan Susskind. “We start new clients the very next delivery day after the referral, which not all companies do.”

*100% Department of Agriculture
Audit Score
100% Council On Aging Audit Score
100% Board of Health Audit Score*

“My meals are delicious, and they always come with a smile,” says Betty Robinson, who has enjoyed Deupree Meals On Wheels for 20 years. Robinson also relies on the volunteers who visit every week. “I look forward to seeing my Meals On Wheels friends,” she adds. “Everyone is so nice!”



Sue Susskind

Like the care in our communities, our care for our Meals On Wheels clients is person-centered. “Our program prides itself on catering to each individual's preferences and dietary needs.... They have a choice of receiving either hot or frozen meals, and our volunteers go above and beyond to ensure the overall well-being of those we serve,” Susskind says.

How to Support Deupree Meals On Wheels

The program receives financial support from Episcopal Retirement Services' Good Samaritan Mission, which in turn is funded by donations from caring Cincinnati residents, ERS staffers and local businesses.

The program is also always looking for dependable volunteers who can help make and deliver meals. Learn more by visiting deupreemealsonwheels.com or calling (513) 561-8150.

Donor Spotlight

Sue & Keith Lawrence



Sue and Keith Lawrence see countless opportunities to help make the world a better place. “We look for where there is a need and how our passions and strengths can help make a difference,” Sue says.

ERS has been fortunate to have made connections with Sue and Keith and offered them ways to serve and share their gifts with our residents and staff.

The Lawrences first experienced ERS through Keith’s service on the Board of Directors. “I knew several Board members whom I worked with at P&G and deeply admired, in particular Trish Martindell and Harry Kangis,” Keith says.

Keith went for a “look see,” liked what he saw and was appointed in 2009. “It was an easy decision once I learned more about the mission and met the incredibly talented ERS team,” he says. “I also was doing research on retirement for our book *Your Retirement Quest* and gleaned important insights after spending time with residents and staff.”

More recently, the couple experienced ERS from the role of a family member when Sue’s father was a resident at Marjorie P. Lee. “We saw firsthand the great care Dad received before he passed away,” Sue says. “Everyone treated him like he was family. We are deeply indebted to everyone who blessed him with their love.”

“We have contributed our time and talent wherever there has been an opportunity to make a difference, such as developing the annual strategy, kicking off the ‘Next Generation Leadership’ effort, or training staff at Episcopal Church Home,” Keith says. The couple agrees that the energy and excitement of those they worked with energized them even more.

“It has been a pleasure to work with Keith as a Board member, strategy captain and personal mentor,” says ERS CEO Laura Lamb. We are blessed to have someone with his talent on our Board, helping with our transition of leadership and mapping out our strategic direction. It was also an honor to serve Sue’s father at Marjorie P. Lee. Sue and Keith have given so much to our organization—time, talent and treasure. Their charitable gifts reflect their commitment to those we serve now, as well as supporting our mission well into the future by including ERS as part of their legacy.”

ERS is grateful to Sue and Keith for their many gifts of support. “Contributing to the future of ERS fits all our criteria,” Sue says. “A great mission with great people on an important mission!” adds Keith.

—Kristin Davenport

For more information on charitable gifts, contact Diana Collins at (513) 979-2307, dcollins@erslife.org, or visit online at episcopalretirement.com. All gifts are tax-deductible to the extent provided by law.

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**ONE NIGHT. FOUR HONOREES.
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Please join us for our only fund-raising event of the year to celebrate the life-changing work of the Good Samaritan Mission, and the people who make it possible, with an evening filled with fine dining, cocktails, entertainment, and great company.

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