THE LAST YEAR WAS A YEAR OF AMAZING IMPACT AND INCREDIBLE STORIES
We strive to make a difference in the life of ...
each person we serve …
each teammate we employ and …
each community we help build.
It’s our way of improving the world we share.
WE PROUDLY SERVED

2,296 RESIDENTS IN OUR RESIDENTIAL CARE AND MEMORY CARE
WE PROUDLY SERVED

2,382 RESIDENTS IN OUR 26 AFFORDABLE HOUSING COMMUNITIES MANAGED BY ...
CARING specializes in creating and managing communities that serve people of limited income with exceptional needs, including seniors, families, and those who are physically disabled or have been diagnosed with chronic mental illness.
WE PROUDLY SERVED

2,787 RESIDENTS IN OUR REHABILITATION AND CARE CENTERS WITH 43% ON MEDI-CAL
WE PROUDLY SERVED

with

2,223

OF THE

BEST

EMPLOYEES
Each Front Porch COMMUNITY is as UNIQUE as the INDIVIDUALS who LIVE and WORK in them.

We provide diverse options ... Urban to Ocean Front Apartments, Homes & Cottages Studios to 3-Bedrooms 0.14 – 63 Acres CA, AZ, LA and FL Month-to-Month, Active Adult & CCRC Affordable Housing to Market Rate 18 to 302 residences per community

Serving all socio-economic levels.
HUMANLY POSSIBLE.

OUR TRANSFORMATIVE COMMITMENT TO CAUSE-BASED INNOVATION.
Humanly Possible® is about doing everything possible to find bold new ways to meet the growing needs of all those we are privileged to serve, now and in the future. But today, more than ever, we need every mind, every discipline, every level of our company working together on what’s possible, what’s achievable, and what’s next.
IMPACT through OUTREACH
Annually CARING Housing Ministries with their 85 employees organizes staff team-building development programs for community outreach projects. The year’s focus for community outreach was on serving **people in need**. This resulted in ...
Going above and beyond and raising over $29,000 for organizations that serve people in need.
OUR RESIDENTS
HELPING OTHERS through resident groups
Delivering ‘A Million Thanks’ to the military
Sewing and quilting for people in need
Volunteering at the Children’s Learning Centers

OVER 100 RESIDENT GROUPS HELPING PEOPLE IN NEED
Between Thanksgiving and Christmas, Walnut Village residents read and sorted about 180,000 letters for overseas military personnel to enjoy through A Million Thanks.

"I enjoy coming here each week. Sitting together builds camaraderie among us and we always end up sharing some of the letters by reading them out loud. They are such a treat."
RESIDENTS MAKE ...

fleece blankets for hurricane victims, quilts for children with parents in the Marines, knit hats for preemies for local hospitals, dresses for girls in Africa and Haiti, blankets for children in foster care, and more.
Sunny View residents and Children’s Creative Learning Centers in Los Altos have created a great partnership for over 5 years! The children enjoy engaging with their “Grandfriend.” Residents visit each week to help in the classroom.

“Some days I read books for an hour, other days I sit and watch the children play. I always leave tired but happy.”
WE CHANGE THE LIVES OF SENIORS ON THE OTHER SIDE OF THE WORLD

Sunny View and its residents adopted underserved seniors in the African country of Cameroon. The money goes to a variety of causes that benefit the elderly in Cameroon, including gardening, farming and beekeeping projects, blanket and gas lamp donations.
Claremont Manor partnered with REAL Connections Village to provide meals to older adults who choose to stay in their own home.
Villa Camp, an inter-generational Summer Camp at Villa Gardens, which was organized entirely by residents for nine- and 10-year-old students attending nearby Jefferson Elementary School.
IMPACT on OUR RESIDENTS and THE GREATER COMMUNITY
How residents, staff, research partners and technology companies collaborate to identify potential opportunities, test them out, find the ones that work and then rapidly deploy these solutions. Harnessing technology solutions that support and enhance wellbeing and help older adults thrive.

Here are some impact stories.
Impact for Corinne

“Most fun of all was setting up [...] messaging with two friends who have also started using this magical device. Yes, we could wait ’til we saw each other in the lobby. Yes, we could use the telephone. But there’s something so personal and private AND FUN about using [this]. I haven’t had this much fun since we were kids and strung a wire between two tin cans and played ‘telephone’.”

- Corinne, Front Porch resident
BRINGING

HEALTH AND WELLNESS SERVICES INTO COMMUNITY SETTINGs AND HOMES
As the demand for health care services and needs grow, telehealth is the next important step in providing high quality, affordable, and accessible care and treatment for aging communities.

We are a pioneer in championing telehealth solutions for older adults.
Virtual reality technologies address the needs of older adults. Whether it is the satisfaction of checking off a “bucket list” wish, creating rehabilitation and **mobility exercises**, utilizing pain and **stress reduction** methods, or reliving beautiful and **happy memories**, virtual reality technologies offer the possibility of **creating meaningful experiences** and changing the way we deliver care.
Impact for David

A family gathering in Hawaii was filmed using a small 360° camera. David was unable to attend in-person but with the virtual reality headset, he felt like he was at the table ... so much so, that he started talking to the video.
From a resident’s estate donation

We tackled **CYBER-SECURITY** at a local level with donations to our foundations through our **AWARD-WINNING Piers Project**.

Nearly half of adults ages 65 and older now own smartphones. Internet use by seniors has similarly jumped — and for the first time, half of older Americans have broadband at home. But with all that access to technology comes the increased risk of becoming a victim of cybercrime.
Hearables For All: This Initiative Brings New Personal Amplifiers to Older Ears

We deployed a group listening system developed by EverSound alongside PSAP devices across 12 Front Porch communities. The project assessed the impact of these innovations on social engagement and quality of life among hundreds of older adults.

The impact potential of these new solutions will be enormous to the wellness and independence of older adults.
Impact for Richard

Richard was a firefighter. Through the It’s Never 2 Late (iN2L) interactive engagement technology platform, Richard was transported back to the farms of Wisconsin. He shared memories of his days as a firefighter when he saw the helmet and firefighting gear on the screen. Moments of connection bring such joy.

“It covers so many different fields. It is unbelievable. You almost have to watch it to believe it.”

- Richard, Front Porch resident
These stories are thanks to PEOPLE like you our PHILANTHROPIC PARTNERS.
IMPACT through PHILANTHROPY
Philanthropy
/fəˈlanθrēpē/
noun:
creates community and meaningful moments;
fuels innovation, solves real problems and reaches out to others;
inspires legacy and makes a difference in our lives everyday;
sparks partnership and engagement.
WE HAD

1,221 DONORS

11,185 NUMBER OF GIFTS

$4.05M TOTAL DONATED

In FY 18/19
$71.8M DONATED/RAISED
SINCE THE INCEPTION OF FRONT PORCH
Since 1999
This goes to

- Refurbishing our Care Centers
- Capital Campaigns
- Affordable Housing
- Congregational Legacy

And so much more ...
We are a company of givers. We give our TALENTS, LOVE, KINDNESS, CARE and SUPPORT everyday.

We also know that there are times when our team members need support as well. That is what motivates us to offer the HEART Fund ...
The HEART Fund, a special fund designed to assist Front Porch employees who have experienced an unforeseen financial hardship due to an illness, death in the family or loss of a home caused by a natural disaster.
WE HELPED PROVIDE HOLIDAY CHEER AT 280 LOW-INCOME HOUSEHOLDS at 4 of our CARING Housing Ministries Communities with $17,150 of donations THROUGH OUR OPERATION SNOWFLAKE

Since 2002 Operation Snowflake has provided low-income families with requested gifts of needs and wants of each child and gift cards to supplement other needs such as groceries. Our work is done behind the scenes ... to preserve the dignity of each family!
RESIDENTS GAVE 97 SCHOLARSHIPS

Congratulations to Vista del Monte scholarship recipient, Raul Fajardo, maintenance team member at Vista for 19 years! Raul plans to continue his education “not only so I can be a better person, but to be able to motivate my coworkers.”

Thanks to the generosity of our residents, our Foundations are able to fund scholarships to help employees and their children get post-high-school training and tuition for college.
WE OFFER CHARITABLE CARE (RESIDENT ASSISTANCE) FUNDS. $735,062 WAS RAISED FOR RESIDENTS IN NEED

These funds help Front Porch retirement community residents who have outlived their financial resources.
Front Porch Gallery is dedicated to the belief that ‘art creates community.’ The Gallery is a forum through which residents and staff at Front Porch and CARING Housing Ministries communities as well as local senior artists and other not-for-profit organizations can share their stories through art.
WE STARTED A CHOIR FOR RESIDENTS WITH ALZHEIMER’S DISEASE
OUR AMAZING RESIDENT VOLUNTEERS, STAFF AND COMMUNITY VOLUNTEERS DONATED 146,520 HOURS. THANK YOU!
IMPACT through QUALITY
The 5-Star Medicare rating was created by The Centers for Medicare & Medicaid Services to help individuals and their families compare nursing residences more easily. Ratings are based on health inspections, staffing and quality measures. Only the top 10 percent in each state receive a five-star rating. These ratings are as of March 31, 2019. www.medicare.gov
With the intent to **INSPIRE** and measure **ENGAGEMENT** among **RESIDENTS** and **STAFF**, creatively pursuing what’s **MEANINGFUL** to them, we initiated an assessment program called ...
“ENGAGE...a Front Porch Collaborative” is a dynamic assessment program that measures the level of engagement of our residents and staff.

Engagement is about creating opportunities for meaningful and purposeful connections. It is the essence of life enrichment and wellbeing.

We celebrate, acknowledge, share ideas and encourage engagement as an important quality indicator at all Front Porch communities.
IMPACT through STEWARDSHIP
55
STAR EMPLOYEES
TRAIN AND TEACH
SERVICE EXCELLENCE TO
over 2,000
FELLOW STAFF MEMBERS EACH YEAR.
Service excellence training is in its 14th year!
Through peer-to-peer mentoring, STAR employees gain skills in public speaking, leadership and experience personal growth (and a 22% promotion rate)!
5-STAR College Workshops
+ Fresh Ideas
= New Ways to Serve!

Humanly Possible® “Fresh Ideas” Action Projects inspire colleagues to collaborate and create new ways to meet needs!

For 2018, we had 50 projects, including ...

• “Shake and Fold” to save hundreds of dollars on paper towels costs
• “Going Green” for chemical free cleaning
• “No-Contact Boxing” for residents with Parkinson’s disease
Front Porch is a values and mission-driven organization with a commitment to integrity in all that we do. Our Ethics Service celebrates Values in Action, promotes awareness and ethical decision making through the Front Porch Ethics Board and regional committees, monitors compliance at all levels of the organization and celebrates best practices.
For us, compliance and ethics are about INTEGRITY.

compliance is confidence. it’s good. it’s right.
its ethical. it’s a passion that protects.
it’s the competitive advantage of culture and culture always wins.
it’s about doing our jobs the right way.
it’s knowing to speak up when you see something that doesn’t seem right.
all it takes is a compliance community that believes in itself. it’s risky out there.
and we are the ones who manage, mitigate and minimize that risk.
we believe in what we do, and then we do it.
compliance, the brave new world of integrity.

For more information: Compliance Officer Sally Plank 212-254-1212.
Thank you