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For more information, contact:
Bernadette De Mesa
FrontPorch@graham-associates.com
(415) 986-7212

Front Porch Retirement Communities Receive 2018 Choice Community Awards for Resident Engagement and Highest Honors from Holleran Consulting

Front Porch residents in Southern California and Northern California rank their communities as great places to live; exceeding consulting firm's standards

GLENDALE, Calif., November 18, 2018 – Front Porch, a not-for-profit organization that serves more than 5,000 residents in senior living and affordable housing communities, announced today it has received **three 2018 Choice Community Awards and Holleran's Highest Honors** by [Holleran Consulting](#), a premier research and consulting organization offering employee and resident engagement benchmarks to senior living communities nationwide.

Choice Community Award winners are recognized based upon two metrics: resident engagement index scores above the Holleran Benchmark and residents' ratings of their community as a great place to live with an enriched culture of engagement. **The following Front Porch communities in California received 2018 Choice Community Awards for resident engagement: [Casa de Mañana](#) in La Jolla, [Sunny View](#) in Cupertino and [Villa Gardens](#) in Pasadena. Villa Gardens also received Holleran's Highest Honors, recognizing outstanding efforts in providing the highest level of engagement to residents.**

Front Porch measures more than satisfaction. Through a program known as [ENGAGE – a Front Porch collaborative](#), it examines resident engagement and connectedness by administering a series of peer-to-peer assessments every two years and conducting focus groups with residents, families, employees and volunteers. As a result, Front Porch receives a 360-degree view of life in their communities and plots its progress in developing inspiring, innovative experiences and examining how creatively these experiences are meeting the needs of residents and the community at-large.

“We are honored to be recognized as Holleran's 2018 Choice Communities and Highest Honors,” said Sally Plank, SVP Organizational Accountability Group. “Our goal is to create a retirement experience relevant to each individual who we serve. It's important we capture our performance by measuring the overall quality of experiences at our communities so each individual is supported and engaged in meaningful ways.”

The Choice Community Award was designed to recognize communities who show strong cultures of employee and resident engagement. These awards are given at the community level and are granted based on exceeding the Resident Engagement Index benchmark.

Holleran's Highest Honors recognizes outstanding efforts in providing the highest level of engagement to residents. Villa Gardens scored above 96% of Life Plan Communities in the Holleran Benchmark in the area of supporting residents' Voice. Villa Gardens also did remarkably well in the other areas of Connection, Fulfillment, and Well-being, scoring at the top of the National Benchmark with scores in the 88th, 87th, and 91st percentiles respectively.

"This recognition speaks to a community's culture and their ability to bolster resident voice, strengthen their connections, heighten individual fulfillment, and enhance physical and emotional well-being," said Connie Wolfe, executive vice president of Holleran. "These four complementary areas of resident engagement are a necessary measure to capture how well a community is recognizing and meeting the higher-level needs and expectations of today's residents. Congratulations from Holleran!"

About Front Porch

[Front Porch](#) is a not-for-profit organization based in Glendale, Calif., serving individuals and families through full-service retirement, active adult communities, affordable housing and related management and development services. Front Porch retirement communities offer options ranging from independent living to skilled care, including assisted living and memory care. Front Porch holds an A credit rating from FitchRatings and an A- credit rating from Standard & Poor's. Founded in 1999, Front Porch embraces a leading-edge approach to enhancing well-being with innovative communities and programs that meet the changing needs of people as they age. The Front Porch culture is driven by [Humanly Possible](#)[®], a commitment to cause-based innovation that harnesses the innovative spirit of all of its staff in an effort to do whatever is humanly possible to meet emerging needs of the people we serve now and in the future. Specialized outreach programs like the Front Porch Center for Innovation and Wellbeing and the Front Porch Gallery support the Front Porch belief in understanding and creatively meeting the needs of individuals in community.

Front Porch is comprised of 10 full-service retirement communities in California and two adult living communities: one in Louisiana and one in Florida. Front Porch also serves individuals and families through 25 affordable housing communities managed by CARING Housing Ministries, a division of Front Porch.

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