

PRESBYTERIAN  
HOMES & SERVICES  
*A Community of Care*

*SOCIAL ACCOUNTABILITY REPORT*

August 2008

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## INTRODUCTION

Presbyterian Homes & Services, Inc. (PH&S) opened its door in 1967 with the area benefiting from a modern nursing facility to meet community needs. PH&S has grown from its first corporation, Presbyterian Home for Central New York, to seven corporations providing an array of services under the parent corporation, Presbyterian Homes & Services (PH&S). The following subsidiaries and their services are bundled together as a fee for service continuing care retirement community (CCRC). These services can be obtained at all levels directly from the greater community and consist of residential as well as community based.

Presbyterian Home for Central New York: Skilled Nursing  
Adult Day Services – Medical  
Inpatient Rehabilitation  
Outpatient Rehabilitation  
Specialty units for Parkinson’s and  
Alzheimer’s

Presbyterian Residential Community: Adult Home  
Assisted Living Program  
Adult Day Services – Social  
Delivered Meals  
Home Care  
Wellness Center

The Meadows at Middle Settlement: Independent apartments for income  
qualified

Preswick Glen: Independent apartments and  
cottages

Presbyterian Homes Foundation: Charitable foundation supporting the  
development and operation of  
services and facilities to meet  
community needs

PH&S Property Management: Provides executive offices for PH&S

PH&S delivers its services knowing they will best support its residents as well as enriching the lives of those participants in the community. PH&S strives to and has served as a model to others by sharing its knowledge in developing innovative programs. The operation of PH&S provides benefits to its residents, participants and staff knowing that these benefits will accrue to the cities, towns and villages where it serves.

## MISSION AND VISION STATEMENTS:

The principle from which PH&S operates creates the structure for its social accountability.

Mission: Presbyterian Homes & Services excels in providing healthcare, housing and community services while promoting individual wellness and independence in a dignified manner.

Vision: To be recognized as an innovative provider of a diverse choice of quality services for those we serve.

## COMMUNITY BENEFIT REPORTING

Since its inception, PH&S has identified needs to be met by those seniors living in Oneida County and its surrounding area. The purpose of this report is to communicate what it is that PH&S does that contributed to enhancing the quality of life for thousands of people in its service area and beyond. As you will see, financial support is only one of the many forms of charity provided by PH&S.

## EXECUTIVE SUMMARY

PH&S is guided by its charitable mission to give to the community what it can through its organizations, residents, staff and volunteers. The outstanding reputation of our not-for-profit organization as a responsible corporate citizen was built by action and deeds. On an annual basis, PH&S provides over \$6,152,000 in subsidized services and another \$564,713 of other expenses and inkind activities. These dollars alone represent the tremendous value of our organization to the community. Over the past eight year period, PH&S received in charitable gifts an average of approximately \$235,000 per year. Therefore, the organization must generate other monies through operations in order to provide several millions of dollars in charity each year. PH&S has no financial sponsorship from the national Presbyterian Church or endowments to support its mission.

Presbyterian Home is the facility providing the majority of the charitable services. Presbyterian Home has had substantial operating losses for the past eight years.

2000 - (\$308,858)	2004 - (\$266,373)
2001 - (\$205,538)	2005 - (\$682,793)
2002 - (\$946,513)	2006 - (\$957,744)
2003 - (\$147,177)	2007 - (\$1,071,260)

The financial support that Presbyterian Home has received from its sister corporations has been key to its avoiding serious consequences such as bankruptcy. This financial support has been demonstrated by shared services, cost shifting, in-kind services and formal loans. These activities have been monitored and approved by the parent corporation, PH&S.

Presbyterian Homes Foundation has had its resources substantially reduced by the recent development of Preswick Glen and its remaining money has been committed as collateral on various loans of sister corporations. The integration of seven corporations under one management and tied through shared services has enabled the organization the ability to serve and continue serving the community from year to year with a relatively level degree of charity.

### SUBSIDIZED ALLOWANCES AND BENEVOLENCE

A major portion of the nursing facility is comprised of Medicaid patrons. Over the past eight year, Medicaid patients have averaged 65 percent of the homes population. The nursing home has a provider agreement with the New York State Department of health to provide services to indigent people. Under this agreement, the home incurs a contractual loss which is the difference between actual cost and the payment amount made by the state. This charity service amounts to \$3.9 million in 2007 for the inpatient population. In the medical model adult day care program, the charitable care was \$66,876 where approximately 74 percent is Medicaid. Presbyterian Residential Community's assisted living program had 90 percent Medicaid patients with charitable care of \$960,000. In the adult home, people who do not qualify for Supplemental Social Security or SSI receive our scholarship assistance which was \$36,000 in 2007. These residents on SSI are similar to the Medicaid residents in the nursing home, and the adult home subsidized their stay in 2007 in the amount of \$1,061,000.

The Meadows independent housing is a HUD program with eligible residents receiving a rent subsidy. All rents at The Meadows are substantially below the average area market rent and 73 percent of the residents receive a subsidy totaling \$129,000 per year.

### EDUCATIONAL ACTIVITIES

PH&S has for many years been a teaching facility. Besides the standard ongoing staff education, we have provided many types of educational services. Facility sponsored programs include:

- 1) Certified nurse aide training - \$43,246.

- 2) Home healthcare aide training for staff and others - \$8,903.
- 3) Seminars for the public on topics such as Alzheimer's, estate planning, Parkinson's, long term care insurance, death and dying - \$844.
- 4) Monthly Parkinson's educational presentations by the Central New York Parkinson's Support Group - \$1,500.
- 5) St. Elizabeth College of Nursing registered nurse clinical rotation - \$821.
- 6) BOCES licensed practical nurse student affiliation - \$600.
- 7) National Council of Activities sponsored certification - \$5,751.
- 8) Utica College occupational therapy students and nurses are supervised - \$1,075.
- 9) SUNY Institute of Technology Health Systems Management Administrator in Training program - \$10,942.
- 10) SUNY Albany social work interns - \$16,187.
- 11) Hamilton College interns supervised by our chaplain - \$781.
- 12) University of Rochester neurology department's telemedicine project - \$7,233.
- 13) St. Elizabeth Medical Center physician internship program - \$1,438.
- 14) BOCES intern for regional program for excellence in recreational therapy - \$800.
- 15) Mohawk Valley Community College recreation leadership intern - \$400.

### VOLUNTEER SERVICES PROGRAM

Our volunteer program uses the services of well over 250 people each year, contributing 28,810 hours in 2007. These fine people serve residents and families in a wide variety of ways. Many of the volunteers are drawn from our independent living facilities (The Meadows and Preswick Glen) as well as the community at large. Volunteers provide community transportation as van drivers and internal transportation pushing wheelchairs. They make friendly visits, do letter writing, work the gift shop, run errands and assist with the activity program as well as assisting with fundraising projects. At just \$10 per hour, their services are worth, monetarily, \$288,000 per year.

Many of our staff serve as volunteers as part of their paid position. Staff has served in roles with professional and community organizations. The following is a partial listing of such organizations: United Way, Parkinson's Association, Resource center, (Oneida County Office for the Aging, Oneida County Health Care Coalition, Oneida County Department of Health emergency preparedness Council, SUNY IT Health Systems Management Curriculum Committee, Utica College Health Systems Management Committee, American Diabetes Association, Alzheimer's Association., three local Rotary Clubs, New York Association of Homes and Services for the Aging.

On average, 25 department heads serving 36 hours per year at a value of \$35 per hours is \$31,500.

Involved with the governance of PH&S, there are 30 volunteers who contribute their professional knowledge and wisdom to the operation of the organization. Community people from a wide variety of professions and experiences serve on the board of directors and board of trustees. These volunteers recognize PH&S as a valuable community resource and give of themselves and their resources to PH&S as their way of giving back to the greater community some of what they have gained personally.

#### CHARITABLE PROGRAMS TO RESIDENTS AND STAFF

- 1) Cornell Cooperative Extension provides energy and money-saving seminars - \$458.
- 2) Voluntary income tax assistance for staff earning \$40,000 or less - \$1,438.
- 3) Service coordinator grant -\$47,108.
- 4) Tuition assistance to staff - \$750.

#### RESEARCH AND PROGRAMS SHARED WITH OTHERS

Not-for-profit organizations have a history of sharing their knowledge with each other. Sharing best practices and innovative ideas and programs facilitate not-for-profits in fulfilling their missions beyond their operational spheres of influence.

Eight major programs developed by PH&S for others to replicate are:

- 1) Special needs unit servicing victims of Alzheimer's.
- 2) Medical model adult day care program.
- 3) Movement disorders unit services victims of Parkinson's.
- 4) The use of telemedicine for Parkinson's whereby physicians treat patients via the internet. This program has received attention from national professional publications, state and national association publications and presented before a congressional committee. Our organization has drawn visits by other organizations to observe our programs not only from within the state but from outside the state as well.
- 5) Use of technology integration for staff efficiencies.
- 6) Development of "day-versity" program for non-dementia adult day healthcare residents.
- 7) First nursing facility in northeast United States to become a voluntary protection program designed OSHA.

- 8) Memory clinic (only one located between Syracuse and Albany).

### RELIGIOUS AFFILIATION AND PROGRAM

Being a faith-based organization, PH&S provides a pastoral program to meet the spiritual needs of both the residents of Presbyterian Home and Presbyterian Residential Community. A full time chaplain is employed to either provide directly or obtain outside resources to meet the residents' needs. Having a population following several different religions requires obtaining and coordinating the use of other people ordained in different religions. Our chaplain conducts a weekly worship service along with bible study, memorial services and grief counseling to both residents and their families and friends. The chaplain also uses volunteers to support programming. This support is primarily providing music and transportation. The guidance of the program is provided by a pastoral committee made up of volunteers that includes clergy that are members of the board of directors and others. The direct annual cost of the program is approximately \$50,000.

### OTHER CONTRIBUTIONS TO THE GREATER COMMUNITY

- 1) Support groups - \$5,000.
- 2) Information and referral - \$5,200.
- 3) Emergency preparedness planning and participation with Oneida County- \$600.
- 4) Sharps program – community at large is able to drop off their used syringes, etc., for proper disposal - \$475.
- 4) Wellness program and facilities are open to the public - \$25,000.
- 5) Heart fund campaign - \$619.
- 6) Alzheimer's Association fundraiser - \$1,793.
- 7) Utica Zoo fundraiser - \$500.

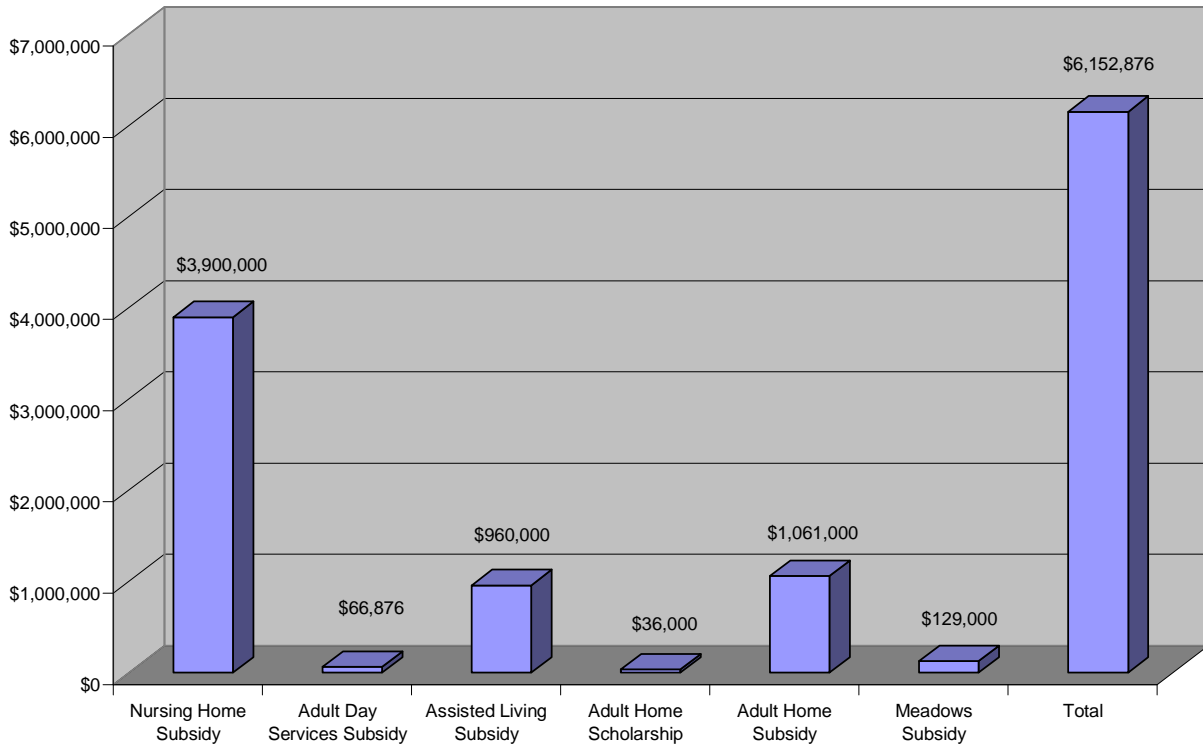
### USE OF FACILITIES

- 1) Parkinson's Awareness Group
- 2) American Diabetes Association
- 3) Alzheimer's Association
- 4) Insurance companies/attorney on elder care insurance
- 5) Wellness Center is more than just a fitness center designed for seniors because it offers programs and guidance on health and wellbeing. The cost of its physical space and equipment, which is open to the senior public, was \$508,000.

Note: Program costs are derived from either 2007 operating data, 2008 operating data or value received by recipient of service. Supportive documentation is available through PH&S corporate office located at 180 Clinton Road, New Hartford, New York 13413.  
([www.presbyterianhome.com](http://www.presbyterianhome.com))

CHARTS – VALUE OF COMMUNITY BENEFITS

**Subsidized Allowances and Benevolence**



**Other Expenses and Inkind Activities**

