



# Vibrant communities. Excellent care. Thoughtful, personalized approaches.

When it comes to senior living, the best providers are those that go above and beyond to make a difference. The ones that continuously pursue excellence and consistently seek out new, better ways to serve older adults and their families.

Today, two such providers – **United Methodist Retirement Communities (UMRC)** and **Porter Hills (PH)** – announced a decision to come together under shared board governance and leadership. This decision reflects our commitment to sharing our knowledge, skills and resources for the advancement of senior services across Michigan.

## Our Shared Goals

We believe in:

- Ensuring superior services that bolster the well-being and independence of Michigan older adults,
- Offering state-of-the-art environments that provide the very best health outcomes, utilizing the latest tools and technologies,
- Providing opportunities for dynamic senior engagement, activities and learning,
- Enhancing opportunities to meet the unique financial challenges facing today's older adults, and
- Retaining our respective designations as top places for people to work.

The rapid pace of change in the senior living and healthcare sectors makes it more important than ever for like-minded organizations such as UMRC and PH to unite behind a common, broad-based strategy for growth. Both organizations are focused on achieving the best possible outcomes for the people we serve.



UNITED METHODIST  
RETIREMENT COMMUNITIES

PORTER HILLS



**About UMRC** - Building on a foundation of 113 years of service, United Methodist Retirement Communities serves older adults of all faiths at nine locations throughout Southeast Michigan. UMRC services include independent living, assisted living, memory care, rehabilitation and skilled nursing. UMRC affiliates include three Programs of All-inclusive Care for the Elderly (PACE), affordable assisted living and affordable housing.

**About Porter Hills** - For nearly 50 years, Porter Hills has provided communities and services for older adults of all faiths in ten different communities throughout West Michigan, as well as through in-home service agencies and partnerships. PH services include independent living, assisted living, memory care, rehabilitation, skilled nursing, and home care. Some of PH affiliates include two Programs of All-inclusive Care for the Elderly (PACE), hospice, care management and affordable housing.

Two high-quality, Michigan-based, faith-founded senior care organizations coming together under one shared board governance and leadership team. From shore to shore, sharing what makes each of our communities strong, UMRC and PH will enrich the work we do—together—on behalf of Michigan's older adults.



UNITED METHODIST  
RETIREMENT COMMUNITIES

PORTER HILLS



# Frequently Asked Questions

## Q. What does the affiliation of UMRC and PH look like?

**A.** UMRC and PH are entering into an agreement, effective March 1, 2019, to come together under shared governance and leadership. UMRC will be the sole shareholder of Porter Hills Presbyterian Village, Inc. Previously, the share was held by Westminster Presbyterian Church in downtown Grand Rapids, Michigan.

## Q. How will the successor organization be structured?

**A.** There is no successor organization as UMRC is now the sole shareholder of PH. Both UMRC and PH remain in existence, serving older adults as they have since being founded.

## Q. What will the name of the affiliated organizations be?

**A.** The organizations' names will remain United Methodist Retirement Communities, Inc. (UMRC) and Porter Hills Presbyterian Village, Inc. (PH). Currently, there are no plans to change these names, as we recognize the strength of both brands.

## Q. Who will employ staff and enter into contracts on behalf of these organizations

**A.** UMRC and PH will continue as two organizations, and both will enter into contracts independently. Together, we will take advantage of coordinated contracting in areas where we can seek efficiencies.

## Q. Is the affiliation a nonprofit or for-profit entity?

**A.** Both UMRC and PH are nonprofit organizations and will remain so in the future.



**Q. When is the affiliation finalized?**

**A.** The affiliation is finalized on March 1, 2019.

**Q. What happens to existing boards? What will the new boards look like?**

**A.** There will continue to be a UMRC Board and a PH Board. Six current PH Board members will join the UMRC Board for a total of 18 voting board members. Four current UMRC Board members will join the PH Board for a total of seven voting board members.

**Q. Where will board meetings be held and how often?**

**A.** UMRC and PH Board meetings will be held at locations throughout Michigan. Board meetings are typically held five to six times per year.

**Q. How significant is this affiliation in the senior living industry? Where does it rank in Michigan and nationally?**

**A.** Post affiliation, UMRC and PH will be the third largest nonprofit senior living organization in the state of Michigan and will rank in the top 75 nonprofit organizations in the nation. Together, UMRC and PH will be one of the 25th largest nonprofit providers of affordable housing in the United States. We are not aware of a larger nonprofit senior living affiliation ever occurring in Michigan.

**Q. What will be the dollar value of this affiliation?**

**A.** Combined, UMRC, PH and their affiliates have revenues in excess of \$150 million.

**Q. How many people will be served by this affiliation?**

**A.** Together, UMRC, PH, and their affiliates serve more than 6,700 older adults annually.



**Q. What new models or pioneering strategies will be generated as a result of the affiliation?**

**A.** UMRC and PH are leaders in serving older adults with innovative care models such as affordable assisted living, Programs of All-inclusive Care for the Elderly (PACE) and TANDEM 365, a partnership of senior living organizations to assist seniors with complex medical conditions to safely stay in their homes while decreasing emergency room visits and hospital admissions.

**Q. What staffing changes will there be, if any?**

**A.** UMRC and PH senior leadership teams will combine to become one joint Strategic Team. Effective March 1, 2019 as part of our affiliation, Steve Fetyko is the Interim CEO and John Thorhauer is the President and Chief Strategy Officer, both serving UMRC and PH until a president and CEO is named. UMRC and PH Boards will collaborate on the President and CEO search, which is expected to start this month and conclude by August 2019.

The remaining members of the Strategic Team will expand their roles to serve both organizations as noted below:

Lori Potter, Chief Operating Officer

Kim Hoppe, Chief Financial Officer

Wendy Brightman, Foundation President

Michelle Henderson, Chief Human Resources Officer

James Kelly, Chief Sales and Marketing Officer

Kate Collins, Chief Project Development Officer

Kim Thompson will serve as Vice President of Eastern Operations and Nicole Maag will serve as Vice President of Western Operations.

In addition, Alyssa Trinkle will join the Strategic Team as the Vice President of Finance. Melissa Latter will join the team as the Vice President of Quality and Compliance.

There are no planned staffing changes at the direct care or individual location level.





**Q. What operations are being combined or transferred?**

**A.** It is intended that current UMRC and PH service lines will remain and expand to meet future needs. UMRC and PH staff will work together to find operational efficiencies. It is not anticipated that there will be any impact to direct care or services.

**Q. Will anybody's compensation be changed?**

**A.** UMRC and PH regularly conduct salary surveys to remain competitive in today's market. A small number of people will have wage adjustments due to an increase in responsibility and/or the need for a competitive salary adjustment as a result of the affiliation.

**Q. Will UMRC and/or PH gain access to technologies, services or approaches that didn't exist before?**

**A.** Both UMRC and PH will work together to implement shared best practices and seek to continue to expand services throughout Michigan.

**Q. What changes will residents, families, staff and surrounding communities see as a result of the affiliation?**

**A.** It will be “business as usual” with no immediate changes to the day-to-day lives of our residents, families, staff, and communities. With the exception of some expanded responsibilities for our Strategic Team as listed above, there are no planned staffing changes at the direct care or individual location level. Residents will enjoy the same caring relationships with staff as always. Employees will report to their same supervisors. There will be no immediate changes to payroll, insurance, billing, etc.

Because both UMRC and PH are fully committed to service excellence, we will continue to be thoughtful and ensure that affiliation provides the best possible outcomes for our residents, family members, staff and communities. Over time, you will see enhancements to our locations and services for older adults as part of adopting best practices of both UMRC and PH.





**Q. Will the affiliation have any impact on the cost of residents' housing and/or care? Will any buildings have to close?**

**A.** Both UMRC and PH are committed to maintaining high quality care and services, appropriately priced. We remain committed to our diverse service offerings and operating in a sustainable manner. As part of the affiliation, investments will be made to enhance existing locations and maintain state-of-the-art communities.

**Q. Will there be changes in the way donations are made to the UMRC Foundation or Porter Hills Foundation? Will gifts be used for the specific communities as intended?**

**A.** We know how important philanthropy has been in our history and how vital it is for our future. Thoughtful donors have made a tremendous impact on improving the lives of the older adults and communities we serve, and we are committed to upholding each donor's intent. We will continue to be effective stewards of the funds with which we have been entrusted, assuring that all donations will remain local and will be used for the purpose designated.

**Q. What are next steps in the affiliation process?**

**A.** UMRC and PH governance and leadership have come together effective March 1, 2019. We are making the announcement today to residents, families, staff, donors and other constituents, as well as the public. While it will be "business as usual" moving forward, the goal of the UMRC and PH Boards and Strategic Team is to closely align business practices and execute plans for future growth and investment in our existing service lines.

**Q. How will you manage potential disruptions?**

**A.** There will be absolutely no disruptions to our existing services. The Strategic Team and UMRC and PH Boards will meet regularly to execute our joint strategy to continue to enhance services and grow our mission.





**Q. Why are you still growing? When will you be big enough?**

**A.** Size is not the goal for either UMRC or PH – it is, rather, excellence in our mission. Our two organizations are leaders in our markets. Under shared governance and leadership, our ability to serve older adults is significantly enhanced. We are tremendously excited about what the future holds, and we look forward to pursuing our shared objectives in the months and years ahead.

[Click here to view the Press Release](#)

If you have additional questions or wish to discuss this process further, please contact the following individuals:

**United Methodist Retirement Communities**

Lisa French  
Director of Communications  
& Annual Giving  
UMRC Foundation  
805 W. Middle Street  
Chelsea, MI 48118  
734.433.1000 ext. 7426  
www.umrc.com  
lfrench@umrc.com

**Porter Hills**

Kim Hoppe  
Senior Vice President of Financial  
& Corporate Services  
Porter Hills  
4450 Cascade Rd., Ste. 200  
Grand Rapids, MI 49546  
616.949.4975  
www.porterhills.org  
khoppe@porterhills.org



UNITED METHODIST  
RETIREMENT COMMUNITIES

PORTER HILLS