



Annual Report | Two-Thousand Twenty

Creating communities where aging is honored and celebrated.

THE YEAR of WE!





95-year-old Walnut Crossing resident Miriam Looker (right) beat COVID-19 and then made 3,000 reusable masks for team members and residents including good friend, Peggy Wells.

A Message from Leadership

Dear CLC Residents, Associates, Families and Friends,

When our organization was formed, things were not easy. As one founder, Earl Lammers, put it, "There was a lot of sweat, some tears, and a lot of joy – God's hand was on us all the way."

In 2020 we felt the hand of God's continual work in our organization in many ways. Most inspirational was the courageous effort of so many community teams, working harder than they ever thought possible, to care for, protect and uplift the older adults we are privileged to serve. There was an inner strength, not just in individuals, but in teams and in our organizational spirit, that allowed us to survive the pandemic and begin to thrive again.

God's spirit was and is working through us.

Christian Living Communities, and the 22 communities we support, paid a hefty price. Precious lives were lost, cherished community life altered, and significant financial losses incurred.

There are also countless examples of heroic acts, compassionate assistance, and the strength of our nearly 50 years of service that intertwined with the undeniable grace of God that pulled us through.

Now, in 2021, you'll find a grateful and humbled organization, thankful for the hard work and support of many. You will also find a determined organization that is getting stronger every day so that the sacred work we are called to do not only continues but grows to serve more in need of our services and care.

With sincerity and genuine appreciation, we say **THANK YOU** to team members, residents, families, volunteers, donors and supporters. Of special thanks, our Board of Directors, who buoyed us daily. It was, and is, the power of We! strengthened by God that carries us through, to soon celebrate our 50th year.

With sincerest appreciation,

Jill Vitale-Aussem | President & CEO



Dr. Amy Dore | Board Chair



*CLC CEO Jill Vitale-Aussem
and Board Chair Dr. Amy Dore*



"Now to him who is able to do immeasurably more than all we ask or imagine, according to His power that is at work within us."

Ephesians 3:20

It's plain and simple – 2020 was hard. It was gut wrenching and scary. Nothing can quantify the tremendous loss felt at the passing of beloved residents. But it was also filled with bravery, compassion and empathy. We saw people rising up, coming together, and supporting one another.

There are not enough pages to adequately tell our story. But let's start at the beginning.

COVID-19 first knocked on one of our community's doors March 8, 2020. Our clinical team was already tracking the virus and alerting teams to prepare. However, the world-wide shortage of the life-saving Personal Protective Equipment (PPE) needed to safeguard everyone in our communities was extremely difficult. Care partners bravely did their best to conserve precious PPE while others worked tirelessly to get more. Without hesitation, team members at our support office quickly became experts in procurement while creating and organizing a new central supply.

We also issued many pleas for help; friends, families, supporters, and strangers answered our call by either donating PPE or making masks and gowns. THANK YOU!

2020 PPE Purchases

(Highest amounts shown)



Item	Number
Gloves (Indv.)	407,300
Gowns (Washable, Apron, Full Body, Ponchos)	33,830
Alcohol-based Hand Rub (oz.)	19,805
Surgical Masks (Indv.)	15,290
Respirator Masks (Indv.)	8,386
ESTIMATED SUPPORT OFFICE PPE COST	\$1,545,033



Casey's Pond team member in full PPE



Visit bit.ly/CLCAAnnualReport2020 for a digital copy of this report and to view our special 2020 Year-End Tribute video along with videos created for our 2020 Mask Up Challenge.

"I used to be an intensive care nurse, so I've seen a lot. COVID is tough; it was so hard because there was little we could do to bring comfort, but we tried... oh how we tried."

There were countless contributions made by so many; hours of overtime covering for sick coworkers, hours trying to lift spirits and help keep connections with families and friends, hours tracking and making Personal Protective Equipment (PPE) during the dark days of the international shortage, hours in prayer for God's protection, strength and guidance.

CARES Cards (6/20-12/20)

71 COVID-19 positive employees received \$250 CARES Cards for a total of \$17,750 of relief to help with unforeseen expenses.



Clockwise from left: Pinkard Construction donated "Winter Hug" gifts for Dayspring residents, CLC partnered with Centura Health and Dispatch Health to make gowns, a Cappella of Grand Junction resident enjoys time at the salon with a care partner substituting as a stylist, and a Clermont Park family drives by with a greeting.

We!

"I can do all things through Christ who strengthens me."

Philippians 4:13

We! Bravely Fought the Virus, but it Took a Toll



Total Residents Tests **7,620**
Total Associates Tests **9,902**



Total Resident Passings **117**



Total Residents Positive **459**
Total Associates Positive **348**



Total Residents Recovered **342**
Total Associates Recovered **348**

Total Residents Neg. Tests **5,126**
Total Associates Neg. Tests **5,009**

Data from all 22 communities

L-R: Outdoor fun at Villagio, Happy Hour at Clermont Park, appreciation for our front line team members



COVID-19 related expenses not including lost hours and overtime

\$2.3 million dollars

CLC owned communities and Rhythms Home Care appx. hours of missed work:

11,225

Days missed from work: **539**

These numbers are more than double when taking in account operations for all 22 communities.



Casey's Pond resident Vic Vickery was the first CLC-Cappella resident to receive the vaccine in December of 2020. As of mid-June 2021 we have **91% of residents** and **74% of team members** receiving both doses of the vaccine across all communities.



Strength in the Pandemic | 2020 Financials



CLC-Cappella introduced Movement4Life to combat the effects of the quarantine. Sugar Fork Crossing really "moved it!"

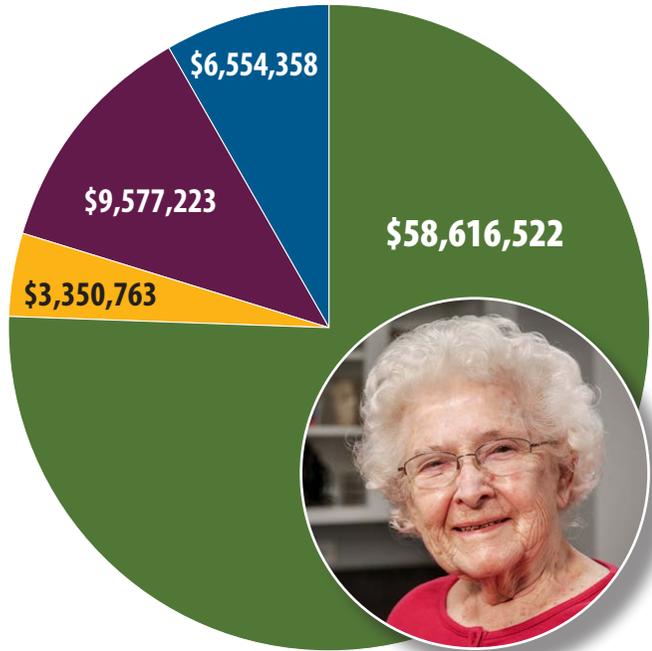
TOTAL OPERATING INCOME
\$73,804,609

TOTAL OPERATING EXPENSE
\$78,098,866



CLC fared reasonably well considering the significant challenges presented during the pandemic. CLC has maintained staffing levels, provided Hero Bonuses for associates working with COVID residents, secured Federal, State, and Provider Relief Funds, and met all of our bond covenants.

On June 11, 2021 our application to the Payroll Protection Program (PPP) was approved and our loan of \$4,140,600 was forgiven, meaning we did not need to pay back what we needed to survive 2020, keeping team members employed to continue vital services and care.



Summaries of audited financial reports are available on our website, ChristianLivingCommunities.org.

For any questions, contact Bryon Childs, CFO at 720.974.3504 or bchilds@clcliving.org.



A Time to Give | Giving Back During COVID-19

CLC-Cappella has always been a committed partner in the communities we serve, giving back as much as we receive. While the pandemic decreased our volunteerism, we still managed to give back!

- **Subsidized Charity Care: \$1,802,286**
- **Volunteer Hours: 15,185**
- **Special Efforts of Note:**
 - Clermont Park/Duet hosting a food truck event to provide food for A Safe Outdoor Space (SOS) outside of Denver Community Church
 - Alzheimer's Association support—even through the pandemic
 - Holly Creek Vision Walk
 - Knitting blankets & sweaters for babies
 - Donation to Salvation Army (Clermont Park)
 - Stuffing boxes for Operation Christmas Child



*Fighting the virus
Old West style at The
Retreat at Sunny Vista*

*Clermont Park/Duet food truck event,
Alzheimer's Association Walk, filling Operation
Christmas Child boxes at Holly Creek*

We!

"Our love for others is our grateful response to the love God first demonstrated to us."

1 John 4:19

A Time to Give | Your Generosity During COVID-19

Christian Living Communities continues to be immensely blessed by generous donors whose support improves the quality of life for residents and team members each and every day. Because of you, during the midst of COVID-19, residents were able to connect with family with tablets purchased through donations. More than 80 team members who faced tremendous financial strain as their household incomes were slashed due to spousal/partner layoffs during the pandemic received grants of up to \$1,000 to help out with hardships.

Residents staved off boredom as your donations were used to purchase activity books, puzzles and individualized exercise equipment so residents could stay active and engaged while having to isolate in their apartments. And, your gifts provided much-needed additional chaplain support.

2020 Donations Received: \$643,681

2020 Donations Applied: \$252,487

Total year-over-year accumulated donations invested for future use and stability of yearly vision support:

\$4,933,363*

** Includes \$690,271 in donor-restricted, permanently endowed funds.*

Your Generosity in 2020 Helped Provide...



73 team members with **\$66,350** in **Critical Needs funding** for housing, transportation, groceries and medical critical needs



\$75,400 for qualifying residents in financial need through the **Resident Assistance Fund**



9 team members with tuition assistance totaling **\$16,400** through the **Employee Scholarship Fund**



\$11,800 in **General Mission funding** for technology and activities to **keep residents connected and engaged during COVID-19**



\$44,600 in **Community Enrichment** opportunities

"If you want to lift yourself up, lift up someone else."

~Booker T. Washington

For a complete list of all cherished donors, including our Compassion Circle members who have planned for CLC in their estate arrangement, visit bit.ly/2020Donors.





Virtual connectivity at Clermont Park

In 2020, due to the ongoing pandemic and the uncertainty of the world, we created a simple one year strategic plan for 2021. Called **The Power of We!**, this plan is anchored by our three value statements. Six focus areas are listed to the right.

A few highlights of our progress so far:

Thriving - We committed ourselves to “surviving by thriving” during this pandemic with a focus on the mental, spiritual, and emotional health of team members and residents. Counseling, training, discussion groups, and respite retreats have been ongoing. We’ve come up with amazing ways for friends and family to connect creatively.

The Power of We! 2021

We! Embrace the Possibilities

- Strategic Growth
- Leverage Technology

We! Care for Each Other

- Live the We! Culture
- Thrive in Extraordinary Times

We! Celebrate

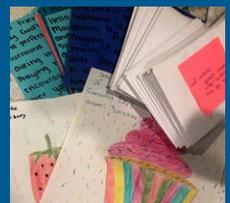
- Cherish our Roots
- Unite in our Future



Casey's Pond believes We! can move forward!



In 2020 many of our communities and teams were showered with notes of support from families, friends, community groups, and from our dedicated Board of Directors. These notes meant the world to us – THANK YOU!



Strategic Growth - As of mid 2021, we've revitalized 40% of the residential (independent) living apartments at Someren Glen. While work continues, a dedicated team is working on the future vision of the campus to better serve middle-income older adults and their families. We anticipate a 2022 groundbreaking for future work at the community.

Additionally, we are exploring opportunities to spread our mission with like-minded organizations, with a focus on future support of not-for-profit communities.

Focus on Culture - We are introducing and operationalizing our We! Culture and Values with all community teams. This work is our mission in motion, actionable aspirations to guide our day-to-day work and interactions with each other, residents, volunteers and families.

A more equitable, diverse and inclusive future for CLC-Cappella is in the works. Resident and team members are gathering for thoughtful discussions to understand what being an inclusive organization means, and what that looks like in the future.

Celebrating - We are imagining our next 50 years! In 2022 CLC will celebrate **50 years of services and care** that reflect Christian love, respect, and compassion. We're revisiting our founding roots to see where We! will go next!



Revitalization of Someren Glen's residential living apartments



Share your special memory of CLC's history, or any celebration ideas by contacting us at info@clcliving.org. Our group is dreaming up all kinds of fun for our 50th celebration year!

Left: A few of CLC's first residents





OUR VISION

Creating communities where aging is honored and celebrated.

OUR MISSION

Christian Living Communities enriches the quality and dignity of life for older adults through services and care that reflect Christian love, respect, and compassion toward each individual.



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