

Ways to Age Well

July 2013

Building on Our Strengths

Even after Mather LifeWays officially opened The Mather “South” in January 2012, we kept right on building—in a manner of speaking. We set our sights high, and have met or exceeded key goals across all areas of our organization, including senior living, community initiatives, and Mather LifeWays Institute on Aging. It is the sum of these parts—our three areas of service—that showcase the depth and strength of Mather LifeWays.

We’ve listed some recent highlights here from each of those areas, along with just a few of our many awards and honors, and a snapshot of our finances.

As for the future, Mather LifeWays continues to be “under construction,” with purposeful plans to continue to achieve greater **impact, significance, and sustainability**. As always, every step forward will be based on our mission of enhancing the lives of older adults by **creating Ways to Age Well**. We are grateful to our dedicated Board, employees, residents, and customers for their belief in and support of our mission.

Sincerely,



Mary Leary

Mary Leary
CEO and President




Roger E. Lumpp II

Roger Lumpp II
Chair, Board of Directors

Honors & Awards

In 2012, Mather LifeWays was recognized with 32 industry awards—the most ever in one year! And this year has started off with important accolades, as well. Here are just a few highlights of significant honors received:

- Mather Life Ways was honored with **CliftonLarsonAllen’s Pathways to Greatness Award**, which recognizes high-quality aging-services organizations for excellence. Recipients are selected based on five key attributes of a successful aging-services organization: leadership, superior performance, distinctive impact, best practices and innovation, and the ability to inspire public trust and confidence.
- We ranked 10th among best midsize companies in the **2012 Chicago Tribune’s “Top 100 Workplaces”!** This marks the third year of the program and the third consecutive year we’ve made the top 100 list. 
- We were named as one of three finalists for the **2012 Illinois Healthiest Employers Award** (midsize companies).
- We were honored with an inaugural **City of Evanston Economic Impact Award**, recognizing our innovation, initiative, and sizable investment in Evanston, resulting in far-reaching benefit for businesses, residents, and visitors.

Accomplishments, Innovations & Milestones

In 2012, we served the most older adults in our history—34,603—and 2013 is setting a pace to exceed this number! And while doing so, we achieved our highest levels of resident and customer satisfaction ever! We excelled in each of our areas of service:

Senior Living

- Sales at The Mather and Splendido have been brisk, reinforcing the strong sense of community that has been created within Mather LifeWays' two newest residences.



- The Mather South earned LEED Gold certification (Leadership in Energy and Environmental Design), a “green” building rating system with requirements for sustainable design, construction, and operation.



- Mather Pavilion and The Mather each achieved a five-star rating from the Centers for Medicare and Medicaid Services, and Sonora at Splendido (2012, 2013) and Mather Pavilion (2013) were ranked among America's Best Nursing Homes by **U.S. News & World Report**. This recognition is a reflection of our caring and compassionate employees, high employee retention rate, and strong team approach.
- Mather Pavilion implemented an innovative art therapy program for resident artists ranging in age from 74 to 97 years, each with some level of memory loss. The program, which culminated in an art exhibit, was funded by gifts from residents and their families.
- Mather Place of Wilmette and The Mather each expanded their wellness options, enabling residents to select from an array of convenient services provided in their homes.
- We received 12 awards from the **National Association of Home Builders** in 2012 and 2013, including three Gold Awards for The Mather for Best Continuing Care Retirement Community “on the boards”, Best Repositioned Community (Active Adult Housing), and Best Direct Mail Campaign; a Gold and Innovation Award for Splendido in the category of Best Fitness & Wellness Program (for the “Gestures of Joy” program); and a Silver Award for Splendido in the category of Best Lifestyle Program (for the Splendido Intellectual Pursuits Program).
- Splendido launched a 24-hour health information service from the Mayo Clinic, which enables residents to receive a qualified medical consultation from a registered nurse over the telephone, or access online symptom assessment.

Mather LifeWays by the Numbers

Since the opening of the original Mather Home in 1952, Mather LifeWays has spent **\$265 million to enhance the lives of older adults** (that's more than \$500 million in today's dollars); all the while, we've maintained strong financial footing.

Consider, in 2012:

- Mather LifeWays **endowment and trusts funded \$15.6 million** in mission spending to enhance the lives of older adults.
- Our **endowment and trusts held nearly \$385 million** in investments/financial assets (at December 31, 2012).
- Additionally, we owned or managed nearly **\$300 million in property/equipment**.
- Our **total assets were \$574 million**, with net assets of nearly \$364 million.
- We provided **\$4.5 million in financial assistance** to residents.
- Mather Possibilities accumulated **\$625,000 in assets** from generous contributions from residents, customers, and business partners, including Power Construction Company, which will enable us to pursue innovative ways to serve an increased number of older adults.

Mather LifeWays Institute on Aging

- We successfully piloted our new Spencer Powell Brain Fitness program with 122 older adults at six Mather LifeWays locations. Funded by a generous donation from one of our residents, this program is designed to enhance the lives of older adults by focusing on multiple dimensions of wellness. The program is designed to encourage older adults to engage in a brain-healthy lifestyle, which can lower the risk of dementia and particularly Alzheimer's disease.
- The first national survey of family members of people who live in continuing care retirement communities earned the Prudential Real Estate Investor award for best research paper.
- Our online courses for employees who also serve as caregivers of older adults reached a total of 12 countries, and all 50 states through implementation by Fortune 100 companies including IBM, Merck, Deloitte, and more.
- Our educational programs and products, which are created and pilot tested at Mather LifeWays senior residences, reached 615 senior living communities—an all-time high for the Institute.
- We debuted *InvestigAge*, a new online resource summarizing the latest aging services industry research. This valuable information source is for industry experts, by industry experts.
- We received a **Long-Term Care LINK Spirit of Innovation Award** in the category of Patient Wellness for our *mobile* Observing Quality of Life in Dementia (*mOQOLD*) tool.

InvestigAge 

Community Initiatives

- Our new www.MOREways.org “virtual” community was successfully implemented, providing an online forum to connect older adults to more opportunities, resources, and experiences.
- Telephone Topics, which allows older adults to participate in free interactive programming over the phone, has engaged participants in 27 states. New sponsor Walgreens will be promoting the program in 475 Chicagoland stores!
- Thirty-five organizations around the country adapted our award-winning Café Plus model.
- The National Association of Home Builders recognized Mather's—More Than a Café with a Gold and Innovation Award in the category of Best Dining/Café Experience, and LeadingAge noted our cafés as a “Leadership Program to Watch” in 2013.
- We continued our support of North Shore Village, providing office space and salary support for the full-time executive director of this community-based organization of older adults, which supports people who choose to stay in their neighborhoods as they grow older. North Shore Village currently serves 300 members in Evanston, Skokie, and Wilmette.
- * The Mather's—More Than a Café chorus, made up of our customers, serenaded attendees at the opening session of the 2013 American Society of Aging conference.

About Mather LifeWays

Based in Evanston, Illinois, Mather LifeWays is a unique, non-denominational not-for-profit organization founded more than 70 years ago. Dedicated to developing and implementing Ways to Age Well, we create programs, places, and residences for today's young-at-heart older adults. These include providing a continuum of living and care; making neighborhoods better places for older adults to live, work, learn, contribute, and play; and identifying, implementing, and sharing best practices for wellness, workplace, and family caregiver programs.

To learn more about our senior living residences, Community Initiatives, and Mather LifeWays Institute on Aging, call (847) 492.7500 or find your way to www.matherlifeways.com.



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