



Annual Report 2023



**BEZOS
ACADEMY**
Light Every Fire

More information inside!

A Letter from our President & CEO

Dear Friends,

When I look back at 2023, it feels like a whirlwind that settled with a myriad of positive changes. Many changes were brought to fruition by investing in our culture and programming and some were realized by investing more than \$1.5M in capital improvements during the year. All of it has made a positive impact on the residents we serve and the staff that have the honor to serve them! We are proud to report that our Net Promotor Scores (NPS), a leading indicator of satisfaction, were improved for both residents and staff.

When I arrived on this campus almost three years ago and took on the role of President & CEO of the beautiful 40-acre campus of Glencroft Center for Modern Aging, I had no idea what amazing changes I would get to witness in such a brief time. I knew that a 50+ year old community would need some upgrades, but I was not sure how many we could complete in a year. When I used the metaphor "whirlwind," here is what I was talking about. We replaced walkway bridges in a huge section of our two-story apartment building, upgraded elevators that are nearly 45 years old, we completely upgraded and added on to one of our assisted living memory communities, and created a beautiful hospice inpatient unit in our skilled nursing building, Providence Place.

On our programming efforts, we worked with several of the colleges and universities in the community to bring on young energetic employees who are just moving into the career world. We built relationships with Midwestern University, Metro Tech, Providence Training Center, Northwest University, Grand Canyon University and Glendale Community College to help solve critical care employment needs as well as partnering to offer internships and much needed volunteers for many different departments on campus. In addition, with the generous support of our Glencroft Community Association, and other donors we received funds to start an employee scholarship program open to all employees and awarded our first four recipient's scholarships before year end.

In closing, I would like to highlight two extremely exciting programs we began in 2023. We received a wonderful grant from AHCCCS which is allowing us to remodel and build an interactive kitchen in our memory care building, Sarah's Place. This will allow us to bring in teaching chefs that will work with the residents to help prepare the meals. A sense of purpose and participation will be the hope of this program as we invite family members and friends to enjoy and participate. We also received the fantastic news that Glencroft along with Desert Garden Park Elementary school in Glendale will be the first in the west valley to house a Bezos Academy tuition-free Montessori-style preschool. They are working out the details with the city of Glendale for all the permits needed and should be breaking ground in the next couple of months. We stand back in awe at the blessings of bringing new programming in our community to children from three to five years of age, older adults, and staff of all ages. Watch us grow as we continue to give back to the community we have been entrusted to serve.

With a grateful heart, we serve,

John Thorhauer

John Thorhauer
President & CEO
Glencroft Center for Modern Aging
Glendale, AZ

2023 Glencroft Revenues & Expenses



Revenues

■	Providence Place (Skilled Nursing)	\$16,011,963
■	Assisted Living	\$8,343,969
■	Independent Living	\$10,765,720
■	Other	\$1,515,614

Total: \$36,637,266



Expenses

■	Providence Place (Skilled Nursing)	\$14,937,924
■	Assisted Living	\$5,613,416
■	Independent Living	\$7,299,700
■	Other*	\$7,107,141

** includes the following unallocated costs: purchased services, supplies, property, liability, employee health insurance costs, and administration costs.*

Total: \$34,958,181

Unaudited Net Operating Income \$1,679,085






Unaudited 2023 Net Income \$5,961,313**

*** includes Employee Retention Credit of \$6,680,028 and Depreciation of \$2,606,131*

2023 Foundation Revenues



Revenues

	AZ Tax Credit	\$58,760
	Food Pantry	\$45,398
	Grants	\$303,822
	Community of Faith	\$159,909
	Other Raised	\$52,929

Total: \$620,818





Sarah's Place Kitchen Makeover With Therapeutic Cooking Classes

In August 2023, Glencroft was funded through a grant of \$265,959 to renovate the two kitchens in Sarah's Place on our campus which focuses on residents in need of memory care. Sarah's Place provides assisted living specifically designed for those with mild or moderate dementia.

The two outdated kitchen areas not only needed updating to better serve the residents because of the limited space for dining, but the areas were not originally designed for cooking or serving the residents effectively.

This funding from the Arizona Health Care Cost Containment System (AHCCCS) has allowed us to update the kitchens, making them more accessible for the residents and most importantly provide therapeutic cooking classes through a demonstration kitchen area and the other kitchen space will be turned into a much needed activity room.

Research has shown the value of providing these classes to residents with mild or moderate dementia to provide a calm and nurturing environment that can increase appetite and relieve stress. Familiar sensory stimulation through smells, textures and taste have been scientifically proven to improve the daily lives of dementia patients and bring them happiness, wellbeing, and a renewed sense of purpose. The chef will allow residents to participate in the cooking process by stirring, adding ingredients and hopefully remind them of their earlier days when they would cook for their families. We will be inviting the residents' families and friends to come join the fun.

We look forward to the completion of this project in 2024 and watching our residents thrive in an entirely new atmosphere. We know this will be a game changer in assisted living and for those with dementia.





Sahuaro Glenn

Bezos Academy on the campus of Glencroft Center for Modern Aging

Jeff Bezos, inspired by his own Montessori preschool education experience wanted to offer the same experience to children across the country with the mission to nurture the potential in every child to become creative leaders, original thinkers, and lifelong learners. So, in 2020 he put \$1 billion in to see this dream become a reality into the first Bezos Academy which was built in Seattle/Tacoma Washington in a senior living community. It worked so well they soon moved into four cities in Florida, Texas and one in Kentucky before coming to Arizona.

After reading that the Bezos Academy was building a network of tuition-free, Montessori inspired preschools in under-resourced communities and offering full-day, year-round preschool for children 3-5 years of age, we knew this was something we needed to be a part of here in Arizona. In 2023 we became one of five locations in Arizona to be chosen as a host site. The icing on the cake for us in this project is out of the five classrooms of twenty students each, Glencroft staff who qualify will get at least twenty spots for their children. They cover operating expenses associated with each preschool program at no cost to the families they serve or the host. Bezos hires, trains, develops, and pays talented educators and provides everything the children need during their day, including breakfast, lunch, dinner, and snacks. Each host provides the space to them rent-free for a period of at least 10 years.

We will provide Bezos Academy with eight apartment units on the far west side of our campus to house the one hundred students and their teachers. We are excited to welcome students to our campus when they complete the renovation in 2025. With open arms, we are excited to watch these children flourish in an environment that places the needs of the child above all else. Bezos Academy prioritizes diversity, equity, and inclusion and welcomes all children and families inclusive of every race, gender, identity, ethnicity, language, immigration status, or family background. They take time to get to know each child and their family. They integrate support for diverse and multilingual learners throughout the curriculum to provide an equitable experience for all children. The curriculum is aligned to research-based standards for student success. All teachers are licensed by the state and are trained in early childhood education. School staff also receive continuous training and development. We will have more updates as we watch this project progress on our Glencroft campus.

2023

Our Year in Volunteer Numbers



These three groups'
donation of their time
and talents totaled

\$725,325

Board of Directors:

- Cathy Eckstein – Chair
- Dyan Bymark
- Brian Hollrah
- Steve Koch
- Peter Patterson, MD
- Lisa Replogle
- Nina Shah, MD
- Jacquelyn Smith, Ph.D.
- Floyd Whittaker



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*Our mission:
We empower people to live their best lives*