

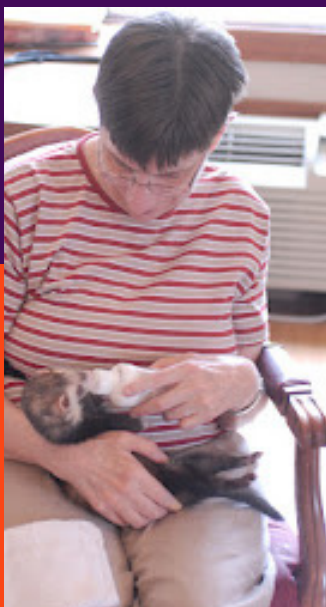
ANNUAL REPORT 2021



Midwest Geriatrics, Inc

Florence Home Healthcare Center | House of Hope Memory Care
Royale Oaks Assisted Living | Senior Health Foundation
House of Hope Assisted Living | Gerimed Pharmacy

Inspiring the individuals we serve to live life to the fullest.



From Efficiency to Resilience

This was another unprecedented year of change from resident smiles upon seeing their loved ones in person, to regulation changes from CMS and the CDC and all things COVID-19 continuing on through 2021.

Throughout the year, as in every year since we were founded in 1906, we continued to serve people in need by leveraging our role as caregivers, coordinators, advocates, engineers, boots on the ground, hands on service providers, and stand-ins for sons and daughters. Every day our goal was to meet our mission; to inspire the individuals we serve to live life to the fullest.

The prolonged socioeconomic effects of the COVID-19 pandemic were felt in every aspect of our business. From supply shortages and delays, to business expenses increasing exponentially, to the record high staffing challenges and temporary staffing agency expenses. Not one aspect of doing business was immune to the impact of COVID-19.

What carried us through each day? The people we serve. The residents who call

our communities home and the staff who make a difference every day in our homes. COVID-19 made us wear a different hat for much of 2020. We navigated the unknown and did everything we could to reassure all we served that we were going to be okay. That we are in this together. That things will get better. 2021 didn't have as many surprises as 2020. We became adept at change and shifting to accommodate the new guidelines that came out weekly. We weren't fully immersed in the unknown. We had a year under our belt of this pandemic. Some sense of 'we got this' finally felt real.

In 2020, we were mandated to shut out the public. Lock the doors, keep everyone inside and away from the risk of COVID-19 exposure. It felt awful and safe at the same time. When the 2021 mandate came out that we must open those doors and allow visitors at any time, we were nervous and apprehensive. Our residents were delighted and that made all the difference in the world. We adjusted to yet another change in day-to-day life and it turned out okay.

Thanks to the financial support from Federal and State Provider Relief Funds



we were able to navigate the devastating financial impact of COVID-19. Our donors responded generously as well, and we were able to close out the year with a neutral bottom line.

The challenges will continue as we put one foot in front of the other through the third year of this pandemic. Our residents remind us why we do what we do and our staff are the glue that keeps us together. As one team we accomplished monumental feats. The courage, skill, and resilience demonstrated by this amazing





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group of individuals is nothing short of extraordinary and we are emerging from this pandemic with a renewed sense of who we are because of it. We are a caring community, completely committed to safely serving others – our residents, their families and each other, with healthcare expertise, dignity and respect.

Thank you for being a part of our lives in one way or another this past year.

With Gratitude,

Lois Jordan

Lois Jordan, RN, CEO



We celebrate our staff

189 Healthcare Heroes selflessly serve our residents. Each one provides a skilled approach to care and the compassion and heart that inspire our seniors.



2 Staff with over 30 Years of service

14 Staff with over 20 Years of Service

20 Staff with over 10 Years of Service

64 Staff with 2 to 10 Years of Service

I would like to thank the entire staff and management of the House of Hope Memory Care for the expert and compassionate care they provided for my mother, Dorothy Taylor.

During her 6 years of care, we always knew that she was getting the best possible care, and we simply loved getting to know the staff who took such good care of our mother.

I would recommend this oasis to anyone who is facing the journey that Alzheimer's care can present. Thank you so much, House of Hope, for being there when we needed you!

*Very truly yours,
R. Taylor*



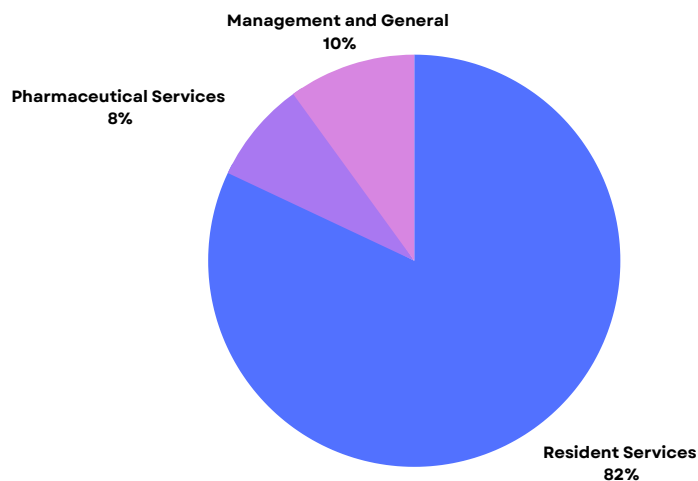
2021 marks 116 years of service



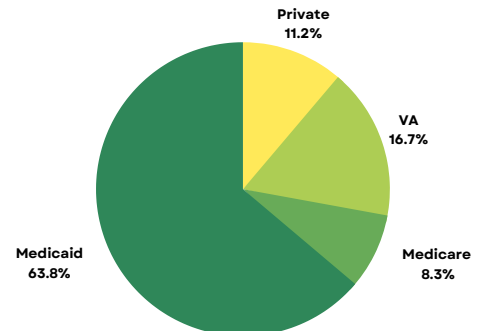
Financial year in review

	2021	2020	2019	2018
Resident Services Revenue	\$11,650,534	\$12,699,174	\$12,437,846	\$11,748,571
Contributions	\$47,364	\$68,448	\$19,211	\$43,683
Covid-19 Funding	\$928,755	\$2,123,951	---	---
Other Operating Income	\$86,760	\$56,999	\$340,391	\$946,617
Total Operating Revenue	\$12,713,413	\$14,948,572	\$12,797,448	\$12,738,871
Total Operating Expenses	\$14,760,192	\$14,409,198	\$13,703,143	\$12,877,937
Operating Income (Loss)	\$(2,046,779)	\$539,374	\$(905,695)	\$(139,066)
Nonoperating Income, Net	\$1,683,578	\$166,844	\$274,215	\$398,971
Excess (Deficit) of Revenue Over Expenses	\$(363,201)	\$706,218	\$(631,480)	\$259,905

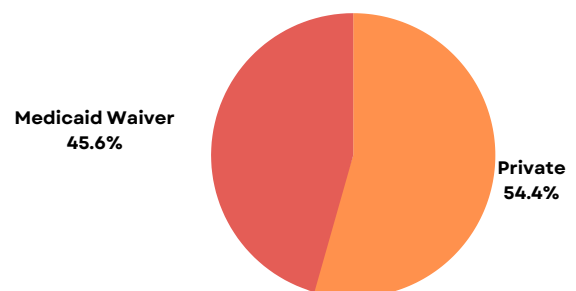
2021 OPERATING EXPENSES



2021 SKILLED NURSING PAYOR MIX



2021 ASSISTED LIVING PAYOR MIX



" We sincerely appreciate Julie Mburu, Social Services, for her compassion and empathy during our brother's end of life. Even though it was a very difficult time, Julie made our family feel at ease and assured that our brother received the very best quality care."

— J. Hill

Dedication by the numbers in 2021



We served 348 residents at Florence Home, Royale Oaks and House of Hope.

Over 350,000 meals served in 2021.



MGI is honored to have served 77 Veterans in 2021. We are so proud of their service to our country.

2,798 activities were enjoyed by residents at Florence Home, Royale Oaks and House of Hope



Over 189 dedicated people provided quality care every day from nursing, maintenance, housekeeping and laundry, dining services, transportation and administration.

Over 77 donors contributed time, talent and treasure to support our residents!



\$47,245 in donations were received by Senior Health Foundation in support of our mission.

Over 100 in-kind donations comprised of food, blankets, clothing, medical equipment, PPE, activity items, florals and decorations from area businesses and individuals!



We hit the road in 2021, with 19,484 miles driven and 1.158 hours safely transporting our residents for activities, doctor appointments and medical transports.



Our average cost to provide care in our memory care assisted living results in a shortfall of \$1,658 per resident, per month, and is the primary reason many providers choose not to serve Medicaid Waiver recipients in memory care.

Supporting our mission ensures we can continue to provide this much needed care in our community.

Combined Board of Directors

for Midwest Geriatrics, Inc. and its affiliates



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Robert Bloechle – Vice President, Hawkins Construction

Marc Butterfield – Vice President, First National Bank of Omaha

Phil Christensen – Retired, Union Pacific

Mark Higgins – Retired, The Schemmer Associates, Inc.

Lyn Holley, PhD – Professor, University of Nebraska – Omaha

Dave McCue – Senior Vice President, AON Risk Solutions

Stephanie O'Keefe – Retired, Kirkpatrick Pettis Trust Co.

Kristin Pratt – Director, Portfolio & Relationship Management, First National Bank of Omaha

Rebecca Wester, MD – Medical Director, Florence Home

Brett Worick – Managing Director, Marketing, First National Bank of Omaha

Lois Jordan – President & CEO, Midwest Geriatrics, Inc.

Debra Thacker – CFO, Midwest Geriatrics, Inc.

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