



Grandvue Medical Care Facility

2024-2025 Annual Report

Dedicated to Caring for the Body, Mind and Spirit of Our Grandvue Family



“Choice is what enables us to tell the world who we are.”

- Barry Schwartz



Joe Taylor, Administrator

Our Residents are not passive recipients of care; they are vibrant individuals with unique stories, passions, and voices. They actively advocate for changes that improve life here — from personal interests to community-wide initiatives. Whether it’s tending to their own garden, enjoying a “beer” during a spirited card game, or enjoying special events, each choice they make helps maintain their identity and sense of purpose.

Our staff members are essential partners in this journey. We encourage them to move beyond the confines of job descriptions, giving them the freedom to form authentic, caring relationships that reflect their own compassion and creativity. When staff are empowered to choose how they interact, care becomes a shared human experience rather than just a task to complete.

None of this would be possible without the generous support of our broader community. Your involvement enriches the services we can offer — including innovative projects and programs like our Terrace and Recreation Park and Music & Memory® that bring joy, comfort, and cognitive engagement to many residents. This support allows us to provide amenities and experiences that elevate daily life in meaningful ways.

Together, these elements create a person-centered community where choice is celebrated in all its forms — empowering residents to live fully, staff to care deeply, and the community to connect genuinely. Thank you for being part of this shared vision. Your continued partnership helps us honor the dignity and individuality of every person who calls this place home.



When Residents speak, great ideas brew.

One of the more meaningful ways we honor our theme of *choices* is by listening to and acting on the ideas of our Residents. This year, one Resident advocated for the addition of an espresso machine so that everyone could enjoy fresh specialty coffee. Because of his initiative, we now host regular coffee hours where residents can gather to share conversation, laughter, and a warm cup of their favorite brew. What began as one individual's choice has grown into a community tradition—reminding us that when Residents are empowered to express their preferences, the entire community benefits.



Hobbies connect hearts.

Individual choices, interests, and hobbies help define who we are and keep our identities vibrant. For one Resident, sewing recalls fond memories of time spent with his mother. When a nurse on our team learned about his interest—and shared her own love for sewing—a new bond was formed. Now, they regularly choose to spend time together at the sewing machine—reminding us that honoring individual choices not only nurtures personal fulfillment, but also creates meaningful connections.



A gift of space, a gift of choice.

Grandvue's Terrace and Recreation Park was made possible through the generosity of donors, grant funding, and in-kind support. This space continues to offer Residents the freedom to connect with nature, enjoy quiet reflection, or spend time with others—exercising their choice of how they wish to experience the outdoors. As seen here, one Resident treasures the opportunity to enjoy the park independently. Projects like this remind us how deeply community support enriches daily life at our facility, and how every contribution helps create meaningful choices for those we serve.

If you would like to become a part of Grandvue, there are several ways you can contribute your support:

- A Gift to the Grandvue Endowment Fund at the Charlevoix County Community Foundation is invested for the long-term and provides for annual distributions in support of Grandvue's operations and capital projects. Because only a portion of the fund balance is distributed each year, the Fund grows over time through investment income and additional contributions. For more information or to make a donation, please visit www.c3f.org or call the Charlevoix County Community Foundation at (231) 536-2440.
- A gift to Grandvue is put to work today by supporting operational costs that allow us to fund special programs such as tuition reimbursement and wellness activities through the Grandvue Memorial Fund. If you are interested in learning more, please contact the facility at (231) 536-2286.





Friendships that flourish.

At Grandvue, staff members are encouraged to use their talents, interests, and compassion to create meaningful experiences with Residents. These moments often happen outside of job descriptions and schedules—and that's what makes them so special.

One of our restorative CNAs has built a close bond with a Resident through a simple, shared joy: filling the bird feeders. While not part of her formal duties, she chooses to do it because it brings peace and happiness to the Resident and nurtures their friendship.

Our Activity Tech position was designed to focus on non-clinical engagement, such as focused time together. Seen above, a Resident and an Activity Tech—though separated in age by many years—have grown a remarkable friendship while tending a garden. The flowers outside brighten the grounds, and the view from the Resident's window brings joy indoors as well.

These stories remind us that when staff members are empowered to bring their choices and passions into their work, the results ripple far beyond daily care—they create genuine connections, dignity, and joy.





Investing in choice and well-being.

With industry-wide funding challenges and operational complexities, Grandvue remains committed to the careful stewardship of funds entrusted to us. We actively pursue cost-reduction strategies and alternate funding sources while ensuring our physical plant remains up-to-date and prepared to serve well into the future. Most importantly, our Residents remain at the heart of our financial planning. Seeing them enjoy innovative equipment, such as the exercise bike shown above that allows arm and leg workouts right from a wheelchair, assures us that we are investing in resources wisely and efficiently. Residents also share their voices in major capital projects, such as our recent roof replacement, by serving on our project committees.

Together, careful stewardship and Resident involvement ensure that every investment supports not only a safe and sustainable facility, but also a meaningful quality of life for those who call Grandvue home.



*Steve Hoffman,
Financial Services
Director*

Financial Information

from Independent Audit prepared by Plante Moran

Revenue

Net Resident Service Revenue	\$16,004,230	92.9%
Tax Revenue	1,928,689	11.2%
Quality Assurance Assessment revenue	1,980,660	11.5%
COVID-19 Funding	543,118	3.2%
Quality Measure Initiative revenue	224,370	1.3%
Interest Income	179,318	1.0%
Other operating revenue	51,983	0.3%
Contributions	7,428	0.0%
Employee Retention Credit*	<u>(3,694,328)</u>	<u>(21.4%)</u>
Total revenue	<u>\$17,225,438</u>	<u>100.0%</u>

Expenses

Salaries and wage-related costs	\$14,053,081	70.5%
Professional services/consultant fees	2,016,436	10.1%
Operating supplies and expenses	1,207,409	6.1%
Provider tax expense	1,097,107	5.5%
Depreciation	700,441	3.5%
Other	354,241	1.8%
Utilities	301,141	1.5%
Repairs and maintenance	79,695	0.4%
Maintenance of Effort	<u>119,976</u>	<u>0.6%</u>
Total expenses	<u>\$19,929,527</u>	<u>100.0%</u>

*The Facility's Employee Retention Credit (ERC) claim is subject to review by the Internal Revenue Service (IRS) within the applicable statute of limitations. If a portion or all of the ERC is determined to be ineligible upon IRS review, the Facility would be required to return the ineligible portion on demand and could potentially be subject to penalties and interest on unpaid employment taxes. In June 2024, the Facility received notification that the IRS had determined to disallow the facility's full claim of \$3,694,000. At December 31, 2023, the Facility was assessing its next steps to protest the disallowance of the claim and believed it was eligible to receive the credit. As such, at December 31, 2023, it continued to present the receivable of \$3,694,000.

In July 2024, the Facility submitted an appeal to the disallowance related to the ERC. However, the Facility has concluded that, even though it believes it is eligible for the ERC credit, the ultimate approval of the credit will be from the IRS; with the IRS putting a moratorium on payments of

ERC along with the assessment of the disallowance of the credit from the IRS, there is uncertainty about the Facility's claim and ultimate eligibility. With the additional uncertainty that occurred during the 2024 fiscal year, the Facility has determined that receipt of the ERC claim is not probable and has concluded to remove the previously recorded receivable from the statement of net position and record a nonoperating loss totaling approximately \$3,694,000 within the statement of revenue, expenses, and changes in net position for the year ended December 31, 2024.

Below: Community support helps bring additional programs and services to our Residents. Through the Joan R. and Charles M. Taylor, II Memorial Endowment, Residents can enjoy Music & Memory® with personalized playlists that inspire joy, connection, and even a little chair dancing to Patsy Cline.





Annual Report is created in-house with photographs of Grandvue's staff and Residents courtesy of Aran Kessler Photo Imaging.

Grandvue thrives under the governance of the Department of Health and Human Services Board of Charlevoix County:

Mary Jason, Board Chair

Paul Andrews, Vice Chair

Tory Thrush, Board Member

Joshua Chamberlain, Charlevoix County Commissioner