



TRILLIUMLIVING



OUR MISSION

In fulfilling God's calling to serve others, we will serve with love and compassion, commit to excellence, and follow Christ's teachings and example in all we do.

Dear friends,

For 132 years, Holland Home has been dedicated to serving the aging adults in our community. What started as a small initiative of sheltering elderly members of the Third Reformed Church's congregation in 1892 has grown into a multifaceted organization serving the varying needs of seniors. Our organization has expanded and evolved over time to meet the growing demand for compassionate and excellent senior living and care, including hospice and palliative care, dementia training and education, home care, behavioral health, and care navigation.

As a culmination of these efforts, we are introducing Trillium Living, the governing body of our wholly owned divisions: Holland Home, Faith Hospice, Faith Palliative Care, Trillium Institute, Dementia Institute, and Reliance Community Care Partners, and our collaborative partners: Atrio Home Care, Care Resources, and Tandem365.

We are called to serve our community, and follow Christ's teachings and example in all that we do, and with the start of this new chapter, our mission remains the same. As the aging population continues to grow, so will the demand for expert and compassionate senior population health services. Trillium Living will allow us to help older adults and their loved ones more easily navigate the journey of aging.

We always have been and will remain a locally owned and operated nonprofit in Grand Rapids. Our connection to the community has been one of our greatest strengths and blessings.

This report will highlight some of the most impactful ways our organizations contribute to our community. It reflects their dedication, adaptability, and, perhaps most importantly, the selflessness of our compassionate staff and volunteers, who have chosen careers in the service of others.

Thank you to everyone who has been a part of our journey thus far. God's faithfulness has been clearly evident for the past 132 years, and I look forward to seeing how God's sovereign hand will continue to guide Trillium Living for His glory.

Troy Vugteveen



President & CEO of Trillium Living





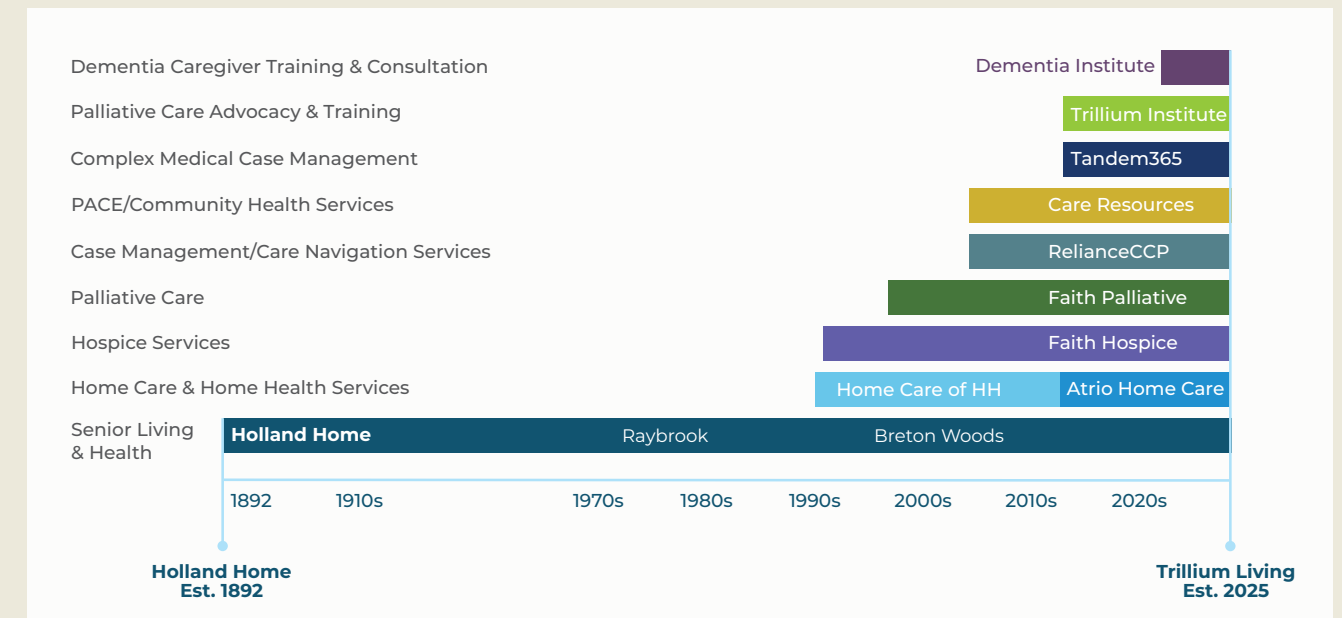
TRILLIUMLIVING

A collective dedicated to enhancing the lives and well-being of seniors at every stage of the aging journey. Trillium Living is made up of nine distinct organizations, each playing a significant role in meeting the changing needs of our senior community.



Our Organization

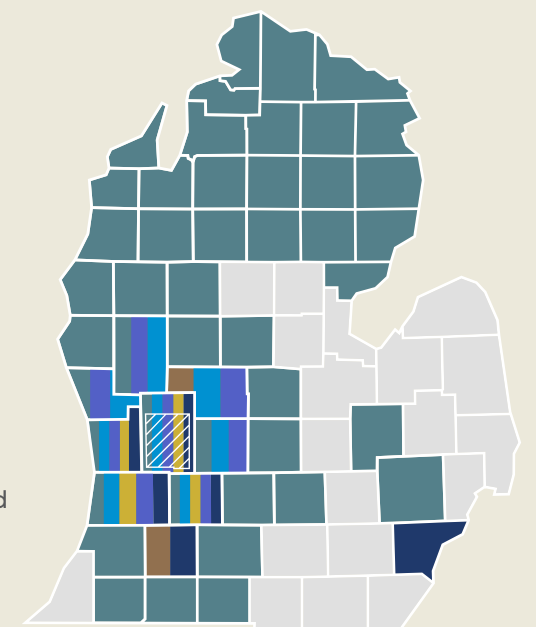
In 1892, our organization began caring for eight elderly church members, and it has grown to serve the living and care needs of thousands of aging adults throughout West Michigan and beyond. In 2008, a governing body was formed to manage the operations of Holland Home, Faith Hospice, Reliance Community Care Partners, and Trillium Institute. This governing body is now known as Trillium Living.



Our Service Area

Organizational Reach

- Lifecare Communities | 2 campuses
- RelianceCCP | 43 counties served
- Atrio | 6 counties served
- Faith Hospice | 8 counties served
- Care Resources (PACE) | 4 counties served
- Tandem365 | 6 counties served





A growing demand for senior population health services.

By 2035, the number of people 65+ will be greater than the number of people 18 and younger for the first time in US history. These changing tides will have a tremendous impact on our healthcare system, economy, caregivers, and government programs. As these resources become increasingly stressed, more organizations are going to need to step up and care for a generation that has given so much. Through our nonprofit collective, we are positioned to meet these growing needs in our community at a time when we are needed most.

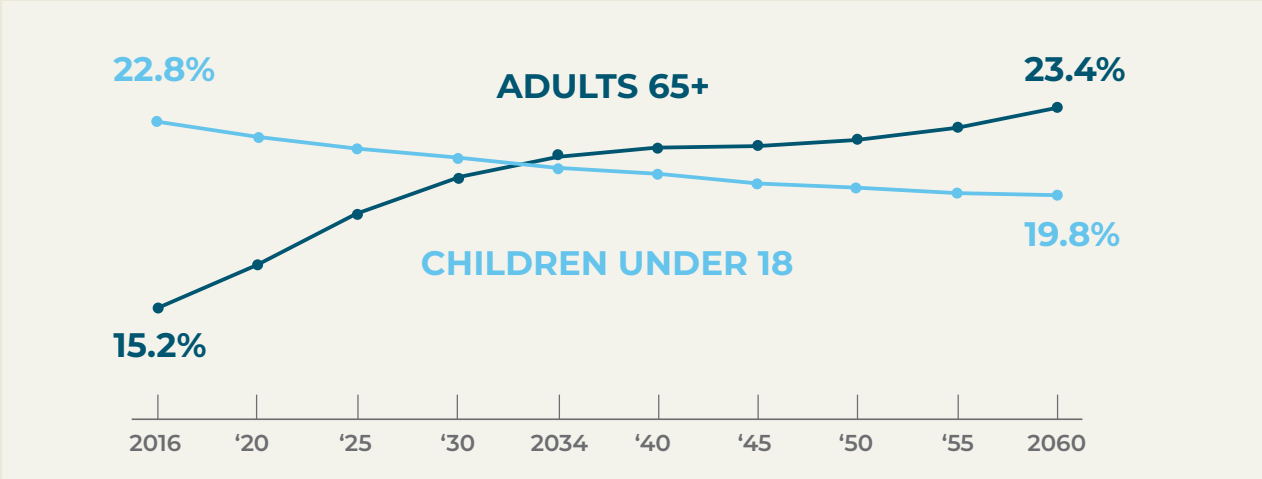
- 21%** of the US population will be at retirement age by 2030
- 93%** of those 75+ are determined to age in place and expect to rely on family and home care
- 5:1** Currently, there are five caregivers for every one adult age 85+. Over the next 25 years, the ratio will dwindle to 3:1.
- 151K** Shortage of professional caregivers by 2030
- 30M** total population aged 75+ in the US today (42 million by 2035)

In Kent County, Michigan, **75+ year-old** households are expected to increase by **49%** in the next ten years, reaching almost **50,000** households. Currently, Kent County offers senior living and care housing for **5,000**.



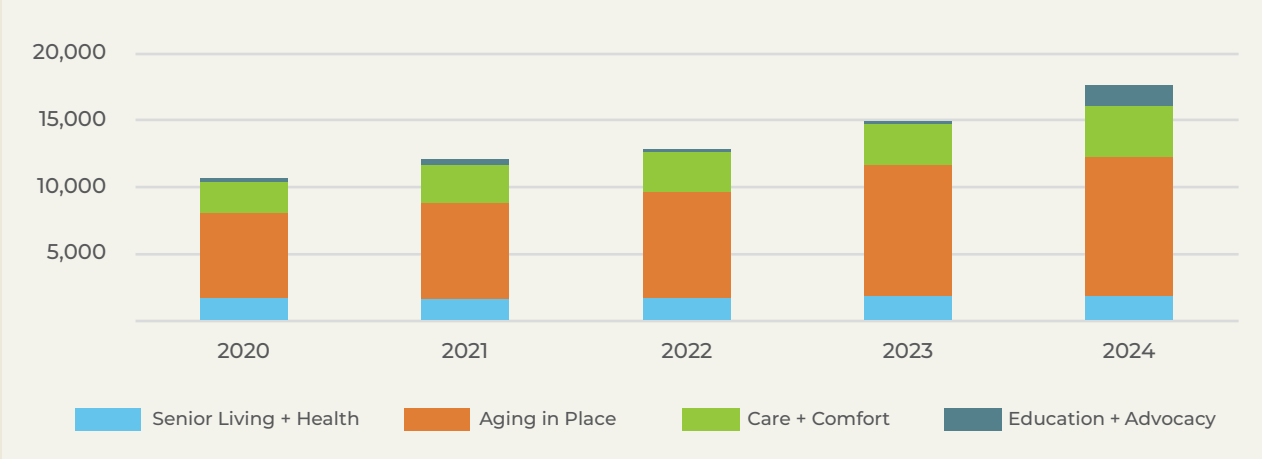
Our country has never had to care for as many seniors as we will in the next 5-10 years. At the same time, we will have fewer caregivers and fewer family members to care for the aging population.

Projected Percentage of Population



SOURCE: U.S. Census Bureau | National Population Projects, 2018 | census.gov

Trillium Living Historical Annual Number Served





The Role of Trillium Living

We are here to serve the senior population with excellence, love, and compassion—following Christ’s teachings and example in all we do. As a mission-driven nonprofit, we will always put people first, including those we serve, employ, and partner with.

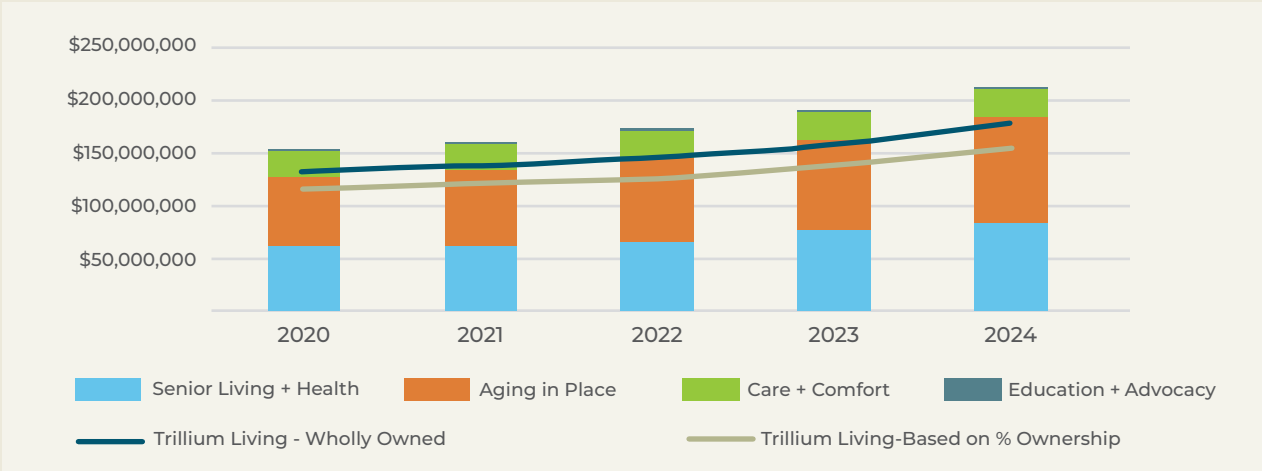
Each senior’s aging journey is unique, and we are dedicated to serving their various wants and needs. Our range of services encompasses retirement living, assisted living, dementia care, rehab, and skilled nursing to care navigation services, home care, hospice care, palliative care, case management, and caregiver training. We are dedicated to meeting the evolving needs of the aging population, regardless of income level, race, or religion.

Staying true to our mission and the commitment we make to care for and about those we serve, we provide at least 25% of those we care for with financial assistance.

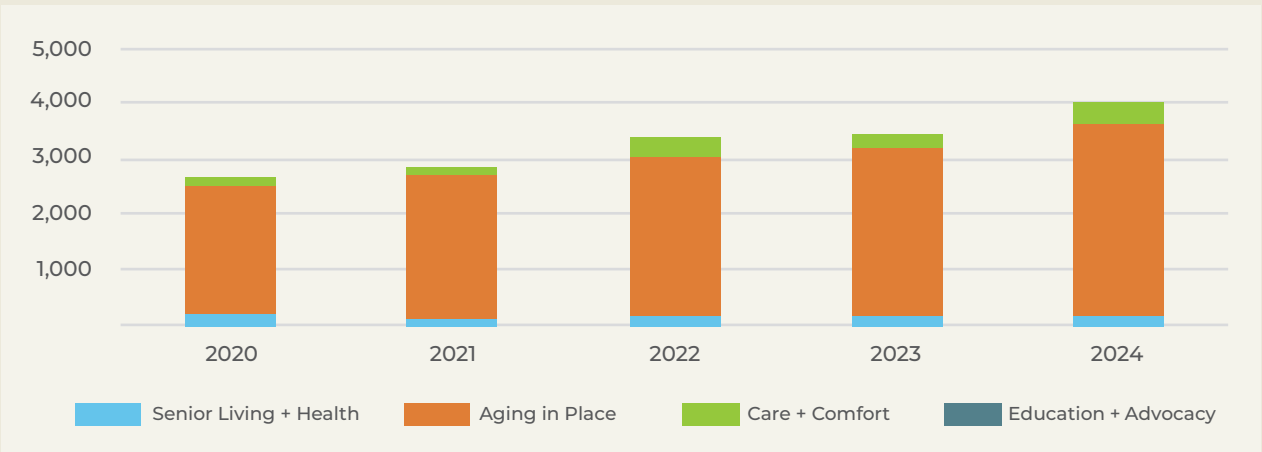


The growth of our organization reflects the growing need in our community. The impact of our organization is now felt by 16,000 adults each year. As a nonprofit and Christ-centered organization, we care with love and compassion, annually providing over 4,000 individuals with some form of financial assistance, either directly from our organization or through public assistance programs, to ensure that they receive the services they require.

Trillium Living Revenue by Year and Entity



Trillium Living Annual Number Served with Financial Assistance



Senior Living & Health

Providing vibrant communities and exceptional care to seniors as their wants and needs evolve throughout the aging journey.





Since 1892, Holland Home has been providing vibrant independent living for area seniors, assisted living services for those needing help with everyday activities, and rehab services and skilled nursing for those requiring a higher level of care. The levels of the services we offer have continued to grow as the needs of our community have increased, from contemporary townhome and apartment living to world-class dementia care and rehab services, all provided with a heartfelt promise to serve those we care for with love, compassion, and a never-ending commitment to excellence.

Resident Financial Assistance

Holland Home's Lifecare Promise offers each resident the opportunity of lifelong care through our exclusive Continuing Care Agreement (CCA), regardless of whether or not they outlive their financial resources. Our Resident Assistant Fund and support from the Holland Home Foundation cover the care and living costs of residents in need.

6.8%	of annual revenue provided to assist residents over the past five years
\$21.9M	provided in resident assistance over the past five years
9.2%	of all residents in 2024 received some form of financial assistance

1,845	number of residents served in 2024
912	number of residents served on our Breton Woods campus in 2024
933	number of residents served on our Raybrook campus in 2024
1st	registered Continuing Care Retirement Community (CCRC) in Michigan

Over the past five years, Holland Home has served **1,573** independent living residents, **774** assisted living residents, **518** dementia care residents, and **1,515** skilled nursing residents.





Holland Home’s Services

Independent Living

1,092 residents served in 2024

- Our award-winning Vibrant Living™ model focuses on whole-person wellness, providing opportunities for residents to engage themselves physically, mentally, emotionally, spiritually, and socially.
- Our modern, spacious residences allow residents to maintain their independence in a place that feels like home, with all of the added amenities, support, and peace of mind that community living offers.

Assisted Living

258 residents served in 2024

- Our Assisted Living communities provide assistance as needed to aging adults who want to maintain as much independence as possible. Through frequent check-ins, housekeeping services, medication management, and assistance with personal care needs, we help ensure that residents have a safe and comfortable place to call home.
- Our Vibrant Living programming is available to residents at all levels of care, providing assisted living residents opportunities to find community, stay active, engage their minds, and explore their faith.



Creating Community

After becoming a widow, Mary M. lived on her own for 8 years. Knowing she thrived on community and needed to be around people, she decided to move to a senior living community. As a former nurse at Faith Hospice and Holland Home, she saw the importance of a faith-based community and the quality of care Holland Home provided for each resident.

“It was very encouraging to me when I first moved in to know and then experience the range of opportunities offered to me.”

Mary
Holland Home Resident

Dementia Care

205 residents served in 2024

- Holland Home’s dementia care services were the first Positive Approach to Care®-designated in the state, and the fifth in the nation. Following the teachings of renowned dementia expert Teepa Snow, our dementia care services center around empathy, understanding, and a personalized approach to each resident.
- Since 2016, all staff, including those in non-care roles, have received specialty dementia training (The Dementia Journey) from what is now Dementia Institute, to understand how to best approach, communicate with, and interact with our dementia residents.
- Our modern dementia care facilities are designed to foster dignity and comfort while still offering a secure and safe place for residents.

Rehabilitation Services

- Holland Home offers on-campus therapies to help residents recover from illness, surgery, or injury.



Skilled Nursing

290 residents served in 2024

- Skilled nursing provides around-the-clock services for those who need a higher level of medical care. Spacious rooms with all the comforts of home and modern amenities help ensure comfort and dignity while residents are looked after and cared for.

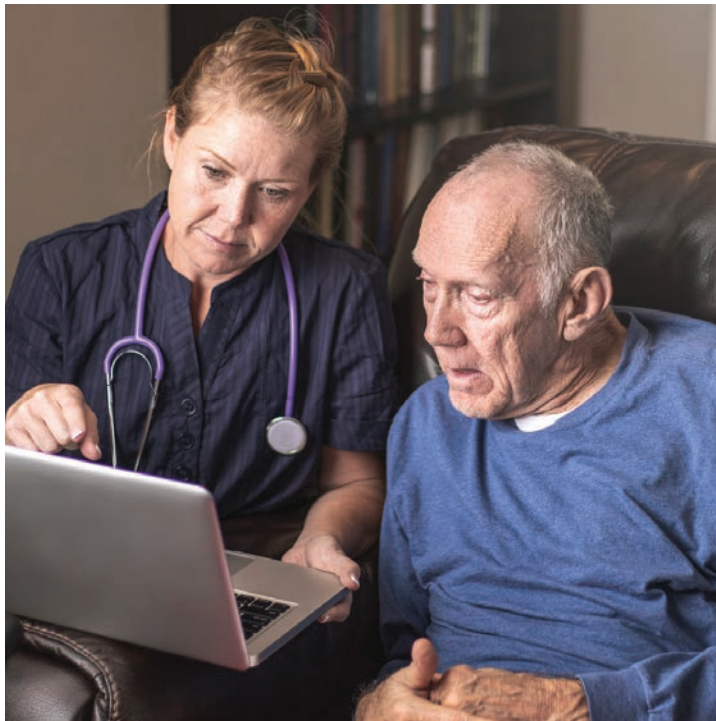
Aging in Place

We provide various support, care, and resources to ensure the safety, comfort, and happiness of those who wish to age in their own homes. From home help to homecare, Program of All-Inclusive Care for the Elderly (PACE), mental health, government assistance and complex medical case management, and care navigation, we offer a range of services to meet the demands of the aging population throughout Michigan. Of those we serve annually, 65.6% are aging in place in the community.





Reliance Community Care Partners (CCP) provides in-home assessments of caregiver and adult dependent needs to develop personalized care plans and help clients navigate the available healthcare resources. RelianceCCP can coordinate services and offer ongoing support and monitoring to ensure that changing needs are met.



Healthcare and Case Management

RelianceCCP specializes in coordinating community healthcare services for older adults and those with disabilities. By working collaboratively with healthcare providers, government agencies, insurance companies, legal representatives, and family members, RelianceCCP makes sure those they serve receive the attention and care they need to live healthy, meaningful, and productive lives. The work done by our RelianceCCP team helps Medicaid-eligible seniors age in place safely and more affordably than living in a nursing facility.

Impact:

1,300	individuals served annually through Medicaid Waiver services
400+	individuals transitioned out of nursing facilities through the Community Transitions Program; RelianceCCP operates the largest community transitions program in the state of Michigan
350+	individuals served annually through the Kent County Senior Millage Care Management and Home Support programs
250+	individuals served through our Integrated Wellness Center
30+	social workers provided care and case coordinator services, along with navigation services
180+	West Michigan providers coordinated with for care delivery
43	counties served across Michigan
\$790K	in uncompensated care services provided to clients and patients



Mental Health Services

Through Reliance Integrated Wellness, RelianceCCP provides positive, accessible mental health services to the West Michigan community. Our integrated behavioral health therapy helps community members overcome anxiety, depression, and trauma, and develop coping strategies for daily life. Medication therapy is also offered as an accompaniment to ongoing treatment.



Care Resources is a Program of All-Inclusive Care for the Elderly (PACE), operating throughout all of Kent County and portions of Ottawa, Allegan, and Barry Counties. Utilizing a community-based and innovative care model, Care Resources operates a vast home health, primary care, and clinic-based network. Care Resources is a nonprofit partnership collaboratively owned by Trillium Living, Dominican Sisters Grand Rapids, University of Michigan Health-West, and Pine Rest Christian Mental Health Services.

Impact:

411 participants served	358 average monthly census	587K miles driven transporting participants
54,050 meals served	61,365 Home Care hours	100% of people served required some form of financial assistance

Serving those 55+ in Kent and Ottawa counties, Care Resources promotes healthy, independent living for those aging in place through a range of services:

- Complete Physician Practice, Full Day Center Services, Extensive Rehab Gym, Medical Transportation, In- and Outpatient Care
- In-house Specialties: Audiology, Dentistry, Ophthalmology, Podiatry, Psychology, Home Healthcare, On-site Pharmacy, and Medication Management

“My experience with Care Resources has been phenomenal. They continually exceed my expectations. Every time I have the opportunity to talk with a manager, I tell them how well they and their people are doing. I don’t have words to describe it.”

Thomas
Care Resources Day Program Participant

TANDEM365

Tandem365 consists of two components: complex medical case management and community paramedicine. Its goal is to prevent unnecessary emergency department visits and hospitalizations by understanding the complexities of healthcare and supporting individuals with unstable health conditions who are on a trajectory of decline. Trillium Living partners with Brio, BHI, Sunset, and LifeEMS to provide Tandem365's services.

Impact:

1,163	enrolled during 2024
2,400+	individuals served through the Priority Health relationship
2,000+	individuals managed through the Corewell Health collaboration, with the goal of reducing unnecessary emergency department utilization

Since 2014, Tandem has delivered innovative community-based care through collaborative care delivery to an estimated **10,000+** individuals, elevating the quality of life for clients and their loved ones.





By uniting two distinct providers, Atrio Help at Home and Atrio Home Health, Atrio Home Care meets the evolving needs of aging adults who are choosing to age in place, or trying to get back on their feet after illness or injury. With more and more adults choosing to age in place, Atrio is committed to home health care and ensuring that seniors have access to these essential services. Collaboratively owned with Resthaven, Atrio is now the largest nonprofit, non-hospital-affiliated home health agency in West Michigan.

Skilled Care Services

Atrio Home Health

Following an illness, injury, or surgery, Atrio Home Health provides in-home health services that help people get back to feeling their best. In collaboration with their physicians or specialists, we create a plan to aid in our patients’ recoveries from the comfort of their own homes.



Private Duty Aide Services

Atrio Help at Home

For those who want to continue aging independently at home, Atrio Help at Home brings seniors the home health aide services they need to live the independent lives they want. Whether helping with daily activities such as meal preparation, shopping, housekeeping, or personal care needs like bathing and dressing, our pre-screened staff provide seniors with a wide range of services and companionship, allowing them to continue living comfortably at home.



Impact:

2,818	clients served in 2024 (272 of whom were on some form of financial assistance)
44,217	hours of care provided by Atrio Help at Home
52,794	total home visits by Atrio Home Health
\$180K	in uncompensated care services provided to patients and our community

Care & Comfort

Offering compassion and expert care to those living with chronic illness or those who are navigating the end-of-life journey.





Faith Hospice offers community and inpatient hospice care throughout West Michigan, with a focus on enhancing quality of life until the end of life. Faith Hospice’s person-centered approach to hospice puts each patient’s goals at the center of care. Using a combination of medical treatments, complementary therapies, spiritual caregiving, and social services, we ensure that the end-of-life journey reflects each patient’s values, beliefs, and culture. To help those in our community who are grieving, we also offer grief support services through counseling, support groups, and special programming.

Community Hospice

Providing care wherever it is needed—at home, in a senior living facility, or in a hospital.



Impact:

- 71,524** unique visits
- 1,592** hospice patients served
- 297** 2024 average daily census
- 2,600** patient visits provided by hospice physicians
- \$370K** in undercompensated care services provided to our patients and community



Inpatient Hospice

Trillium Woods is an inpatient hospice facility for those requiring 24/7 care.

Impact:

- 6,272** total days of care
- 371** hospice patients served
- \$860K** in uncompensated care services provided to patients



The estimated annual cost per day to operate Trillium Woods is approximately **\$780**. However, the payments received for most payors covers less than **60%** of this daily cost.

“Thanks to the employees and volunteers of Faith Hospice, we were blessed with so many wonderful memories of my wife as she fought the good fight. She progressed through the remainder of her earthly journey with her smile and sense of humor still intact, and never lost her ability to communicate with us until the last two days.”

A letter to Faith Hospice, from The Cook Family



Van Andel Hope and Healing Pavilion

This dedicated space on the Faith Hospice campus is for grief support, staff respite, and community education. With areas for counseling, a Garden and Prayer Walk, and serene wooded surroundings, patients, loved ones, and staff can find comfort and peace during difficult times.



Grief Support Services

Grief Support Services provide the education, support, and understanding needed after the loss of a loved one. It is not a “one size fits all” service, but it offers companionship through each individual’s unique healing process. Through individual, group, and family counseling, support groups, and special programming, we give those in our community who are grieving a safe space to find comfort, peace, and, ultimately, healing.

Impact:

1,916

families served

1,403

individual counseling sessions provided to Faith Hospice families

26%

of counseling sessions provided are to families in the community who did not receive hospice services from Faith Hospice

31

bereavement support groups provided for a total of 138 sessions, with 641 individuals in attendance

\$310K

in community-focused and undercompensated care services provided to our community

FaithPalliative

Faith Palliative Care provides relief to anyone struggling with the symptoms of a serious or chronic illness. Focused on improving someone’s quality of life at any stage, palliative care is a multi-disciplinary approach involving a team of specialists trained in bringing comfort and joy into the lives of patients and their loved ones. Faith Palliative Care provides palliative care to anyone living with a chronic or serious illness/disease in hospitals, nursing facilities, clinics, and homes across West Michigan.

Impact:

5,300

palliative care visits
(an increase of 25% over 2023)

957

visits in our outpatient clinic

424

home visits

3,705

hospital visits

214

telehealth visits

1,692

individuals served

\$440K

in uncompensated care services provided to patients and our community



Education & Advocacy

We are an organization that raises awareness, provides training to inform and educate, and advocates for the changing needs of the aging population.





Expanding awareness of and access to palliative care while educating and training the next generation of medical professionals and the community at large to advance and improve palliative care techniques, with the goal of maximizing quality of life for those with life-limiting and/or chronic illness.



Provides caregiver training, support, and resources to help those in the community who are caring for loved ones living with dementia, and frontline healthcare providers supporting persons living with brain change.



Impact:

- 1,000+** medical students and residents educated
- 35** Hospice and Palliative trained fellows in our fellowship program since 2014
- 300** local, national, and international events presented
- 8** national awards and recognition for excellence in our field
- 39.8K** number of downloads since 2022 of the podcast, *Palliative Matters*, created by Dr. John Mulder and Dr. Jason Beckrow

A full-time hospice and palliative practitioner is estimated to have direct contact with a minimum of **1,000** unique patients per year. The aggregate impact of our Fellowship Program is estimated to be over **100,000** patients cared for by our graduated fellows, over **70,000** of whom are in West Michigan.

Trillium Institute was founded by Dr. John Mulder (*left*), a national leader in palliative and hospice care. As a physician, educator, and advocate, Dr. Mulder changed the landscape of palliative care, leaving a legacy of comfort, peace, and healing for thousands of individuals and their loved ones facing life-limiting illnesses.

Impact:

- \$725K** Trillium Living's investment since 2023 to provide dementia training and services to our community
- 126** dementia classes and simulations (The Dementia Journey) for Holland Home staff in 2024
- 37+** classes to Faith Hospice, Atrio, Reliance, and Care Resources delivered in 2024
- 1,591** participants attended one or more of 200+ in-person events.
- \$375K** received from the MI Health Endowment Fund for the "Giving VOICE to Persons Living with Dementia" program to train 2,000 caregivers in 2025 & 2026

"I didn't understand what I was going through until I did the class."

Annie E., Family + Friends
Caregiver Course Participant



Following Christ’s Example in All We Do

We are a diverse organization serving a diverse community and set of needs. But we have one thing in common: We all share the calling to serve as Christ serves. Our mission is more than words on a wall—it’s something we commit to live out each and every day. Leading with compassion, loving as Christ loves, and committing to excellence, we aim to improve the lives of those entrusting us with their care.

In the past year...

- 1,845** people calling Holland Home their home
- 205** people living with dementia in Holland Home’s dementia units
- 1,963** individuals we served facing the end of life’s journey
- 1,916** families we served who are mourning losses
- 10,510** people we served who are aging in place
- 3,710** people who needed help accessing care
- 1,510** incredible caregivers and support staff dedicated to Christ-centered care and daily fulfillment of our mission
- \$9.43M** in community benefit provided through uncompensated care and services provided for our patients, residents, neighbors, and community



A mission-driven, Christ-centered, community-focused organization.

We are a part of the community we serve, and we are here to meet their needs with excellence, love, and compassion. Trillium Living is committed and dedicated to providing:



A vibrant, healthy, safe, and service-oriented place to call home as one ages



One of the nation’s leading dementia care services



Expert healthcare and helping hands at the ready for those living in isolation or aging in place



Accessible behavioral health counseling for those living with mental health issues



Reliable case management for those needing help navigating health resources



Healthcare and foster care services for those with no means of help as they age



Compassionate and expert care for those facing the end of life’s journey



Expert counseling for the bereaved



Training and education to improve the lives of those living with dementia or a life-limiting illness

NOTE: All numbers based on 2024 data



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