

GIVENS COMMUNITIES ANNUAL REPORT

July 31, 2025

INTRODUCTION

We are proud to present the 2025 Annual Report for Givens Communities. This year has been one of profound significance, a time to reflect, to grow, and to lead with renewed purpose. In 2025, we celebrated 50 years of mission-driven service, honoring a legacy that began in Asheville in 1975 and continues today across four vibrant communities in Western North Carolina. Our footprint is poised to expand through an affiliation in Charlotte that will add another Life Plan Community, along with two affordable housing communities in Webster in Jackson County and Marion in McDowell County.

This milestone year was marked by major achievements and challenges that tested our strength and affirmed our values. We completed a historic affiliation with Aldersgate, expanding our reach and deepening our impact across the state. We responded with resilience and compassion to Hurricane Helene, which brought disruption to our region but also revealed the strength of our team and the unity of our communities.

Throughout these moments, our commitment to our mission *to create community and empower lives* remained our guiding light. Our residents, team members, partners, and supporters have all played a role in shaping a year that will be remembered not only for its challenges but for its vision, collaboration, and heart.

As we look ahead, we do so with gratitude for the journey, and with confidence in the future. The story of Givens is still being written, and together, we are building a legacy for the next 50 years.

MISSION AND VISION

Our mission to create community and empower lives is grounded in our belief in the dignity and worth of every individual. As we expand our reach, we remain rooted in the same vision that has guided us for half a century: to redefine aging through innovation, service, and deep human connection. Our work continues to be shaped by this vision and by the core values that unite our team and communities.

HURRICANE HELENE

In September of 2025, **Hurricane Helene** brought damaging winds, flooding, and prolonged power outages to parts of our region. While all Givens campuses remained mostly structurally intact, many team members and residents were affected in personal and practical ways.

The response by the many team members was swift and coordinated. Emergency procedures were activated, and ingenuity, grit and determination was on display by the team and many residents.

Through the help of residents and our partner organizations throughout the state, we provided direct support to impacted team members through an emergency assistance fund and offered supplies and flexible scheduling as needed.

This experience underscored the resilience of our organization and the strength of our people. We are now integrating lessons learned into updated emergency planning for all campuses.

THE ALDERSGATE AFFILIATION

This year, we began the process of welcoming **Aldersgate** into the Givens organization. Through an intense due diligence process, Givens was chosen from a list of very strong and vibrant organizations, to be the affiliated partner of Aldersgate. The affiliation will be completed through a sponsorship substitution in August 2025 that preserves Aldersgate's nonprofit identity while benefiting from shared leadership, systems, and strategy across Givens Communities.

Aldersgate brings a proud history, a deep commitment to its Charlotte community, and a talented team that is now part of a broader network of shared purpose. The transition process has been shaped by open communication, collaboration, and a focus on stability and renewal. Together, we are laying the groundwork for growth, reinvestment, and operational strength.

CELEBRATION OF 50 YEARS

For Givens Communities, 50 years is more than a measure of time—it is a remarkable milestone that speaks to our enduring commitment to vibrant aging, service, and innovation. Since 1975, Givens has remained devoted to building community, enriching lives, and serving as a vital part of the Western North Carolina landscape.

Our journey over these five decades reflects a continuous pursuit of growth, stewardship, and excellence. From embracing technology that enhances daily living to preserving green spaces that promote well-being and beauty, we have never stopped evolving. We have innovated not for novelty, but for purpose—to better serve our residents, empower our team members, and create meaningful connections.

Growth at Givens has never been just about physical expansion. It is a reflection of spirit, understanding, and capacity. Through open dialogue, creativity, and adaptability, we ensure that Givens Communities continue to be places of opportunity, care, and belonging for generations to come.

What has always defined us is our willingness to serve—not only within our campuses, but in the broader community. Whether through Philanthropy’s support of local initiatives, LifeMinistries’ compassionate outreach, or the countless volunteer hours offered by our residents and team members, giving back is embedded in our culture. It is our hallmark.

Anniversaries, like holidays, bring anticipation, preparation, reflection, and celebration. They mark a moment in time—but more importantly, they honor the full journey: the challenges we’ve overcome, the progress we’ve made, and the people who’ve shaped our path.

As we celebrate 50 years of Givens Communities, we pause to recognize not only our accomplishments, but also the vision and values that have carried us forward. We honor those who came before us, those who thrive and serve today, and those who will carry this legacy into the future.

What has remained constant through all these years is our unwavering commitment to our mission, our dedication to core values, and our pursuit of excellence. Change has always served a purpose—driving improvement, inspiring growth, and shaping a better future for all who call Givens home.

The story of Givens Communities is still being written. As we close this remarkable chapter, we know the best is yet to come.

This year, each of our campuses hosted celebrations that reflected their unique character and history. The festivities will culminate with our inaugural 50th Anniversary Gala on August 21 which will be an evening of community, gratitude, and reflection.

- Givens Highland Farms Celebration – April 30
- Givens Estates Celebration – May 22
- Givens Great Laurels Celebration – June 18
- Givens Gerber Park Celebration – July 16
- Manor House Rededication – August 14
- 50th Anniversary Gala at Highland Brewing (ticketed) – August 21

GROWTH AND FINANCIAL STRENGTH

Givens Communities has expanded its organizational footprint to include five communities: Givens Estates in Asheville, Givens Highland Farms in Black Mountain, Givens Gerber Park in South Asheville, Givens Great Laurels in Waynesville, and Aldersgate in Charlotte, whose affiliation will be finalized in August 2025. Prior to the affiliation, we proudly served more than

1,400 residents and supported nearly 650 dedicated team members. Following the integration of Aldersgate, our reach will grow to more than 2,000 residents and over 900 team members across North Carolina.

Our financial health remains strong and resilient. Givens Estates, Inc. continues to maintain an A minus credit rating from Fitch for 2025, supported by record-high independent living occupancy of 98% and health services occupancy in the mid-90% range. As of December 31, 2024, we reported 917 days cash on hand and a debt service coverage ratio of 4.64, demonstrating disciplined financial stewardship and operational strength.

We continue to perform in the top quartile of national benchmarks, reflecting our commitment to long-term sustainability, transparency, and high-quality care. In the following table are our current key operational ratios:

	Two Years Prior Audit 12/31/22	Previous Audit Year 12/31/23	Most Recent Audit Year 12/31/24	Current Year Budget 12/31/25	Projected Year 1 12/31/26	Projected Year 2 12/31/27
Operating Performance						
Operating Margin Ratio	15.38%	11.54%	13.62%	14.46%	16.79%	17.54%
Operating Ratio	86.57%	92.16%	90.20%	87.94%	86.80%	86.40%
Total Excess Margin Ratio	17.62%	13.56%	19.21%	15.78%	18.04%	18.78%
Net Operating Margin	13.28%	6.59%	8.47%	12.79%	13.31%	13.06%
Net Operating Margin - Adjusted	32.96%	27.53%	24.69%	28.56%	27.70%	27.86%
Liquidity						
Days in Accounts Receivable	29.17	17.87	25.28	17.82	17.78	17.71
Days Cash on Hand Ratio	685.43	859.70	917.31	911.57	986.85	1,069.63
Cushion Ratio	16.15	22.77	24.96	21.46	24.10	27.00
Capital Structure						
Debt Service Coverage Ratio	4.76	4.33	4.64	3.88	3.93	4.14
Debt Service Coverage Ratio-Rev Basis	1.95	1.44	2.39	1.82	1.98	2.07
Debt Service % of Tot. Oper & Net Nonoper Gains	7.99%	7.64%	7.02%	8.40%	7.96%	7.70%
Unrestricted Cash & Investments to L/T Debt	88.42%	139.64%	189.78%	176.41%	207.54%	244.05%
Long-term Debt as a Percentage of Total Capital Ratio	58.34%	52.30%	46.23%	43.64%	39.18%	34.98%
Long-term Debt as a Percentage of Total Capital Ratio-Adjusted	37.96%	33.32%	29.15%	28.64%	26.29%	23.92%
Long-term Debt to Total Assets Ratio	29.01%	25.52%	22.50%	21.03%	19.47%	17.89%
Average Age of Community	9.82	10.62	10.31	11.16	12.15	13.67
Capital Expenditures as a Percentage of Depreciation	2.51	4.13	2.27	1.13	0.25	0.26

STRATEGIC PRIORITIES AND FUTURE FOCUS

This year marked the continuation of our three-year strategic plan, centered around six strategic pillars:

- Individual and Community Experience
- Team
- Finance
- Technology and Innovation
- Outreach
- Growth

Across these areas, we have seen meaningful progress:

Givens Estates continued advancing its campus planning, preparing for the next phase of development. This includes new Assisted Living and Memory Care units, along with additional Independent Living residences. While 2025 saw a pause in construction activity, we used this time for thoughtful design, planning, and positioning for future success.

Givens Highland Farms remained focused on campus enhancements. In 2024, we completed Vista Ridge North (36 apartments) and began construction of Vista Ridge South (33 apartments), with estimated completion in October 2025. Planning also advanced for future phases of Meadowmont, the redevelopment of Brookside South, improvements to Health Services facilities, and wellness/clinic space renovations in the original assembly and dining areas. Fundraising began for the Brookside Life Enrichment space, planned for the lower level of Brookside Commons.

Givens Affordable Communities saw significant growth and organizational change. In 2025, we began self-managing the portfolio previously managed by Community Housing Partners. We secured HUD 202 funding for Webster Village in Jackson County and began site planning and development. Planning continued at Clinchfield Mill in Marion, with funding prospects expected in 2025 or 2026. With a strong and scalable model, Givens continues to seek new opportunities to expand affordable housing for older adults where the need is urgent and growing.

Givens Home First experienced dramatic growth, with significant increases in both the number of clients served and total service hours delivered between 2024 and 2025 which resulted in improved financial results. The Aging in Place program expanded as well, supporting older adults in making safety and accessibility upgrades to their homes whether through in-house resources or trusted contractors. Both home care and Aging in Place are piloting availability in the greater community as well.

Givens Choice continued its steady growth, reaching 109 members as of July 2025. Looking ahead, we plan to expand this Continuing Care at Home program across Western North Carolina and into the Charlotte region.

Human Resources and Workforce Development: People are at the heart of Givens Communities. In 2025, we deepened our focus on attracting, developing, and retaining team members who are aligned with our values and mission. Our **Career Growth Program** continues to support personal and professional advancement across departments, preparing future leaders and strengthening our workforce.

Additional workforce strategies include:

- Partnered with the Purple Spaces initiative, a remarkable program supported by Helpmate, the leading domestic abuse agency in Asheville.
- Enhanced onboarding and mentorship programs
- Flexible scheduling and cross-campus collaboration
- DEI&B training and inclusive leadership development

- Internal promotions and upskilling initiatives

These programs reflect our commitment to being a workplace of choice where team members feel valued, empowered, and inspired.

Technology and Innovation: Givens Communities is actively using innovative technology to turn our vision of Endless Possibilities, Vibrant Aging into a lived reality. Across Independent Living, Assisted Living, Skilled Nursing, Home Care, and Affordable Housing, we are integrating smart tools that promote safety, health, independence, and connection.

Examples of current and emerging technology include:

- Smart lamps and wearables that detect falls and track vitals
- Voice-activated systems for emergency calls and assistance
- Sensors that learn daily patterns to detect health changes early
- Resident engagement platforms for accessing menus, calendars, and video calls
- Health-monitoring toilets and telehealth stations for early illness detection and virtual consultations
- Interactive gaming and virtual reality to promote movement, learning, and joy

For residents unfamiliar with technology, we are offering training and support through resident- and community-led programs. In Affordable Housing, we are exploring funding mechanisms to ensure that all residents benefit from these advancements—regardless of income or location.

All new technologies are piloted first, evaluated through resident feedback, and scaled only when the benefits are clear. At Givens, we believe technology should enhance—not replace—the personal relationships and human connection that make our communities thrive.

The future is bright, and we remain committed to thoughtful, inclusive, and mission-aligned innovation.

Philanthropy: For 50 years, philanthropy has been at the heart of Givens Communities. Since our founding, we have been deeply grateful for the generous support of residents, families, team members, foundations, and community partners who have helped advance our mission of service.

A key example of this impact is the Resident Assistance Ministry, which exists today because of gifts made to support residents facing financial hardship. Across our history, donor generosity has enhanced campus life, expanded our outreach, and strengthened our ability to care for one another.

From our founding through 2022, Givens Communities received approximately \$40 million in support of its mission and ministry. In just the past three years alone, we have averaged nearly \$4 million per year in contributions an extraordinary testament to the generosity and trust placed in our work.

One moving example occurred in 2024, following the devastation of Hurricane Helene. The immediate and heartfelt response from our residents and broader community resulted in 445 donors contributing more than \$331,000 to support team members who lost homes or personal belongings. This outpouring of care and compassion reflects the spirit that defines Givens.

With our 50th anniversary in 2025, we are proud to launch a bold new vision for the future: a five-year, \$25 million comprehensive campaign. Inspired by the legacy of Dr. and Mrs. Givens and guided by our vision of *Endless Possibilities*, *Vibrant Aging*, this campaign is designed to ensure the sustainability, innovation, and reach of our mission for generations to come.

The campaign focuses on five strategic priorities:

1. **Givens Cares:** Supporting the Resident Assistance Ministry and Team Member Assistance Ministry to ensure that every member of our community has access to care and support when needed.
2. **Outreach and Affordable Communities:** Expanding affordable senior housing and growing our outreach to serve more individuals across the region.
3. **Future and Innovation:** Investing in new technologies and forward-thinking solutions that improve how we live, work, and connect.
4. **Life Enrichment:** Creating opportunities for lifelong learning, wellness, and engagement that enrich life at every age and stage.
5. **Givens Grows:** Supporting flexible, unrestricted resources that allow us to respond to unexpected challenges and seize timely opportunities.

This campaign is not just about building a sustainable future, it is about making a thriving present possible for every resident, team member, and neighbor we serve. Every gift honors our past and helps us build a stronger, more innovative future.

Some highlights from Philanthropy in 2025:

- Campaign Launch: Our comprehensive \$25 million campaign officially launched in celebration of Givens' 50th anniversary.
- 50th Anniversary Celebrations: Philanthropy played a key role in organizing and supporting the 50th Anniversary campus celebrations and the inaugural Gala, which brought together residents, team members, donors, and community leaders to reflect on Givens' legacy and look ahead to its future.
- FreeWill Platform: A free, robust will and estate planning tool made available to all residents and team members. This platform supports legacy giving, donor-advised funds, required minimum distributions, and qualified charitable distributions. Learn more at givenscommunities.mygiftlegacy.org.
- Spring Appeal: The annual appeal in May focused on the five key initiatives of the campaign.

- Educational Sessions: Hosted in collaboration with McGuire Wood & Bissette and other partners on key topics such as:
 - Legacy Giving
 - Gifts of Stock
 - Donor-Advised Funds
 - Required Minimum Distributions
 - Qualified Charitable Distributions
 - Cryptocurrency

LEADERSHIP TRANSITIONS AND TEAM MEMBER RECOGNITION

In 2025, we are pleased to share an exciting leadership transition. Ken Kramer, who has served as Executive Director of Givens Highland Farms since 2015, will be stepping into a new role as Executive Director of Aldersgate in August. Ken has played a pivotal role in the growth and success of Highland Farms, guiding the community through periods of change with steady leadership and a deep commitment to transparent communication. His impact has been profound, and we are confident he will bring the same energy and excellence to Aldersgate.

As Ken transitions, we are equally pleased to welcome Matt Sharpe as the new Executive Director of Givens Highland Farms. Matt will join the team in early August, bringing with him over two decades of experience from Deerfield Episcopal Retirement Community, where he served as Executive Director of Wellbeing Services and Health Services, and as liaison to the residents' council. Known across the senior living industry for his expertise in operations, resource management, financial stewardship, project planning, and strategic marketing, Matt is well-positioned to continue the legacy of strong leadership at Highland Farms.

Each July, we take time to honor the remarkable team members who have reached milestone anniversaries in their service to Givens Communities. This year, we celebrate 113 team members who collectively represent 669 years of dedicated service. Among them, we proudly recognize Thelma Sullivan and Viktoriya Yakovchuk for 25 years each, and Danny Case, Jill Nichols, Julie Borne, Mary Adams, Ken Kramer, and Teresa Stephens for 20 years of service.

Please join us in congratulating these exceptional individuals and all of the 113 honorees for their commitment, compassion, and contributions to our mission.

COMMUNITY ENGAGEMENT AND RECOGNITION

This year, Givens Communities was proud to receive both national and regional recognition for excellence. *Newsweek* once again ranked Givens Estates and Givens Highland Farms among the top Continuing Care Retirement Communities, both in North Carolina and across the nation. This recognition reflects our continued leadership in quality, innovation, and resident-centered care.

Community engagement reached new heights, with residents, team members, and volunteers from the greater community coming together in meaningful ways. From day-to-day acts of service to an extraordinary outpouring of support during Hurricane Helene, we witnessed firsthand the compassion and solidarity that define Givens. Philanthropy, cultural events, and professional advocacy also remained strong, underscoring the deep commitment of our people to one another and to our mission.

We continued to strengthen partnerships with local organizations and remained firmly committed to equity, inclusion, and expanded access to aging services. Givens remains not only a leader in senior living but also a trusted partner in community well-being throughout Western North Carolina and beyond.

CONCLUSION

As we celebrate our 50th year, we remain focused on the values that have shaped our history and the goals that will shape our future. We are grateful for the trust placed in us and inspired by the spirit of community that lives in each of our campuses.