



**PILLAR  
ANNUAL  
REPORT  
2023**



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# LETTER FROM THE EXECUTIVE DIRECTOR

Thirty-five years ago, Pillar was born out of the love of parents. These parents came together to build a first-of-its-kind neighborhood where their adult children could thrive and feel at home in their community. Today, Pillar (formerly Apple Patch) offers housing, day programs, transportation, and a multitude of services to support children and adults with intellectual disabilities.



This past year marked several new initiatives, including a capital campaign to financially secure 17 Pillar homes built with tax credits. Due to the generosity of many supporters, we now fully own five homes and are making substantial headway to purchase the next six. The other initiative was to build a culture at Pillar that celebrates our employees and the tremendous care they offer. I am proud to share that Pillar's annual anonymous employee survey confirmed that Pillar is a top workplace where employees feel valued.

Thank you for your loving and kind support. We work tirelessly to make sure your contributions have the greatest impact possible on the lives of people with disabilities. It is a true honor to serve Pillar.

Warmest regards,

A handwritten signature in black ink that reads "Karri Gerdemann". The signature is fluid and cursive, written over a light gray rectangular background.

Karri Gerdemann, LPCC-S  
Executive Director

# WHO WE ARE

## BOARD

**Benton Keith (Chair)**, *Business Insurance Advisor at Sterling Thompson Co. and Principal of Radicle Capital*

**Ross Jordan (Vice Chair)**, *Principal of Weller Equity Partners and Partner of Yearling Fund LP*

**Alex Campbell (Treasurer)**, *Director of Private Banking at Republic Bank*

**Ned Booker (Secretary)**, *Business Insurance Advisor at Sterling Thompson Co.*

**Becky Dunn (Executive Committee)**, *Guardian and Advocate for people with disabilities*

**Michael Trager-Kusman (Executive Committee)**, *Operating Partner of MAKBE*

**Monica Bell**, *Global Vendor MSM Analyst Consultant at Brown-Forman Corporation*

**Brandi Crawford**, *Behavior Supports Consultant and Reading Interventionist at Waypoint Education Louisville*

**John Fidler**, *Chief Investment Officer at Stock Yards Bank & Trust Co.*

**Martin McKinney**, *Managing Partner of Abbey Hill Group*

**Jane Rechter**, *Co-owner of Rogers Group, Inc.*

**Kimberly Scaglione**, *Regional Vice President of Human Resources at Baptist Health*

**Peter Wayne**, *General Counsel to The Forge Companies*

**Jennifer Wheatley**, *President of HR Affiliates*

**Joy Hanna (emeritus)**, *Founding Mother*

**Steve Moss (emeritus)**, *Developer for multi-family housing*

## LEADERSHIP

**Karri Gerdemann**, *Executive Director*

**Kurt Collins**, *Finance Director*

**Gabe Eitzroth**, *Human Resources Manager*

**Melissa Hartmann**, *Transportation Manager*

**Brittany McIntosh**, *Compliance Director*

**Hannah Murphy**, *Development Manager*

**Aricka Royalty**, *Residential Director*

**Kim Wright**, *Assistant Residential Director*

# ADULT ENGAGEMENT DAY PROGRAMS

**Pillar operates three engagement centers (day programs), including one in Jefferson County and two in Oldham County. Through these centers, Pillar supports more than 150 clients with programs designed to meet our clients' preferences with a choice of activities and outings in our communities.**



Our Bon Air location in Jefferson County has recently expanded its computer lab to teach technology skills and social engagement through an interactive smart board. This lab was made possible thanks to the generosity of the Stroud family and technology donated by Humana Inc.

Pillar is dedicated to bridging experiences in the community for all our clients. Community activities include days out at the park, field days with local schools, and Louisville Bats baseball games with tickets donated by Bob Ray Co. and RunSwitch PR. Pillar is eliminating the loneliness and isolation that many with disabilities feel by offering a safe place where differences are accepted and celebrated.



We provide additional emphasis on learning skills that increase a person's ability to be independent. Our Crestwood Station location created a simulated grocery store where clients practice counting money; shopping for their preferred foods with guidelines taught in our health classes; stocking shelves and running the cash register.

# RESIDENTIAL



**Due to the generosity of Frank Otte's land donation and the persistence of our founding families, Pillar's Apple Patch Community was born. The connecting neighborhoods of Celebration Park and Independence Park have 99 homes. Interspersed within the 99 homes are 17 Pillar homes.**



we have been fortunate in the last year to replace siding on six homes and roofs on ten homes. Thank you to Southeast Christian Church Crestwood for helping us with appliances and furniture replacements, as these are always needed and so appreciated.

Three Pillar residents were recently featured as the family cover story in Crestwood Magazine. Here are a few excerpts that sum up how our clients and

employees feel about Pillar.

Our one-of-a-kind neighborhood was created so people with disabilities were part of a larger community. 51 adults with disabilities call Pillar home and are integrated among the many families that live in these neighborhoods.

Clients that live at Pillar participate in many activities including working, volunteering, day programs, attending church, Special Olympics teams, and square dancing. Every person deserves a home in which they are safe and surrounded by people who love them, and we are proud to provide that to Pillar residents.

Keeping the homes maintained and in top working order is a never-ending task, but

Pillar is "a very rewarding, good place to work. I am on my 15th year of working here, and I believe prioritizing our residents and their care is the most important thing we do. I find great value in working with Joe, John, and Terry."

"Sitting outside and watching the hummingbirds is a favorite pastime of all three men. Although they have no pets, they cannot resist feeding a neighborhood cat who often visits their back porch."

# HOUSE 2 HOME

House 2 Home is Pillar's first capital campaign. One of the most important services we provide is safe, affordable housing for vulnerable disabled adults. It is our duty to secure our Pillar homes and protect them for future people with disabilities. Our beautiful homes were originally funded by tax credits and those remaining balances are coming due. If Pillar had to pay off or refinance these loans at a higher rate it would have a detrimental impact on our other programs.

Thanks to many generous donors, our House 2 Home campaign recently surpassed the halfway point, reaching more than \$575,000!



When we finish this campaign, all 17 of Pillar's homes will be secured for future generations.

Thanks to the generosity of our donors, five homes are now entirely paid off and are renamed to celebrate our Apple Patch history. The campaign will not only pay off homes but create a maintenance fund for large future repairs. We hope you will join us and donate to secure these homes for the future. Once this campaign is fulfilled, Pillar will begin the process of developing the remaining land that Frank Otte donated to Pillar to serve those with disabilities like his son.



# HOUSE 2 HOME

(continued)

**Please join us in thanking the generous donors who gave \$1,000.00 or more to the House 2 Home campaign.**

*(\* denotes a donor that has paid off a home.)*

\*The Trager Family Foundation

\*Sam and Bonnie Rechter Family Trust

\*Jane and Dan Rechter

\*Jeanne and Billy Todd

\*Anonymous

Gregg and Lisa Romans

Republic Bank Foundation

German American Bank

Peter Ostermiller

Prema Yepuri

Jay Yepuri

Alex and LaForrest Campbell

Karri and Gary Gerdemann

Andrea Largen

Caroline and Tim Heine

Bass Family Foundation

Ron and Karen Tyrer

Benton and Maggie Keith

Brian and Judy Riendeau



# EVENTS AND VOLUNTEERS

## No one likes a party as much as Pillar clients and employees.

It seems like every week the Pillar family is celebrating and on the go. Pillar loves UK basketball and has been honored to have Coach John Calipari and players visit us the last two years. Maybe all of the great tips they shared with us led to the Pillar Eagle Special Olympics basketball team placing second in the state. Our softball team is another favorite sports event under our amazing coach and family member, Joe Kayse. GO EAGLES!

This year we hosted our first Founders' Day celebration with founding mother Joy Hanna and Max Appel joining us. It was fantastic to celebrate the love and forward thinking of our founders that led to our existence today.

Thank you to our many generous donors for sponsoring our annual golf tournament.

- Advance Ready Mix and Abel Construction
- Kauffmann & Sims Dentistry
- Marcum Construction Services
- Oliver-Bilodeau Family
- Republic Bank & Trust Co.
- Restaurant Supply Chain Solutions
- Sterling Thompson Co.
- Stock Yards Bank & Trust Co.
- Tarrytown Expocare
- United Electric Co.

A new event this year was the Market Tasting, where residents had the opportunity to taste dishes featuring six different cuisines. Pillar continues to focus on improving our clients' health and nutrition choices. Pillar is excited to boast that we have been Oldham County Parade Float Champions for the past two years. Some may suggest that our parade wins are due more to our clients' enthusiasm than our decorations.

Thank you to the many groups and volunteers that come to Pillar and host events at our day program or neighborhood. Francis Parker School, Bellarmine University, Southeast Christian Church LaGrange Campus, Humana, Brown-Forman, and so many more help us offer community events.

**This year Pillar was chosen as the charity partner for the Watts Home Show hosted at CityPlace, which was a huge success.**



Humana Volunteers



Founder's Day



Special Olympics

# THE PILLAR TEAM

Pillar employs more than 140 mission-focused team members and contractors. We support children and adults with case managers and behavioral clinical services, throughout Jefferson and Oldham counties. Pillar transportation combined with our Medical Coordinators move clients each week between work, home, day programs and medical appointments. You probably have seen a vehicle proudly displaying the Pillar logo riding through your neighborhood.



We are proud to announce that Pillar won the 2023 Better Business Bureau Large Non-Profit Ethics Award. This award recognizes the importance of the values Pillar employees live by, which are critical when serving a vulnerable population. The annual employee anonymous survey confirmed the positive culture at Pillar and our ethics. Our employees report that 98.25% have a good understanding of the mission at Pillar; 100% agree that they understand how their work directly contributes to the success of Pillar;

93% are satisfied with their job; and 98% feel personally driven to help Pillar succeed.

Intellectual disabilities affect people from every race and socioeconomic background. Our workforce reflects the diversity of the clients we serve. Pillar prides itself on employing and promoting a diverse workforce and our employees confirmed on the survey that we are attracting, developing, and retaining employees with diverse backgrounds.



**98.25%** have a good understanding of the mission at Pillar

**100%** agree that they understand how their work directly contributes to the success of Pillar

**93%** are satisfied with their job

**98%** feel personally driven to help Pillar succeed

# KEY FINANCIALS

Pillar follows best financial practices. In less than three years, our external financial audits went from significant concerns to zero recommendations for change. Pillar is proud to be recognized by Better Business Bureau Charity Accreditation and rated by GuideStar/Candid Silver Seal.

Pillar had a strong financial year as net assets increased \$393,018 in 2022. Total revenue increased from the prior year amid program operation growth as well as the launch of our new House 2 Home capital campaign. Program expenses increased from the prior year, but administrative efficiencies contributed to a decline in administrative expenses. Pillar is proud that we continue world-class service for our clients, while maintaining a stable financial base.

## Financial Summary

### REVENUE

|                       |                    |
|-----------------------|--------------------|
| Programs              | \$7,688,788        |
| Fundraising           | \$513,700          |
| Provider Relief Funds | \$18,973           |
| Other                 | \$408,012          |
| <b>Total Revenue</b>  | <b>\$8,629,473</b> |

### EXPENSES

|                       |                    |
|-----------------------|--------------------|
| Administrative        | \$1,009,987        |
| Programs              | \$7,226,468        |
| <b>Total Expenses</b> | <b>\$8,236,455</b> |



Net assets increased  
**\$393,018**  
 in 2022



## CLIENT SPOTLIGHT

**Robin lived in a facility in her hometown in Northern Kentucky for 30 years. She lived in a home with many roommates and attended a day program with those same roommates inside the home with little interaction in her community. With the loss of her father, Robin's nearest family was her sister Kelli, who lived two hours away in Louisville.**

When the pandemic hit, Kelli didn't feel that Robin's needs were being met and she was struggling to care for and be present for her sister. Kelli began to look for a living option for Robin closer to her in Louisville.

In February, after tours, dinners with her roommates, and a weekend visit, Robin moved into her new home at Pillar. Kelli and her family took photos of her room in Northern Kentucky and painstakingly replicated it in her new Pillar home. Change can be very difficult for clients with intellectual disabilities and this act of love helped Robin feel comfortable in her new home from day one. Since she has moved here, Kelli says that she "can't put into words the difference she has seen in her health and mental health."

Robin is deaf and nonverbal, and staff had been informed that she uses her own form of sign language. Not long after moving to Pillar, staff recognized that Robin actually knew many words in American Sign Language and was regularly signing. Staff began to learn basic ASL and now use it to communicate with Robin, so her voice and needs can be heard.

Her program in her hometown frequently told her sister of the many negative behaviors that Robin was having. Kelli has been relieved to see that with the right support, there does not seem to be any concerning behaviors and she fits right in. She now frequently spends holidays with her family and gets to return "to her own digs" at the end of the night.

Kelli has been relieved over the last year, as she has experienced her own personal health crisis to know that Robin is properly cared for and supported. "It has been amazing seeing her come into her own. I am so appreciative and overwhelmed by how well she is doing and happy to see her being a part of a community that sees her," says Kelli.





Most Admired CEOs: Karri Gerdemann, executive director,...  
Louisville Business First

## PILLAR IN THE NEWS

- BBB Torch Award
- CEO of the Year
- Today's Woman 3 employees finalist of Most Admired
- Special Olympics
- With Dawn Gee
- UK footage
- With WDRB
- Crestwood Neighbors
- Parade winners
- Best in Finance Kurt Collins
- LBF



Karri Rensel-Gerdemann on LinkedIn: What a fun day! Than...  
[linkedin.com](https://www.linkedin.com)

Thank you WDRB and Keith Kaiser for showcasing Pillar!

