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Local Senior Living Organization Receives Top Honor Among Area Employers

Brio Living Services Named One of West Michigan's ELITE Best and Brightest Companies to Work For®

Chelsea/Grand Rapids, MI, July 19, 2022 – Brio Living Services, formerly UMRC & Porter Hills, was recently named one of **West Michigan's Elite Best and Brightest Companies to Work For®** at the annual Best and Brightest awards celebration, held on July 12 in Grand Rapids. Not only was Brio Living Services named a Best and Brightest Company to Work For® – *for the 20th consecutive year* – but it also received the Elite award as **The Best of the Best Medium Business**.

Elite West Michigan companies demonstrate exceptionally innovative human resource practices and set high standards for all of West Michigan's businesses, according to a recent Best and Brightest press release. Winners are selected based on their overall high scores and then named an Elite winner in their respective category.

"These companies have shown fortitude during this crisis [pandemic] and have inspired others to make critical decisions for the betterment of their teams," said Jennifer Kluge, president of The Best & Brightest Companies to Work For®. "They focus on the needs of their employees as a primary objective, even in times like this, and are the leaders of our West Michigan community."

Brio Living Services Human Resources team members Angela Serpetti, Director of Talent Management & Retention, and Courtney Phiscator, Talent Management Specialist, were on hand to accept the Elite award.

"This is absolutely a great honor for Brio Living Services and a true testament to the dedication of the organization to be the Best and Brightest," said Serpetti. "I got emotional when they read off the list of items that the organization has done over the past year for our team members. It is truly amazing and a well-deserved recognition for Brio Living Services!"

Among those items that Brio Living Service has offered this past year for its team members are the launching of a \$5.2 million commitment bonus program for eligible team members; enhanced



recruiting and onboarding procedures; career path opportunities; and wellness programs that focus on the whole person, including resources for physical, mental, and financial health.

“To be honored as an Elite Best and Brightest organization is an incredible tribute to our entire team,” said Michelle Henderson, Brio Living Services Chief Human Resources Officer. “This honor is a direct reflection of our team members at Brio Living Services who help deliver on our mission each day: *Welcoming all, partnering together, enriching lives*. We could not be more proud of this honor and of our dedicated team members who work tirelessly to improve the lives of older adults.”

Brio Living Services also received accolades last month as a Best and Brightest Company to Work For® in the Nation Winner 2022. Best and Brightest is a program of the National Association for Business Resources.

To learn more about the Best and Brightest Companies to Work For® program, visit thebestandbrightest.com. For more information about Brio Living Services, go to MyBrio.org or visit MyBrioCareers.org to join our team in a job you’ll love.



Angela Serpetti and Courtney Phiscator accept the Elite Best and Brightest award for Brio Living Services. From left to right: Jennifer Kluge, President and CEO, Best and Brightest Programs; Angela Serpetti; Courtney Phiscator; and Steve Kelly, WOOD Radio 106.9 FM Morning News.

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*Building on a foundation of over 165 years of combined service to older adults, **Brio Living Services**, formerly UMRC & Porter Hills, is a faith-based, nonprofit organization whose mission is: Welcoming all, partnering together, enriching lives. Its vision is: A world in which all are empowered to age well. Brio Living Services represents the second largest nonprofit senior living organization in Michigan and serves the most economically diverse population of older adults. With a tradition of exceptional quality and a commitment to cutting-edge care, Brio Living Services and its affiliates serve more than 8,000 older adults each year, from 24 locations and service lines, across 22 counties in Michigan’s lower peninsula. 734.433.1000 | 616.949.4975 | MyBrio.org*

*The **Best and Brightest Companies to Work For**® competition identifies and honors organizations that display a commitment to excellence in operations and employee enrichment that lead to increased productivity and financial performance. This competition scores potential winners based on regional data of company performance and a set standard across the nation. This program celebrates those companies that are making better business, creating richer lives, and building a stronger community as a whole. There are numerous regional celebrations throughout the country, including Atlanta, Boston, Chicago, Dallas, Detroit, Grand Rapids, Houston, Milwaukee, San Diego, San Francisco, Miami, New York, Charlotte, Denver, Nashville, Pacific Northwest and Nationally. www.thebestandbrightest.com.*