



**Front Porch Appoints Robert Chillison
to Direct Winners' Circle Program
*CLH Board chair and retired executive brings passion
and objectivity to assessment process***

Front Porch recently announced that retired bank executive Robert Chillison, chair of California Lutheran Homes and Community Services Board of Directors and former member of the Front Porch Board of Directors has been appointed director of Front Porch Winners' Circle, a program that objectively measures and certifies quality service delivery within Front Porch communities.

"While I miss the duties of being on the Front Porch Board of Directors, I look forward to the opportunity to have a more direct impact on the delivery of quality service to our residents through enhancing both the Winners' Circle process and its effectiveness."



Robert Chillison

"We express gratitude to Bob for accepting this challenge and we look forward to his influence on a program that is already setting the pace for service accountability," said Terry Bluemer, senior vice president of Organizational Accountability at Front Porch. "His many years within commercial banking and lending will bring a unique perspective to customer satisfaction as well."

Now in its third year, Winners' Circle was developed by Front Porch in collaboration with a national advisory panel of retirement housing and healthcare experts. It focuses on standards in service, social and fiscal responsibilities, three areas in which Front Porch and its communities need to be proficient to deliver quality service.

"Now that the program is in the full implementation stage, we decided Winners' Circle would benefit significantly from a director who has a passion for Front Porch's mission alongside an objectivity that is only made possible by not being a long-time employee within the service delivery capacities of Front Porch," Terry said.

Every three years each Front Porch multi-level retirement community undergoes the Winners' Circle assessment. Performance is measured in more than 70 areas with personal interviews of residents, family and employees; on-site review of records; financial reports; and physical inspection all taken into consideration.

An advisory panel of six independent experts knowledgeable in retirement housing and health services, a Front Porch resident representative, Bluemer and now Chillison, determine the scoring of the standards assessed. A private consultant and a financial analyst also perform sections of the community assessment.

"Bob will bring intimate knowledge of the Front Porch family of companies because he was an active participant 14 years ago in the joint task force that recommended the formation of Front Porch," said Front Porch CEO Gary Wheeler.

Robert has served on numerous community and non-profit boards of directors over the years. In addition to his role as CLH Board chair, Robert served on the Front Porch Board of Directors from 1999 to 2005 and again from 2007 until early 2011. Robert's Front Porch Board service included a term as chair of the Board as well as a member of the Executive and Business Development committees.

Robert is a member of Ascension Lutheran Church in Los Angeles and is currently congregation president. He was recently elected to the Synod Council of the Southwest California Synod of the Evangelical Lutheran Church in America. Robert and his wife, Kathleen, who is a manager in the Risk Management Department of Marriott International, reside in Carson, CA. He enjoys playing golf and listening to music.