

THE HEART OF INNOVATION

SENIOR LIVING LEADERS ON YARDI



Where
technology
meets the
human touch
in senior living





THE HUMAN STORIES BEHIND THE TECHNOLOGY

Senior living teams are balancing increasing demands while working to stay focused on residents. Manual processes, disconnected systems and limited visibility can make that more difficult.

These challenges don't just affect operations. They affect the people at the center of senior living communities.

Five senior living leaders sat down with us in interviews to share candid insights from their own experiences. These stories show how their organizations simplified operations, improved visibility and gave time back to their teams.

With connected systems in place, they were able to:

- Reduce manual work & streamline daily workflows
- Gain clearer visibility across communities & operations
- Improve communication & alignment across teams & owners
- Strengthen care through better access to information
- Build a stronger foundation for growth with more efficiency

See how these leaders are using technology to support their teams and strengthen their communities.

1. **Seth Pesek**
Phoenix Senior Living:
Creating more time for connection
2. **Marianne Denlinger**
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Supporting growth with smarter systems



SETH PESEK

Phoenix Senior Living: Creating more time for connection

At Phoenix Senior Living, innovation creates space for people. It begins with an awareness of the value of time.

Walking around senior living communities and meeting residents who are 100 years old, “you realize how valuable time is,” says Seth Pesek, president of Phoenix Senior Living.

Hearing the stories from people who have reached milestones, living long and beautiful lives puts time in perspective, he says. “A hundred years is a great amount of time, but not in the grand scheme of the entire world.”

Pesek says this theme comes up every year at the forefront of their strategic planning: “Technology, and how we can save our residents, our residents’ families, our associates time — and give them time back in their day.”

In just 16 months, Phoenix processed more than 6,000 invoices digitally. The time savings returns about 19 work weeks to the organization, reducing the time staff sit behind closed doors doing data entry.

Now there’s more time for connecting with other people, including coworkers, residents and families. And more time to hear the stories of residents’ lives.



“ Our motto that we’ve adopted loosely is that we want to have more hands in hands, instead of hands on keyboards. Our teams in the communities can actually spend more time with our residents and not have to worry so much about the back office needs.

Seth Pesek

President, [Phoenix Senior Living](#)

[WATCH VIDEO](#)

Making a difference

Give time back with the [Yardi Senior Living Suite](#) and [Procure to Pay](#) products including [VendorCafe](#).

In 16 months, Phoenix Senior Living:

- Eliminated **19 weeks** of work
- Automated **6,000+** invoices
- Saved **13 weeks** of bank reconciliation work



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MARIANNE DENLINGER

Providence Place Senior Living: Simplifying work & uniting people

At Providence Place Senior Living, innovation connects systems and removes friction, so people can unite for shared goals. This means integrating financial operations across departments — and connecting families to daily community life and activities.

Three accountants support approximately \$50 million in annual revenue across seven Providence Place communities. “Having everything integrated really unifies all the groups that work together,” says CFO Marianne Denlinger. Month-end closes are faster, and invoice approvals happen from anywhere. Because teams across the company are connected, she says consolidated reports provide operational leaders with clear performance comparisons across communities.

Connecting beyond the community offers reassurance for loved ones.

With the online resident and family portal, Denlinger says, “They’re able to pay their bills online. They’re able to see real time statements, so they know if mom got her haircut that week or not.”

Providence Place also shares announcements, upcoming events and activities. “They can really see what’s happening in the building. Especially for those who maybe don’t live close to a loved one, they really feel connected.”

When systems are integrated and working well, people don’t have to think about innovation. They notice the human connection.



“Yardi’s helped us with efficiency in closing and just in general being able to capture the data more efficiently.”

Marianne Denlinger

Chief Financial Officer, [Providence Place Senior Living](#)

[WATCH VIDEO](#)



Making a difference

Integration strengthens connection with the Yardi Senior Living Suite — including [Voyager Senior Housing](#), Procure to Pay, [PayScan](#), [Senior CRM](#) and [RentCafe Senior Living Portal](#).

Providence Place:

- Supports ~\$50M organization with a 3-person accounting team
- Completes financial month-end closes faster
- Reduces decision-making time for leaders with consolidated reports

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ELLIOTT WESTERMAN

12 Oaks Senior Living: Bringing clarity that builds confidence

At 12 Oaks Senior Living, innovation builds confidence. As a third-party manager working with owners who have diverse goals and varying levels of financial expertise, 12 Oaks makes sure everyone has the information they need to make decisions.

“Having a solid, known, consistent database of information is really how that works,” says CFO Elliott Westerman.

An integrated platform with clear operations data improves communication and builds trust with owners, he says. “They’re more engaged with the data and the financial information, and then we can help refine and clarify their understanding of things.”

This approach also helps bring new owners and communities on board.

“Anytime you’re trying to grow as a company, it’s good to have consistency of information and systems,” Westerman says.

“When we talk to people about new business opportunities or becoming our client, we say, ‘These are the systems we have. This is how we do things. These are the kind of reports you’re going to get. This is the kind of communication you should expect.’”

12 Oaks tracks data to improve care quality and communicate with families and loved ones, who have peace of mind about whether a resident has received services they need.

“At the end of the day, being able to track that in the most effective way possible helps us elevate our care delivery,” Westerman says.

It also extends the circle of confidence to everyone touched by 12 Oaks communities.



“Yardi helps us provide a consistent platform that we can report from and use for communication with owners across all different levels of understanding.”

Elliott Westerman

Chief Financial Officer, [12 Oaks Senior Living](#)

[WATCH VIDEO](#)

Making a difference

Clarity builds confidence with the Yardi Senior Living Suite.

If a group of owners needs a 13-week cash flow forecast to evaluate funding timelines, Westerman can pull data from the platform instead of piecing together spreadsheets.

12 Oaks Senior Living:

- Builds consistent reporting across ownership groups
- Improves communication & alignment
- Promotes stronger, more confident decision-making





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SARA PADILLA

Senior Resource
Group (SRG):
**Connecting information
to support better care**

At Senior Resource Group (SRG), innovation strengthens care, without distracting from it. SRG connects data in one integrated platform to improve efficiency and create seamless care.

From the first prospect inquiry to clinical assessment, documentation and billing, everything is in one system.

“The flow of information just makes it seamless for our teams,” says VP of Health Services Sara Padilla.

She tells the before-integration story of caregivers who needed to leave residents and consult paper-based service plans in offices. Now caregivers carry tablets, accessing information in the residents’ apartments or in the hallway, whenever they need it.

“It makes the caregiver’s job easier when they have that data at their fingertips versus having to go to an

office and dig through a binder,” she says. “I think that helps them feel empowered and know that they have the right information when they need it.”

Connected information also helps identify patterns and trends to provide better care. Integrated EHR and eMAR data reduce redundancy and improve documentation accuracy. Leadership can review records at the community, regional and home office levels.

“Being able to see that remotely and coach the communities has been valuable,” Padilla says.

When information flows seamlessly, caregivers and entire communities can focus on connection.



“ Everything is a one-stop shop. That has made it hugely efficient for our teams not to have to manage data in different places.

Sara Padilla, RN

VP of Health Services, [Senior Resource Group \(SRG\)](#)

[WATCH VIDEO](#)



Making a difference

Carry care in the palm of a hand with [Yardi EHR](#), [Yardi eMAR](#) and mobile apps.

Senior Resource Group (SRG):

- Reduces duplication across systems
- Improves incident tracking and reporting
- Increases access to real-time resident data



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GREG ECHOLS

Gardant: Supporting growth with smarter systems

At Gardant, innovation creates efficiency, protecting the mission. Affordable assisted living requires both heart and discipline to sustain growth.

For Gardant, specializing in affordable assisted living means navigating a highly labor-intensive Medicaid billing model while keeping care accessible for low-income residents. “About 60% of our revenue is realized through the Medicaid waiver option in a variety of states,” says Greg Echols, Co-CEO of Gardant.

A culture of efficiency is foundational for Gardant, to ensure sustainability, so assisted living remains accessible to those who depend on it. “We’ve integrated within our culture the concept of building

in 20% efficiency with every position in our organization,” he says.

Technology helps meet those goals. “There can be efficiencies of scale in our business model with an efficient software platform,” he says.

Gardant moved from manual revenue management processes to integrated software that reduces duplication and streamlines payroll and accounting. They found they could grow without proportional staffing increases.

Efficiency is not just about operations at Gardant. It’s part of a culture that supports growth and keeps care accessible.



“The Yardi platform has made our business model run more efficiently.

Greg Echols
Co-CEO, [Gardant](#)

[WATCH VIDEO](#)

Making a difference

Sustain your mission through efficiency with the Yardi Senior Living Suite.

Gardant:

- Supports **20% growth** per year
- Reduces overhead costs through automation
- Improves scalability across communities





WHAT'S POSSIBLE FOR YOUR COMMUNITIES

While each organization is unique, their experiences point to shared outcomes:

- Connected systems create clarity
- Clarity improves decision-making
- Efficiency gives time back to teams
- Time allows for more meaningful care

The stories in this ebook show what's possible when you simplify operations and connect information.

When systems work together, people can focus on people. With the right systems in place, teams can spend less time managing tasks and more time supporting employees and residents.

Learn how the Yardi Senior Living Suite helps streamline operations, improve visibility and give your teams more time for what matters most.

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