

Company Overview

Who We Are

Loretto is a comprehensive continuing healthcare organization serving older adults throughout Central New York. Founded in 1926, we transform care by deinstitutionalizing nursing homes and long-term care services, and replacing them with home-like settings utilizing person-first care. Today, we serve more than 10,000 individuals each year through 19 specialized programs across Onondaga and Cayuga counties.

OUR MISSION:

To be a family of exceptional people caring for and about each other.

OUR VISION:

Loretto will always be the best place to live with purpose, wholeness and dignity.

The Loretto Family of Services — A Continuum of Care, All in One Community

Loretto develops innovative services to meet emerging community needs. As the region's safety-net provider, we offer a full range of services, from home-based care to skilled nursing and memory care, serving people of all income levels.



VITAL INFO

FOUNDED:

1926 by the Catholic Diocese

OWNERSHIP:

Not-for-profit

BUSINESS MODEL:

Leading healthcare provider to more than 10,000 individuals and their families.

HEADQUARTERS:

700 E. Brighton Avenue
Syracuse, New York 13205

CEO:

Dr. Kimberly Townsend

EMPLOYEES:

6th largest employer in Central New York with more than 2,400 dedicated employees and compassionate caregivers.

AREAS SERVED:

4th largest health system in Central New York, serving Onondaga and Cayuga Counties.

WEBSITE:

lorettocny.org



Independent Living

- The Bernardine
- The Nottingham



Assisted Living

- The Bernardine
- Buckley Landing
- The Heritage
- The Nottingham
- Sedgwick Heights



Skilled Nursing

- The Commons on St. Anthony
- Loretto Health & Rehabilitation
- The Nottingham Residential Health Care Facility (RHCF)



Short-Term Rehabilitation

- The Commons on St. Anthony
- Loretto Health & Rehabilitation



Memory Care

- The Borer Memory Life Community at The Nottingham
- The Commons on St. Anthony
- The Heritage Memory Life Community
- The Memory Life Community at Loretto Health & Rehabilitation



Community Programs

- PACE CNY
- Community Residences

ANNUAL PROGRAM STATS:

64K HOME HEALTH VISITS PER QUARTER	927 HOUSING UNITS	923 SKILLED NURSING BEDS	550+ ENROLLED IN OUR PACE CNY PROGRAMS	500K+ MILES DRIVEN BY PACE CNY TRANSPORTATION SERVICES	24,100 VISITS TO PACE CNY CENTERS	1.7M MEALS SERVED THROUGH OUR COMMUNITY-BASED NUTRITION PROGRAMS
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INDUSTRY TRENDS:

- 73% of Loretto residents are supported by Medicaid
- More than 426,500 New Yorkers have been diagnosed with Alzheimer's disease, and the Alzheimer's Association predicts that number will grow to 460,00 by 2025
- New York has the second-highest prevalence of people diagnosed with Alzheimer's disease of all 50 U.S. states, according to a new study by the Alzheimer's Association
- Cost for caring for those with Alzheimer's and other dementias will increase from \$360 billion in 2024 to over \$1 trillion by 2050

EMPLOYEE TRENDS:

- The average tenure of a Loretto employee is 7 years
- Loretto's paid training programs create career pathways for individuals pursuing healthcare careers with no prior experience
 - Each year, about **139 Certified Nurse Aides** complete the CNA Training Program and receive NYS CNA certification
 - An average of **179 Home Health Aides** complete the CHHA Training Program and earn NYS HHA certification annually
 - Since 2018, **60 Licensed Practical Nurses** have graduated from the LPN Apprenticeship Program and earned NYS LPN certification



Loretto provides comprehensive leadership development programs to help employees advance their healthcare careers.



Workforce readiness skills for new frontline employees. 71 employees completed the course in 2025.

PEOPLE LEADER BOOTCAMP

Practical tools and interpersonal skills for role success. 120 employees have completed the program.

LEADERSHIP ACADEMY

6-month annual training program focused on critical skills and best practices for great people leaders. 148 graduates since 2022.

How We're Continuing to Innovate—For Residents, Participants, and Employees

- Two dedicated Memory Special Care Units for skilled nursing level care
- North America's first federally recognized LPN Apprentice Program
- The region's only Medicaid assisted living dementia care community
- On-site dialysis for short-term rehabilitation
- Three Community Residences that provide safe and supportive living for 26 individuals living with psychiatric disabilities
- Mentoring programs for CNAs, CHHAs, and food service employees

To learn more about Loretto, please contact:

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