

1/8/2026 Empowered Living Webinar Q&A

Q: Does the discount to Residences have to be the 1st month or any 24 months?

A: The Supportive Care Discount can be applied at any point that consistent services through Empowered Living become needed. Once a resident starts to use the discount, it will continue for 24 consecutive months.

Q: Can the \$3000 per month be in smaller increments? For example, \$1,800 one month and \$4,200 the next? Does it have to be 24 months continuously?

A: The supportive care discount can only be applied in its full \$3,000 per month. Once a resident starts to use the discount, it will continue for 24 consecutive months. Empowered Living support can be brought on without initiating the Supportive Care Discount if a resident is planning to be on services for a shorter period of time or plans to utilize a lower amount of support.

Q: How are services billed once the \$72,000 allowance has been utilized ?

A: Services from Empowered Living will be billed separately by Empowered Living. The Supportive Care Discount is a \$3,000 expense offset that is applied to the Bella Vida monthly service fee. Once the discount has expired, Empowered Living billing will continue as before, but the credit will no longer appear on the Bella Vida monthly statement.

Q: Staffing is a problem: How does your “partner” deal with that “shortage?”

A: The best way to combat staffing shortages is to start by hiring the right people. Forefront is very intentional about identifying candidates who are a good culture fit in the hiring process – and only hiring those people. From there, it is important that the leadership team promotes and builds a healthy work environment. Team members are much less likely to leave a job that has a culture and people that they enjoy. Other factors are important to hiring and retention including the pay rate. Empowered Living will make sure to have a pay structure that is competitive with the broader PAS market in our area. In the event of unexpected callouts or short-term staffing shortages, partnering with Focused Health Services provides us with helpful backup. Focused Health Services will be able to use vetted and trained caregivers from their other business lines to support Bella Vida if needed. However, our goal is to have a dedicated team of caregivers that serves Bella Vida specifically.

Q: Is there a minimum number of hours

A: At our sister communities, Empowered Living requires a minimum of four hours per day.

Q: Can empowered living be started, stopped and restated. Example, I have a short-term issue that is resolved in 2 weeks. So, I stop it and restarted when I have another medical issue.

A: Empowered Living support can be brought on without initiating the Supportive Care Discount if a resident is planning to be on services for a shorter period of time or plans to utilize a lower amount of support. In that situation, the resident would pay for their services out of pocket.

Q: There is a credit of \$3,000 per month. Is that the cost of using Empowered Living each month, or will there be a cost above \$3,000?

A: Services from Empowered Living will be billed separately by Empowered Living. The Supportive Care Discount is a \$3,000 expense offset that is applied to the Bella Vida monthly service fee. The cost of support through Empowered Living will differ from person to person depending on how many hours they utilize in a given month. It is possible that a resident could have a cost either below or above the \$3,000 Supportive Care Discount that is applied to their Bella Vida statement.

Q: So, this is not a PRN benefit, but a benefit for a continuous care issue of at least 3 months in duration ?

A: That is correct. The Supportive Care Discount can be applied at any point that consistent services through Empowered Living become needed. Once a resident starts to use the discount, it will continue for 24 consecutive months to provide the \$72,000 benefit.

Q: What's included in "light" house cleaning?

A: Light housekeeping includes dusting, sweeping, mopping, vacuuming, tidying, doing dishes, making the bed, changing linens, and taking out the trash. Any housekeeping duties performed by Empowered Living would be in addition to the weekly housekeeping service provided to all Bella Vida residents.