



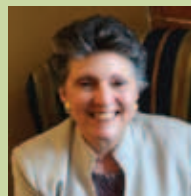
Lutheran  
SeniorLife

2017 Year in Review  
Annual Report

# Excellence is Ageless

# WHAT'S Trending

*In accordance with our Mission and Values, Lutheran SeniorLife continually evolves, delivering innovative programming to enhance the ever-changing needs of the seniors we serve.*



**Marilyn Landis**  
chair, Lutheran SeniorLife Board of Directors



**David Fenoglietto**  
president and CEO, Lutheran SeniorLife



**Quality Matters** Outcome-based measurement of our performance as evaluated by outside agencies and customer feedback. See page 12.



**SilverSmart™ Technology** Team of experts who evaluate and coordinate the use of senior-friendly technology to improve health and safety of residents.



**Abundant Life Center, Passavant Community** The purposeful design of this innovative building encompasses all the amenities and services today's seniors need to *Live an Abundant Life®*.



**Health & Wellness Ministry** A progressive collaboration with our Moral Owners that allows us to serve as an educational resource for local congregations.



**One Common Goal** Honoring Lutheran Bishop Kurt Kusserow and Catholic Bishop David Zubik with our *Excellence is Ageless* award represents Lutheran SeniorLife's collaborative outreach to all we serve.





## St. John Specialty Care Center

St. John continues to focus on providing the **unique specialty services** that are unmatched in this region, including ventilator and cardiac care, with excellent outcomes.

LEFT: Sharon Keron, St. John resident, and her husband Ron enjoying time in the sunshine



## Overbrook Pointe

Overbrook Pointe, our new residential living facility, **boasts 91% occupancy**, and robust resident-driven programming.

A new speaker series, "Come. Learn. Grow" was hosted monthly for residents and neighbors from surrounding communities to enjoy topics such as estate planning, gardening, local history and more.

# St. John COMMUNITY



ABOVE: Activities like the fall Hoe Down keep RoseCrest residents active and engaged.

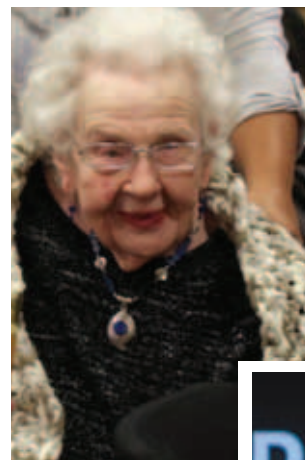
## RoseCrest Assisted Living with Memory Support

Again this year, RoseCrest had an excellent survey from Centers for Medicaid Services. With its innovative programming, RoseCrest has become a **leader in Alzheimer's and memory care.**

After months of planning, and thanks to the generosity of many, the newly constructed gardens and recreational areas at Passavant Community were dedicated in June, giving residents additional space to **play, socialize and relax.**

The Department of Health issued a **deficiency-free survey** to Passavant Community this year – a testament to the hard work and dedication of their staff.

In September, 51 campus residents age 95 and older were honored at a special Celebrating Aging event. Sixteen of those honored were age 99 and above – **an extraordinary blessing!**



ABOVE: Wilma Sloughfy, Passavant Community resident



RIGHT: D. McMurdy and John Dickson, CEO of Redstone Highlands.

Deb McMurdy, RN/independent living manager, with the **2017 Licensed Caregiver of the Year Award.**

# Passavant COMMUNITY

BELOW: Laura Roy, executive director, Passavant Community; The Rev. Kurt Kusserow, Bishop, Southwestern PA Synod of the ELCA; John Harmon of the George H., Lillian S. and Mary S. Campbell Foundation; Jane Bittcher, president, Lutheran SeniorLife Foundation; Pr. Susie Esseck, Passavant Community resident



# LIFE PROGRAMS

**Two new small homes have opened this year** – one in Butler and one in New Castle. These homes allow

LIFE participants who lived in a nursing facility to have a home of their own, with support from LIFE.



LIFE Butler County **doubled the size of the center** to accommodate more than 100 persons each day.

*The expanded space at LIFE Butler County has allowed for additional social programming for the participants, including pet therapy visits.*



This year, more than 400 people, including participants and their families, were positively impacted by Valley Care services. And for the second year in a row, both centers received **deficiency-free surveys**.

Programming at both the Moon Township and Ambridge centers was enhanced through **community connections** such as student visits, communion services provided by local churches, pet therapy visits, local entertainment and much more.

## Valley Care

VNA provides low-cost, high quality services to more than **1,200 people each day through our Home Health Care, Palliative Care and Hospice programs.** In addition, **1,000 of our patients are being kept safe in their homes** through the use of our Telehealth monitors and PERS (Personal Emergency Response System) units.

Last year, VNA, through BeHome Partners™, provided more than **30,000 hours of private duty services** to those who need some help at home such as personal care assistance, housekeeping, meal preparation and much more.

Hospice caretakers and volunteers continued to provide **unparalleled medical and emotional support** to those with a life-limiting illness and their families either in the patient's home or at our inpatient facility in Butler.

We have **improved the health of our communities** by providing monthly blood pressure/wellness clinics, bereavement classes, diabetic education classes and by serving as a trusted resource for information at health clinics.

*An interactive mural on the wall of the Bereavement Center in Butler acts as a quiet, meditative space for those grieving the loss of a loved one.*



# SilverSmart™ TECHNOLOGY

The SilverSmart™ team has continued to work closely with staff, residents and program participants to find **products that increase their safety, help them stay connected to family and friends, and retain their independence.** Regular educational and informational sessions are held throughout Lutheran SeniorLife and the communities we serve to educate the public about the benefits of incorporating technology to help seniors



live an **Abundant Life®.** At the Center at the Mall senior center in Monaca, a new health kiosk helps participants **better monitor their health** by regularly tracking vital statistics that can be shared with physicians.

*Residents visit the technology center at Passavant Community to interact with senior-friendly products.*



*Pr. Angela Smith, Pr. Ed Sheehan (retired), Pr. Kara Propst and Pr. Nathaniel Christman*

Since its inception, the Health and Wellness Ministry has engaged and partnered with **114 Lutheran congregations** as well as several Lutheran ministries and non-Lutheran congregations to serve as a **resource to pastors and church members.**

Through our efforts and the work of congregations, an average of **1,200 people are touched each month** throughout the Southwest Pennsylvania Synod of the Evangelical Lutheran Church in America.

This year, we coordinated **25 speaking engagements and training opportunities** for congregations and the community.

## Health & Wellness MINISTRY

# Lutheran Service Society

2017 marked Lutheran Service Society's **110<sup>th</sup> anniversary** of providing programs that empower people to lead independent, dignified, secure lives including Affordable Housing, Senior Centers, Meals on Wheels in Beaver County, Older Adult Protective Services and Adoption and Foster Care.

The Healthy Start Café, operated out of St. John's Lutheran Church of Highland in McCandless, celebrated its first anniversary in August. The café, open to all seniors age 55 and over, offers breakfast smoothies, exercise classes and **abundant opportunities for socialization.**

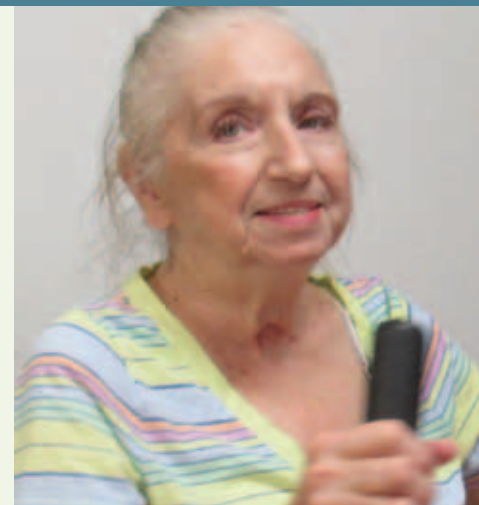
The PrimeTime Senior Center in Bellevue recently received a sizable **grant from an anonymous funder and donations from many other generous individuals and congregations** which will allow for renovations to be made to the building in 2018 which will enhance the **Abundant Life®** opportunities available at the center.



*LEFT Evelyn Vaughan is just one of the many PrimeTime senior center participants who will benefit from the upcoming renovations at the center in Bellevue.*

*FAR LEFT Volunteers from Meals on Wheels deliver a nutritious meal and a friendly smile to homebound seniors in Beaver County.*





*"Thanks to everyone at St. John, I was able to return home to my family!"*

Rita Lambert, a former St. John Specialty Care Center resident, is grateful to be alive.

After some serious health problems and a hospitalization earlier this year, she went to St. John to receive extensive rehabilitation therapies.

"Everyone said that I had just made up my mind that I was tired of being sick, and I was going to work hard at getting better," -she said.

After just a few months of physical, occupational and speech therapy and balance and endurance training, Rita made a remarkable recovery.

Following a mini-stroke, 93-year old Patricia Crowley began having trouble swallowing, which, in turn, caused her to lose a dangerous amount of weight. Doctors wanted to give her a feeding tube.

She and her therapists at LIFE Beaver County decided to try Vital Stimulation therapy on her throat to help strengthen her muscles in hopes of making swallowing easier.

*"I didn't want something like this to slow me down," Crowley said. "And so I just decided that the therapy would work, and it has!"*

She happily reported that she is gaining back her weight and plans to travel to Chicago soon to visit her new great-grandchild.

"I believe the treatments helped her swallow," Sechrist said, "however I also believe Patricia's motivation and tenacity are what keep her living an **Abundant Life**®."



The combined efforts of the SilverSmart™ Technology program and our visual rehabilitation therapists are helping many of our residents with low vision and other vision impairments.

"We are blessed with a wonderful staff here at Lutheran SeniorLife," said resident Pr. Victor Redfoot.

*"I want to let people know they don't have to stop doing things they love just because they have vision loss. There are people here who can help."*

"We are so fortunate to be so progressive in addressing the issue of low vision," said Mary Pat Sherman, manager of rehabilitation services. "As a company, we are taking a significant problem and finding solutions to help the residents."

*"It was so great! I hadn't done that in 75 years. I'm so thankful to have been given the opportunity to do it again!"*



Passavant Community resident Alvin Graf had a long-time dream come true last summer when he was surprised with a visit from the American Legion Riders from VFW Post 474 in Zelenople. He and some other residents were taken for a ride around campus. Alvin had not ridden a bike since he was in World War II in Germany.

# In Their Own Words



### Combined Balance Sheet

#### Assets

Current Assets.....	\$22,083,000
Assets Whose Use is Limited.....	2,004,000
Property, Plant and Equipment .....	136,867,000
Development and Real Estate.....	4,589,000
Beneficial Interest in Trusts.....	1,798,000

#### Liabilities and Net Assets

Current Liabilities .....	\$22,813,000
Long Term Debt.....	80,501,000
Deferred Revenues .....	7,610,000
Net Assets.....	88,994,000

<b>Total Assets .....</b>	<b>\$212,415,000</b>	<b>Total Liabilities and Net Assets.....</b>	<b>\$212,415,000</b>
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### 2017 Program Statistics (Number of Persons Served)

Independent Living .....	508
Personal Care.....	217
Assisted Living.....	45
Skilled Nursing.....	1,066
Adult Day Services .....	186
Outpatient Rehab .....	176
LIFE Programs.....	900
Home Health .....	5298
Hospice.....	528
Subsidized Housing .....	295
Lutheran Service Society .....	4,131
<i>(total number of persons served through Meals on Wheels, Older Adult Protective Services, Senior Centers, Adoption and Permanency Services)</i>	

<b>TOTAL .....</b>	<b>13,350</b>
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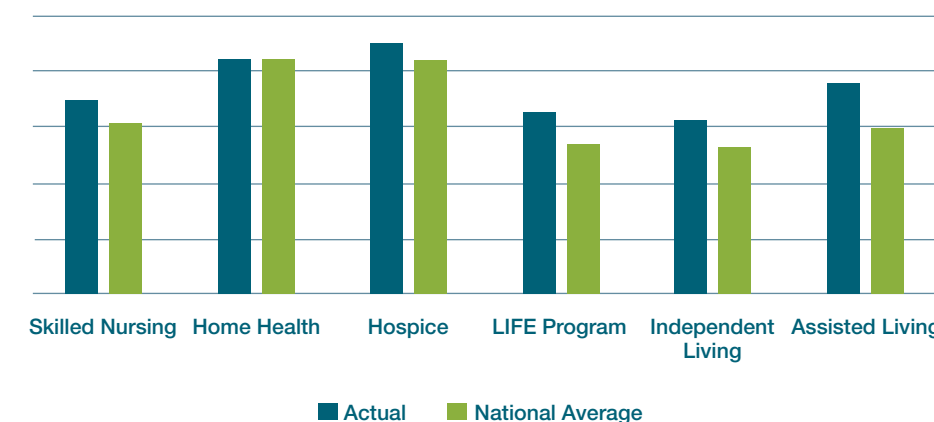
# PROGRAM Statistics

# Quality MATTERS

When you or someone you love is searching for a senior living community, senior care services, home health and hospice services, it is important to choose the best possible option.

Lutheran SeniorLife utilizes an independent, third party company (National Research Corporation) to measure patient satisfaction. We consistently rank at or above the national average.

### Lutheran SeniorLife Customer Satisfaction



Other measures are also in place to ensure that our residents receive the highest quality of care including the Five Star Rating System put in place by the Centers for Medicare and Medicaid Services (CMS). Facilities given three or more stars are considered to provide better care and obtain better outcomes. All of our facilities consistently receive three or more stars.

And, according to recent surveys, overall patient satisfaction (one of the best indicators of our success) is ranked well above 85%.



## Pillars

*Individuals who are our partners in mission who made contributions of \$250 or more during the period January 1, 2017 to December 31, 2017.*

Mr. and Mrs. Norman V. Abazoris	Mr. Michael F. Dalfonso	Mr. and Mrs. George J. Hay	Ms. Donna McGovern	Mr. and Mrs. Mark Shultz
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Ms. Erin Amer	Mrs. Patricia D. Davidson	Mr. Kurt Herbst and Ms. Margaret Wolfram	Mr. John McLay	Dr. Marlynn Singleton
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Mrs. Betty J. Cumberland	Mr. and Mrs. John Campbell Harmon	Bishop and Mrs. Donald J. McCoid	Mr. and Mrs. Scott Shelow	
	Mrs. Caroline Hass	Mr. Donald W. McCune	Ms. Mary Pat Sherman	

## Cornerstone

*Individuals who have contributed \$10,000 and above during any one year period*

Anonymous	Mr. and Mrs. Donald L. Burgess	Mr. Gregory C. LaRocca	Mr. and Mrs. Michael P. Schneider
Mr. and Mrs. Albert A. Bittcher	Mr. and Mrs. Edward Dengel	Mr. Allen and Dr. Margaret McCullough	

## Capstone

*Individuals who have thoughtfully remembered Lutheran SeniorLife Foundation in their estate plans through charitable bequests, annuities, trusts or other gift arrangements*

Mrs. Dolores L. Aburano	Estate of Barbara P. Flinchbaugh	Ms. Dorcas E. Leibold	Miss Weltha Myers	Mrs. Marjorie Scheller
Emma E. Adams Charitable Trust	Dr. and Mrs. Wayne E. Franzen	Mr. and Mrs. David T. Marko	Dorothy C. and Elmer Ortner Memorial Fund	Joseph S. Seaman, Sr. Endowment Fund
William H. Bimber Trust	Mr. and Mrs. E. Russ Frederick	Mr. and Mrs. Richard P. Martincek	Mr. Wayne M. Otto	Gordon P. Smith Memorial Fund
Ms. Jane E. Bittcher	Mr. and Mrs. William Fugate	Dr. Kenneth R. May Memorial Endowment Fund	Mrs. Jean M. Pletcher	St. John Lutheran Care Center
Mr. John Bodziuch	Ms. Patty Goehring	Mr. Dennis A. McAndrew	Daniel Snyder Potts Memorial Fund	Endowment Fund
Louis and Louise Bushman Memorial Fund	Ms. Peggy Goehring	Ms. Ruth Anne Mears	Mrs. Barbara Ravenstahl	Ms. Jean Sturges
Mrs. Amy Core	Mr. and Mrs. Edward P. Hager	Howard Miller Charitable Foundation	Mr. Allen Riethmiller	Reverends Kenneth H. and Karen C. Thompson
Mrs. Grace T. Dennis	Rev. and Mrs. John P. Harman	Estate of Marguerite R. Miller	Edward E. Rieck Charitable Trust	Mrs. Marjorie M. Vogel
Mrs. Mildred Dollhopf	Ms. Judith A. Heinsberg	Mrs. Marianne H. Montgomery	Margaret Sage Charitable Trust	
Rev. Marsella R. Essek	Theodore R. and Lillian S. Helmbold Fund	Mr. Loyal Moore	Mary Sage Charitable Trust	
Estate of Alice G. Flemming	Mrs. Patricia A. Jackson	Ms. Harriet E. Moyer	William H. Schanzenbach Fund	

## Keystone

*Corporations and organizations that have contributed \$5,000 and above during the period January 1, 2017 to December 31, 2017*

Anonymous	The George H., Lillian S., and Mary S. Campbell Foundation	Henderson Brothers, Inc.	Morrison Management Specialists, Inc.	Southwestern Pennsylvania Synod of the ELCA
The Auxiliary of Passavant Community	Canon Business Solutions	Highmark Blue Cross Blue Shield	NexTier Bank	UPMC
Bethany Evangelical Lutheran Church of Dormont	Duquesne Light Holdings, Inc. and Henry G. Allyn, Jr.	Howard Miller Charitable Foundation	Northwest Bank	Ethel Verney Estate
BNY Mellon	Theodore R. and Lillian S. Helmbold of The Pittsburgh Foundation	Key Bank	Victor K. Phillips and Janice Phillips	
		Mars National Bank	Larrick Family Charitable Foundation	
		P. M. Moore Foundation	Senior Citizens Caring Foundation	

## Thrivent Choice Members

*We extend our appreciation to the following Thrivent Financial Members who thoughtfully directed Thrivent Choice Dollars to the Foundation in support of Lutheran SeniorLife during the period January 1, 2017 to December 31, 2017*

Mr. Robert Crossman	Mrs. Caroline M. Hass	Mr. Douglas Rasp	Ms. Maria Von Mickwitz
Ms. Karen DuBois	Mr. Kurt Herbst and Ms. Margaret Wolfram	Mr. and Mrs. Robert E. Scheidemantle	Mrs. Dorothy J. Zieg
Mr. and Mrs. E. Russ Frederick	Mr. Robert Kapp	Mr. and Mrs. Scott Shelow	
Mr. and Mrs. Richard Hanf	Mr. and Mrs. John E. Novak	Mr. Michael Thomas	



For more than 100 years,  
Lutheran SeniorLife has provided an **Abundant Life**<sup>®</sup>  
for seniors at our living communities  
and through our community-based programming and services.

Today, our commitment to those we serve remains unchanged and unwavering.



724-776-1100  
[www.lutheranseniorlife.org](http://www.lutheranseniorlife.org)



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