

# GROWING BETTER WITH AGE

2016 ANNUAL REPORT







and more revered

the older they get.

Lutheran SeniorLife has enriched

of programs and services grounded

the lives of seniors with a range

For more than 100 years,

in love, compassion and

acceptance.

OUR MISSION

On behalf of our Moral Owners\*, Lutheran SeniorLife serves elders in our three synod region, intending that the recipients of these services will experience a more Abundant Life® regardless of their physical condition or financial circumstances.

> \*The Southwestern PA Synod, the Northwestern PA Synod, and the West Virginia-Western Maryland Synod.

## OUR VALUES

We accept and value each individual as a gift from God. We honor our commitments and act with justice and love. We strive to understand and satisfy the needs of those we serve. We express God's love by providing an Abundant Life® to those whom we serve and those who serve.

# LETTER

# from Chairman and CEO

The term "Vintage" is representative of the very best of a past era.

Vintage also has made a comeback. It is cool again.

Vintage shops are popping up across the landscape.

In the words of a current Lutheran SeniorLife television commercial, vintage items grow more charming, more treasured, more priceless and more revered as they age.

That certainly captures the essence of how all of us associated with Lutheran SeniorLife view the thousands of people whom we touch each year through the programs, services and communities of Lutheran SeniorLife.

Lutheran SeniorLife is vintage too, as some of the programs and services within our system have served seniors for more than 100 years, including Lutheran Service Society, which is celebrating its 110th anniversary.

This Annual Report, Growing Better with Age, certainly refers to those we serve, and our hope is that it reflects our organization.

It also is our opportunity to thank all of you who partner with us to maintain the compassion, integrity and caring atmosphere critical to fulfilling our mission of providing an opportunity for an Abundant Life® for our participants and their families.

It is also a reminder to all of you—donors, friends, partners—that your efforts to help us succeed impacts people - individuals who need our programs and services.

More than 100 years since the founding of St. John in Mars and Passavant Community in Zelienople, Joan Gill, a current resident

of Passavant Community, reminds us that "One should never assume that they are too old to learn. Our brains may be changing, but there is always room in them for more knowledge."

Though our staff most frequently is the focus of our efforts to create an environment where residents thrive, we also are constantly reminded that the residents form small communities and families of their own while participating in the programs of Lutheran SeniorLife.

One of our resident's comments: "It makes me feel grand to be helping others. There are so many amazing people here, and some of them can use a helping hand."

Today, those stories that have evolved during the past 100 years are manifested throughout a broad array of services that our founders could

never have envisioned: VNA, Western Pa., and its home care and hospice services; Lutheran Service Society senior centers and Meals on Wheels programs; our LIFE (Living Independence for the Elderly) in Butler, Beaver, Lawrence and Armstrong counties...the list goes on.

We think the original founders of Passavant and St. John would be pleased.

As we reposition and create new opportunities in challenging times of change, it is important for us to recognize the many ways in which your support is vital.

Even in our independent living communities, where many of our residents are still healthy enough to not need specific services, that spirit of community and support, a critical part of living an Abundant Life®, shows itself on a daily basis.

Overbrook Pointe, a 53-unit apartment building in Mars on the St. John campus, includes many of those types of residents.

If our founders would have seen this particular community 100 years ago, it would have been viewed more as a vacation site than retirement community.

Through a variety of activities only limited by the imagination of residents, seniors of various ages are living together and living their version of an Abundant Life.

We are so grateful to so many people for so many reasons. Our donors for their consistent and diligent support; our staff for their loving and caring attitude; our partners, such as Heritage Valley Health System, Butler Health System and ACMH Hospital; our

> pastors and congregations for their prayers and program support; our volunteers.

> We hope this Annual Report sends all of you that message of appreciation. And we hope it allows you the opportunity to take a moment and reflect on the value of our mission.

The mission never gets old.

And, though the rest of us do, we can be a reminder to each other that age brings value.

Our prayer is that Lutheran SeniorLife, and all of you, continue to get better with age.

David J. Fenoglietto, (left), president and CEO of Lutheran SeniorLife and David M. Wolfe, (right), chairman of the Lutheran SeniorLife board of directors.



# CORNERSTONES OF CARE

# PASSAVANT COMMUNITY ST. JOHN COMMUNITY

In the early 1890's, the Lutheran Church recognized a need to serve the elderly in its western Pennsylvania communities. Over the next several years, what we now know as St. John Specialty Care Center in Mars and Passavant Community in Zelienople were established to fulfill this need.

More than 100 years later, the campuses have changed considerably, but our mission has remained the same—to provide an *Abundant Life*\* for our residents as they move seamlessly from one level of care to another as their needs change.

Residents at Passavant and St. John Communities show us they are eager to continue to grow spiritually, intellectually, physically and creatively as they age, by cultivating their current interests and developing new ones. Art classes, book clubs,

on— and off-campus entertainment and outings, Bible study groups, educational offerings and fitness opportunities are offered on both campuses.

Many of these activities are organized and run by the residents themselves, allowing them to share their passions with others.

It is for our residents that Lutheran SeniorLife is committed to providing the finest facilities and care necessary to allow them to continue living their lives as abundantly as possible. To achieve this, our campuses are continually growing to meet the changing needs and expectations of today's seniors.



"One should never assume that they are too old to learn. Our brains may be changing, but there is always room in them for more knowledge."

Joan Gill, Passavant Community resident

St. John Specialty Care Center is in the early phases of a revitalization project, beginning with the repair and replacement of mechanical systems that have outlived their usefulness. Future plans include the renovation of some households, expansion of the rehabilitation department and the addition of some new personal care suites. These changes will not only make the spaces more comfortable for residents and their families, but also more functional for staff.

Within the continuum of care on both campuses is our Alzheimer's care program—unique, comprehensive care that focuses on the strengths of those with cognitive impairments.

A new approach to engaging residents with Alzheimer's disease or other forms of dementia, the Montessori Method, has been instituted as a means of helping these residents rediscover the world around them through a series of learning

"It makes me feel grand to be helping others! There are so many amazing people here, and some of them can use a helping hand."

 Passavant Community resident, and participant in the 2016 Grandparent's Run to support benevolent care activities. The method has shown to improve cognitive symptoms, increase concentration and alertness and provide additional opportunities for social engagement.

There are many positive aspects of aging with Alzheimer's disease or other dementia, and those living with cognitive changes can still learn, grow and contribute.

Lutheran SeniorLife has always, and will continue to learn and grow alongside our residents to provide them with the opportunity to live their *Abundant Life*.



# VNA, WESTERN PA

# LIFE PROGRAMS

# COMMUNITY-BASED PROGRAMS

For more than 50 years, VNA has upheld their reputation of excellence, and now provides skilled nursing care, therapeutic services, home monitoring systems and much more to residents of Butler, Armstrong, Mercer and northwest Westmoreland counties. Their goal is to help patients live independently at home through closely monitored restorative services and symptom management.

VNA continues to develop innovative programming to address the needs of the seniors it serves such as the Gentle Embrace Dementia program. The program utilizes non-medication interventions to reduce dementia symptoms like agitation and confusion through the use of the Compassionate Touch technique, Music Memories and use of a lightly weighted Cuddle Blanket.

The Gentle Embrace Dementia program is often used in conjunction with VNA's at-home and inpatient hospice care, for those suffering from a life-limiting illness. Patients and their families work with our hospice team and their physicians to develop a plan to alleviate pain, promote comfort, preserve dignity and optimize quality of life.

Karen Reiser and Emma Protzman oversee one of VNA's monthly blood pressure clinics at the Clearview Mall in Butler. Combined, they have more than 60 years of nursing experience. They are just two of VNA's committed employees who help carry out our mission of providing an *Abundant Life*® for our neighbors in the communities we serve.



"We just love what we do. We have been nurses all our lives, and will continue to serve as long as we can."

Karen Reiser and Emma Protzman, VNA nurses

# COMMUNITY-BASED PROGRAMS

The LIFE (Living Independence for the Elderly) Programs in Armstrong, Beaver, Butler and Lawrence Counties have all continued to help the frail elderly of these regions live a more Abundant Life.

Many people are not aware that one of the most critical, core components of the LIFE Programs is the individualized, but comprehensive medical care that is provided to the participants. This requires consistency in physician coverage at each LIFE center. Over the last several months, three new doctors have been added to the LIFE staff, ensuring our ability to direct and manage care of our participants in conjunction with our partners ACMH Hospital, Heritage Valley Health System and Butler Health System.

As our programs continue to grow, we have expanded our spaces at LIFE Beaver and Butler Counties to accommodate more participants and to make more effective use of the existing space. In addition, LIFE Lawrence County purchased its third small home in Neshannock last summer. Three residents, who are nursing home eligible, are now able to live in this home with support from LIFE.

Not only are we serving more seniors through the LIFE Programs, but we are doing it well, with deficiency-free surveys being reported by CMS (Centers for Medicare and Medicaid Services) for both LIFE Lawrence County and LIFE Beaver County.

"Don't ever deny an opportunity. You can always learn something from people around you."

Bill Mauger, LIFE Armstrong County participant



# ADULT DAY SERVICES

# LUTHERAN SERVICE SOCIETY

# COMMUNITY-BASED PROGRAMS

Adult Day Services give seniors living at home a place to come during the day to socialize, become mentally and physically engaged in stimulating activities, and receive assistance with personal care when needed.

We offer these services through the LIFE Programs, Valley Care in Moon Township and Ambridge, and at the My Day Out Program at Passavant Community in Zelienople.

Family members can rest assured that while attending an Adult Day Center, their loved one is in a safe environment, which allows them to tend to work, family and household responsibilities without worry or guilt.

### Valley Care

Valley Care serves a combined 75 clients at its centers. Half of these clients have attended the program for an average of two and one-half years. This means that these seniors have possibly delayed placement in a facility for care and are able to stay in their own home or the home of a loved one—where they would prefer to be.

The Ambridge center serves as an alternative care center for LIFE Beaver County, and has hosted monthly gatherings among all participants.

Both sites serve as a resource for the community and hold regular presentations for caregivers, trainings for professionals, memory screenings and more.

## My Day Out

The My Day Out program at Passavant Community celebrated its first anniversary this year. The program currently serves 33 seniors from Zelienople and the surrounding areas.

"We live abundantly every day at My Day Out," said Lesley McGregor, program director. "Not only do the participants gain from the program, but our staff learns so much from this wise generation!"



"Our world used to be so small. Now we have a fun place to come and make friends, and resume activities we love."

Jimmie (left) and
Daylight Taddeo (right),
LIFE Program participants



# COMMUNITY-BASED PROGRAMS

Lutheran Service Society is a non-profit, faith based provider of human services, and an affiliate of Lutheran SeniorLife.

One of their core services, Meals on Wheels, provides meals to more than 150 homebound or disabled adults in Beaver County each day. In 2016, the Beaver County Commissioners issued a proclamation declaring March as "March for Meals Month" to coincide with a Meals on Wheels campaign to raise awareness of the program.

This year, outpatient rehabilitation became available at Center at the Mall, a community wellness center in the Beaver Valley Mall for adults

over 50, managed by Lutheran Service Society. With this addition, outpatient rehabilitation services are now available at three Lutheran SeniorLife locations—Center at the Mall, Passavant Community and St. John Specialty Care Center.

Through a partnership with St. John's Lutheran Church of Highland in McCandless Township, Lutheran Service Society opened the Healthy Start Café, giving area seniors a place to come for a nutritious breakfast and low-impact exercise classes on Monday and Thursday mornings.



"The program combines friendship and exercise. It's an unbeatable combination!"

 Dawn Andersson (right), fitness instructor, Healthy Start Café, with participants Carole and Chuck Helvig.

# HEALTH & WELLNESS MINISTRY

# TECHNOLOGY

Lutheran SeniorLife partners with the Southwestern PA Synod of the Evangelical Lutheran Church in America to improve the health and wellness of congregations and communities.

Our Health & Wellness Ministry has touched 82 congregations in the region, with 17 of them coordinating ongoing health ministry activities and many others providing seasonal or occasional activities throughout the year.

In 2016, we emphasized education and training as a resource to the congregations. Members of Lutheran SeniorLife's Speaker's Bureau were

invited to participate in 14 speaking engagements on topics including Senior-Targeted Scams, Senior Living Options, SilverSmart™ Technology, Downsizing and more.

Our staff also trained pastors and others on Health Ministry Fundamentals, Practicing Self-Care and Visitation Ministry. When VNA, Western Pennsylvania first began serving patients more than 50 years ago, nurses were using clipboards to take notes while visiting patients in their homes. Today, Lutheran SeniorLife is embracing new technologies to provide more accurate, efficient patient care.

During the past year, we have instituted a new medical records system which will allow us to measure our effectiveness, efficiencies, costs and expenses, all of which are critical to being prepared to best serve residents and patients, referral partners and payers.

New and innovative senior-friendly technology items are constantly showcased at our SilverSmart™ Technology Center at Passavant Community. These items are proving useful for our residents and their families. This year, a low vision library was established at Passavant Community in conjunction with the low vision rehabilitation team. Residents can now receive

"I want to let people know that they don't have to stop doing the things they love just because they have vision loss."

- Pr. Victor Redfoot, Passavant Community resident

a vision evaluation, and then be trained to use new, low vision aides in the library to help them stay connected and maintain some independence.

Lutheran SeniorLife continued to grow its social media presence this year through Facebook, LinkedIn, YouTube and our new, monthly email newsletter to help keep friends, families and community members informed of Lutheran SeniorLife happenings.



Members of the Health & Wellness Ministry team at Trinity Lutheran Church in Butler.



# THOSE WHO SERVE

The fulfillment of our mission to provide an *Abundant Life®* for seniors would not be possible without the tireless efforts of our highly trained staff and dedicated volunteers.

To all who serve – thank you.



"One of the things I look at when I am helping a resident is whether what I'm doing is going to help them safely stay where they want to be."

Drew Provencher, maintenance,Passavant Community



"I like seeing people overcoming their challenges. I love to see the residents laugh and smile."

Chad Ifft, fitness instructor,
 Passavant Community



"I might be helping others, but I am the one who is fortunate to be here."

Mickey Langham, volunteer,LIFE Armstrong County



"I like to do whatever it takes to make the participants happy!"

 Lee Johnston, RN Educator, LIFE Lawrence County

# COMMUNITY BENEFITS

Lutheran SeniorLife strives to be good neighbors to those in our surrounding communities by providing programs and services that they can enjoy as well.

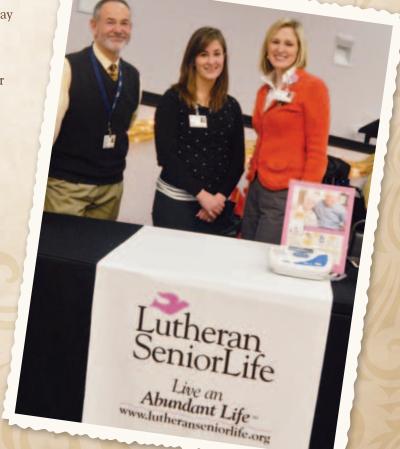
### **EDUCATION**

As an organization, we employ highly trained professionals who are experts in their various fields. It is our obligation to share this knowledge with not only our customers and their families, but also to act as an education resource for them, the community and anyone else seeking information.

We hold frequent informational and educational sessions at our locations and in the community that are free and open to the public. This year, some topics have included balance and fall prevention, caregiver tips, Alzheimer's and dementia education, elder law advice, nutrition and bereavement support. In addition, VNA Hospice holds bereavement support groups in various locations on topics such as spousal loss, loss due to overdose or suicide and holiday bereavement.

Lutheran SeniorLife has formed a Speaker's Bureau of employees who can speak with your group about a wellness or aging-related topic such as Navigating the Continuum of Care, Caregiver Tips, Downsizing, Navigating the World of Medicare and Medicaid, and all program areas of Lutheran SeniorLife.

A comprehensive resource directory has been created which contains contact information for a variety of resources in southwestern Pennsylvania, including aging and caregiver services, wellness information, county services, Lutheran organizations and more. The directory is updated regularly with new information and resource categories.



Lutheran SeniorLife staff are available to present to organizations on a variety of senior-related topics.

# COMMUNITY BENEFITS

# COMMUNITY BENEFITS

## **FRIENDSHIPS**

Frequently, we invite members of our local communities to share in what we have to offer, join our activities or bring their activities in for our residents to enjoy.

The Fitness and Wellness Center at Passavant Community offers classes and activities (including use of the swimming pool) to members of surrounding communities.

Many of our locations partner with local schools to allow students a place to complete school projects and internships. LIFE Beaver and Butler Counties, for example, have ongoing relationships with Slippery Rock University to assist Recreational Therapy and Music Therapy students complete required coursework.

Intergenerational opportunities are common at all of our locations, as school-age children and teens join us for a variety of events and activities throughout the year.

The Seneca Valley School District invites local seniors to participate in their Veteran's Day programming, to serve as volunteers for senior project evaluations and to attend special performances of the musical and theater productions.

Local church congregation members often visit with participants of the LIFE Programs at the centers to lead bible study groups and provide other educational offerings.

We invite the public to join us for several major events each year including the Excellence is Ageless Gala, VNA's Friendship Luncheon and their Celebration of Life and Butterfly Release, Lutheran Service Society's Black Tie Bingo, LIFE Programs' Purse Bash, Walks to End Alzheimer's and the Grandparent's Run and Abundant Lights Festival at Passavant Community.

Friendships with neighboring community organizations allow us to enhance the exceptional programming that we provide for our residents and program participants.



## **OUTREACH**

Lutheran SeniorLife places great importance on giving back to local communities by becoming involved and active as well as providing our services.

We have supported many local congregations by offering blood pressure screenings, visitation ministries, health fairs and more.

In addition, residents, and staff participate in local community clean-ups, provide baked goods in appreciation of our first responders, send cards to soldiers overseas and collect coupons for military families in the U.S.

Each fall, VNA, Western PA hosts its Celebration of Life and Butterfly Release. Community members are invited to the inspirational, uplifting service where butterflies are released in honor or memory of loved ones.

Lutheran SeniorLife welcomed staff, residents and their families and friends to join us in walking in the Beaver County, Butler County and Pittsburgh Walks to End Alzheimer's Disease to show their support for those suffering from the disease and to raise awareness of the importance of research toward a cure.

We have many staff members who volunteer their time and talents by serving with other non-profit and community service organizations such as Southwest Pennsylvania Council on Aging, Lawrence County Rotary, RSVP of Butler County, Beaver County Community Action Network and many others.



Everyone is invited to attend VNA's Community Celebration of Life and Butterfly Release to honor their loved ones.

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# COMMUNITY BENEFITS & SOCIAL ACCOUNTABILITY

### FINANCIAL IMPACTS

Subsidized housing for seniors paying less than market rate

Independent cottages	\$689,000
Benevolent Care	\$1,071,000
Bad Debts	\$361,000
Unreimbursed program costs for 3rd party payers	\$3,884,000
Unreimbursed Medicare and Medicaid program costs	\$8,412,000

## Local Business Benefits

## Community Benefits

Operating of the clinic open to the community	\$115,600
Fitness Center for seniors.	\$228,000
Chaplaincy Program	\$162,000
Beauty Shop Subsidy	\$153,200
Activities and Education programs for seniors	\$140,000



# 2016 Lutheran SeniorLife FINANCIAL STATEMENT

## COMBINED BALANCE SHEET

Assets	Liabilities and Net Assets	
Current Assets\$67,280,564	Current Liabilities	
Assets Whose Use is Limited3,183,954	Long Term Debt	
Property, Plant and Equipment136,307,324	Deferred Revenues	
Development and Real Estate5,300,821	Net Assets	
Beneficial Interest in Trusts1,716,309		
Total Assets\$213.788.972	Total Liabilities and Net Assets \$213,788,972	

## FISCAL YEAR 2016 PROGRAM STATISTICS

#### Number of Persons Served

Passayant Community

Passavant Community2	t0 (
St. John Specialty Care Center	208
Crown Pointe	. 61
LIFE Programs	
Timon Property Development	. 29
Stonebrook Village	. 29
Mars Holdings/RoseCrest	. 29
Mars Holdings/Overbrook Pointe	.38
Valley Care Ambridge	. 40
Valley Care Moon Township	.30





The Lutheran SeniorLife Foundation extends its sincere gratitude to our residents and their families, friends, employees, churches, foundations, organizations and businesses who have contributed financial support for those we serve.

As our partners in mission, your contributions provide essential benevolent care and a more Abundant Life® for our residents in need.

# 1893 Founder's Society Members 2016

1893 Founder's Society is an annual giving society that recognizes donors who provide essential support for benevolent care, programs and services.

#### PILLAR

Individuals who have contributed \$250 and above during the period January 1, 2016 to December 31, 2016

Mr. and Mrs. Norman V. Abazoris Ms. JoAnn M. Adams Mr. and Mrs. Robert L. Adams Chris Allison and Jane France Charitable Fund Ms. Elizabeth H. Anderson Mr. John Angelini Anonymous Mr. Richard Applegate

Mr. and Mrs. Tod R. Arbutina Rev. Peter and Dr. Kristen Asplin Mrs. Alice S. Austin Mr. Lee Baierl Dr. and Mrs. Frank T. Baker Mr. Dennis R. Barkley and Rev. Margaret Suhr-Barkley Mr. Fred Bennitt

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# 1893 Founder's Society Members 2016, Continued

#### PILLAR Continued

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Mr. James Szalankiewicz Mr. Glenn Thompson

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Mr. and Mrs. Lance A. Whiteman

Mr. Daniel E. Wille

Mr. and Mrs. David M. Wolfe

Mr. Stephen B. Woods Ms. Linda A. Young

### CORNERSTONE

Individuals who have contributed \$10,000 and above during the period January 1, 2016 to December 31, 2016

Anonymous Mr. and Mrs. Albert A. Bittcher Mr. and Mrs. Donald L. Burgess

Mr. and Mrs. Edward Dengel Mr. Gregory C. LaRocca Mr. and Dr. Allen McCullough Victor K. Phillips and Janice Phillips Larrick Family Charitable Foundation Mr. and Mrs. Michael P. Schneider

## CAPSTONE (Planned Giving)

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

Mrs. Dolores L. Aburano Emma E. Adams Charitable Trust William H. Bimber Trust

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Estate of Peter J. Schuster Joseph S. Seaman, Sr. Endowment

Fund

Gordon P. Smith Memorial Fund St. John Lutheran Care Center

Endowment Fund Ms. Jean Sturges

Reverends Kenneth H. and Karen C.

Thompson

Mrs. Marjorie M. Vogel Mr. Stanley E. Whiting

#### KEYSTONE

Corporations and organizations that have contributed \$5,000 and above during the period January 1, 2016 to December 31, 2016

Beaver County Foundation Bethany Evangelical Lutheran Church of Dormont The George H., Lillian S. and Mary S. Campbell Foundation Commonwealth of Pennsylvania Department of Aging Compass Group, The Americas Division Deloitte LLP

Duquesne Light Holdings, Inc. and Henry G. Allyn, Jr.

Eastern Alliance Insurance Group

First Commonwealth Bank Gently Used Shop - Passavant

Community

Henderson Brothers, Inc.

Highmark, Inc. Mars National Bank McGuire Woods LLP P. M. Moore Foundation

NexTier Bank

Northwest Charitable Foundation, Inc. Northwest Bank

The Pittsburgh Foundation PNC Bank Pittsburgh PNC Charitable Trust

Prom Management Group, Inc. Senior Citizens Caring Foundation

Southwestern Pennsylvania Synod of the ELCA

United Way of Allegheny County

United Way of Beaver County UPMC Health Plan

Ira and Frances Wood Charitable Trust

### THRIVENT

Thrivent Financial Members who thoughtfully directed Thrivent Choice Dollars to the Foundation in support of Lutheran SeniorLife during the period January 1, 2016 to December 31, 2016

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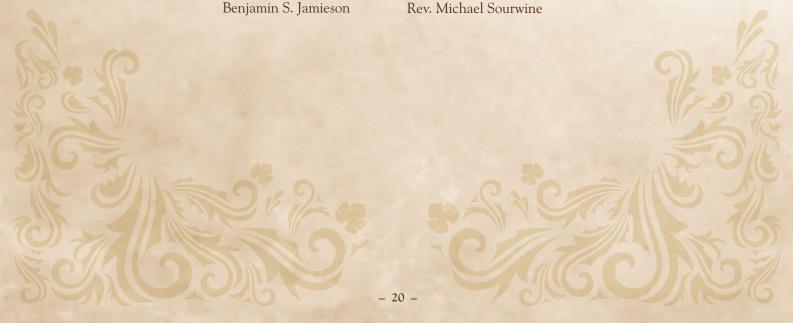
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