

# voices

## Ta-dah!

### LSC launches new website

Over a year in the making, the new LSC website launched at the end of February, although according to the project's manager, the site will never be finished.

"Like LSC, website information changes daily," says LSC Director of Community Relations Mary Ann Johnson, who is also the site's webmaster. "Just trying to keep information current in anticipation of the launch was difficult. Now the challenge will be keeping up with the ever-changing nature of our ministry."

Driven by the affiliation, the creation of the new website has been much like the affiliation – a tough but beautiful endeavor.

And just like the affiliation of LSA (Lutheran Services for the Aging) and LFS (Lutheran Family Services), getting the website's structure right was the first hurdle.

"It took a number of tries before we were able to combine all the programs and services together into a logical fashion that would be reasonably intuitive for visitors to the site," Johnson said. "Once we were able to do that, the rest began to fall into place."

Johnson credits Aaron Dixon, LSC senior software engineer, and Melissa Parrish, LSC grant writer, for figuring out that part of the puzzle. "If had been left up to me," Johnson said, "we'd still be at square one."

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"Empowered by Christ, we walk together with all we serve."

#### I need short-term rehabilitation, now!

Choose the right place, right now by contacting a Trinity senior living community near you.

#### I have questions about becoming an LSC foster parent. Tell me more!

A foster child's life can be lonely and difficult. If you want to help children grow into healthy adults, consider foster parenting.

#### I'm worried about mom.

Whether she lives across the country or across the street, LSC wants to help. LSC's care management program can help you find services, resources, and peace of mind.

#### How can I help?

Gifts to LSC help in loving adoption, homelessness, to refugees, senior.

ANNUAL REPORT  
2013  
PART TWO



# goins on

By Ted W. Goins, Jr.  
LSC President



I am constantly amazed by all the good things happening around Lutheran Services Carolinas! Teammates at Trinity Oaks in Salisbury have created Code Graduation. Every time a person is discharged back to their home, every available teammate from every department, and there are lots, lines the halls and front entrance to cheer the person on home! When a resident dies at Trinity Grove, Pastor Rachel lays a special pall on the bed and gathers all available staff to pray for the person and their family. And death is not a bad word. While we mourn, we more importantly celebrate the person's resurrection to eternal life!

The good continues: teammates run personal errands for the people they serve, bring someone a chicken dinner or hamburger paid for out of their own pockets, sit with a sick person, or go out of their way to find the right job for a refugee. Our communities serve their communities like our teammates serve our residents/clients. Our communities take 20 residents to the beach, get creative when someone runs out of money, volunteer, walk for cancer and Alzheimer's research, and bring

in national experts to teach us better ways to serve children and seniors. We have admitted people with developmental disabilities into our senior communities because their parent was admitted! While it might not always seem like the best fit, there is no better fit than prolonging the bond between a parent and the child they have taken care of for a lifetime!

Recently, teammates were invited to share an essay on Faith, one of LSC's core values. Over 30 staff responded with 30 more inspiring stories of their work within LSC. You'll be seeing their stories and excerpts. As always, we are drawn back to our mission: Empowered by Christ, we walk together with all we serve. LSC serves many of the most vulnerable in our society: foster children, refugees, nursing home residents, and many more. And LSC does this in spite of ever-increasing economic and governmental hardships. As always, your prayers, awareness, financial support, and advocacy are essential for our mutual mission to succeed.

## LSC wins safety awards

Safety is a priority for Lutheran Services Carolinas, and while awards aren't the goal, LSC's safety efforts have not gone unrecognized.

LSC senior services was recently awarded the Lighthouse Beam Safety Award by BB&T for excellent safety performance during 2013.

Trinity Place was also recognized recently for its safety efforts, receiving a prestigious SHARP award from the North Carolina Department of Labor's Occupational Safety and Health Administration (OSHA). SHARP, or the Safety and Health Achievement Recognition Program, is a designation granted to small businesses that demonstrate exemplary injury and illness prevention programs.



Senior services leadership staff celebrate winning the Lighthouse Award.

"Safety is good stewardship," said LSC President Ted W. Goins, Jr. "We don't want to see a fellow staffer hurt and out of work. If people are out of work, the people we serve suffer, so our mission suffers. Stewardship also refers to money. We'd rather put our money into caring for people than into higher insurance premiums or OSHA penalties. Every dollar we save is another dollar of care to those we serve."

# Anonymous legacy gift boosts *Keeping the Promise* campaign

Thanks to the generous and caring spirit of an anonymous donor, Lutheran Services Carolinas has been the beneficiary of a significant legacy gift – one of the largest in the organization’s history. The planned end-of-life gift totaling \$731,268 was earmarked for LSC’s *Keeping the Promise* capital campaign and pushes the campaign’s total to more than \$5.7 million.

Proceeds from the KTP campaign, which had a \$5 million goal and officially wrapped up last year, are helping LSC with construction and expansion initiatives that are benefiting North Carolina seniors and their families.

LSC is exceedingly grateful to this individual, who not only valued the work of the organization but also wanted to give back by making a meaningful gift to benefit the ministry.

As a not-for-profit, LSC relies on charitable contributions. A planned gift is a wonderful way to help LSC and may include financial benefits for the donor or the donor’s family as well.

For more information on planned giving, call the LSC Office at 704-637-2870 and ask to speak with a development officer.

# Administrator named in Clemmons



Mary Beth Turman

Mary Beth Turman has been named the administrator for the new Trinity Elms health and rehab.

Turman has been licensed for 20 years as a nursing home administrator. Before coming to LSC she was a regional vice president for a large health care organization, overseeing 11 nursing homes around North Carolina.

Turman says she is thrilled to be joining an organization that exemplifies resident-centered care. She is looking forward to being able to focus her attention on one nursing home and working toward what’s important to residents and families.

“I feel like God has led me on this path,” she says. “I feel like this is where I’m supposed to be.”

Turman lives in Salisbury with her 14-year-old daughter, Shelby, and is in the process of building a house in northern Rowan County. She attends First United Church of Christ in Salisbury.

# Trinity Village hosts auction event

As administrator of Trinity Village in Hickory, Marcheta Campbell saw that some residents couldn’t afford things they needed, like dentures or hearing aids. Campbell decided to have a fundraiser to supplement existing funds that address residents’ needs.

On January 21, Trinity Village held a live and silent auction attended by about 75 guests. More than 100 items were offered, solicited by the Trinity Village department heads and leadership team. Items included weekend getaways, restaurant gift certificates, furniture and art.

Carpenter Realty provided auctioneers for the live auction part of the evening. Campbell says her whole team worked hard on the auction. She also gave a special shout-out to the LSC development staff for pitching in to help!



Trinity Village staff did a wonderful job displaying the auction items.

# Awakened to the needs of others

*Jim and Kathryn Owens are LSC Philanthropists of the Year for South Carolina*

Jim and Kathryn Owens of Myrtle Beach have been named LSC Philanthropists of the Year for South Carolina.

The seeds of the couple's generosity toward LSC were planted in 1977 when Jim's work with IBM took them to London for several years. They would later live in Holland as well.

"Our eyes opened to the rest of the world," says Jim of the experience living overseas. "We saw the plight of refugees from various places. That awakened us to the needs of other people. We discovered that there's someplace outside yourself."

When they returned to live in Woodstock, New York, their church was part of a refugee resettlement program sponsored by Lutheran Immigration and Refugee Service. Inspired to become involved, they helped their church resettle a family of 22 Vietnamese refugees.



*Jim and Kathryn Owens*

"That was our way to begin giving back," Jim says.

After they moved to Tampa, Jim and Kathryn continued to be involved with refugee resettlement, becoming foster parents for two young Vietnamese men and leading church-based and community-based resettlement for about 75 refugees from Laos, Vietnam, Hungary and Ethiopia. The experience, they say, attuned them to people in need.

Later, when they lived in Raleigh, Jim and Kathryn heard a presentation by the late Bill Brittain, then President of Lutheran Family Services (now known as LSC child and family services). Having had experience as foster parents, they were impressed by the agency's work with troubled teenage boys.

So when Pastor David Sloop and Ned Masenheimer invited Jim and Kathryn to support Lutheran Family Services financially, they were happy to get involved. Later, from 2008 to 2011, Jim served on the Lutheran Family Services board, including several years as chair of the finance committee.

Jim grew up in Myrtle Beach and got a degree in mathematics from Davidson College. Kathryn grew up in Akron, Ohio, and studied history at Wittenberg University. She and Jim met while pursuing master's degrees at the University of North Carolina at Chapel Hill.

While Jim had planned to teach in South Carolina, he realized he wouldn't be able to support his family on a teacher's salary, so he took a job as a computer programmer with IBM in 1963, the start of a 37-year career. Kathryn taught briefly and then became a full-time mother and volunteer.

Jim and Kathryn have three adult children: Beth, Mike, and Scott.

The LSC Philanthropist of the Year awards are presented to LSC donors in recognition of their devotion, involvement, and extraordinary financial commitment to the LSC ministries. LSC greatly appreciates the Owens' devoted support.



## SC Synod group volunteers at Angels House

Listening to a speaker is fine, but getting out and doing a service project – especially on an unexpectedly beautiful day – is even finer.

That was the consensus of a group of Lutheran ministers and their mentors on the South Carolina Synod's First Call Theological Education (FCTE) Committee.

Lutheran ministers who are in their first three years of ministry find support through the committee, which provides an education and mentoring program for them, says FCTE committee chair Jim Johnson, who serves as minister of music at Redeemer Lutheran Church in Columbia.

Typically, the group meets quarterly and hosts a speaker who talks about a specific ministry. At the fall meeting, participants expressed a desire to connect with a ministry by doing a hands-on service project in the Columbia area.

Johnson suggested a service project at Angels House, an LSC home in Columbia for female veterans at risk of homelessness. On March 11, the group met at Angels House and got to work.

Angels House director Roberta Lockwood had planned enough projects to keep the group busy for the morning. Volunteers scraped and painted trim in the garage and built a foundation of pavers for a storage shed.

"It's been a great day," Johnson said, as work wrapped up. "The benefit of doing a hand-on project like this is that people will come away with a better understanding of what this ministry is."

Lockwood was thrilled with what the group accomplished, particularly the new floor of the storage shed.

"Now we won't have rain in our stuff every time we turn around," she said.

*Top: Michael Reh and Kris Litman-Koon prepare to lay pavers that will serve as the floor of a storage building.*

*Left: Ashley Twitchell paints some trim in the Angels House garage.*



Staff members from the ACTT program gather together.

## Breaking barriers, creating hope

John\* wanted what a lot of adults want – a place to call his own. But for John, who suffers from a severe and persistent mental illness, this was a challenging goal to accomplish.

Helping John and others diagnosed with a mental illness who have not had success with traditional treatment programs is just one of the initiatives of ACTT (Assertive Community Treatment Team), a program of Lutheran Services Carolinas.

“ACTT is a psychiatric hospital without walls,” said Amelia Howard, a licensed clinical social worker and addiction specialist who serves as ACTT’s director. “Our team takes the treatment to our clients at their homes, places of employment, community centers, or wherever they are.”

Currently LSC’s ACTT services are only offered to clients in Orange, Person, and Chatham Counties, but the program could expand.

The staff includes a psychiatrist, psychiatric nurses, a substance abuse counselor, a vocational specialist, a clinical counselor, a peer support specialist, an office manager, and an intern from the University of North Carolina School of Social Work. The team takes a shared caseload approach.

“We work with clients on whatever they need – from helping them choose nutritious items at the grocery store or filling out a job application to managing their medications or reconnecting with loved ones. We want our clients to be successful and healthy in all facets of life.”

Individuals with severe and persistent mental illness, which includes schizophrenia and bipolar disorder, are no strangers to hospitalization. They are often referred to the ACTT program due to multiple visits to the hospital and lack of success with outpatient therapies and counseling.

“Clients who receive services from ACTT see a significant reduction in the amount of visits to the hospital and days spent in the hospital,” said Howard.

And while there are many success stories to come out of the program, things came together particularly well for John. “All I can say is it was truly a miracle,” Howard said.

John was living in an assisted living residence but was ready to live independently. A rare opportunity came in the form of an available apartment in a community that supports individuals with disabilities. His application was quickly approved, but he didn’t have enough money for the security deposit. Howard and the ACT Team requested money from the We Believe Fund, an LSC employee-funded giving program that grants funds to LSC clients and residents on a case by case basis.

In November 2013, John moved into his new apartment, and team members say he is doing well.

“The ACT Team helps keep me focused and gives me a sense of direction,” said John. “If I’m moving forward, then I am not moving backward. It has opened a lot of doors for me. It’s kind of a nice accomplishment to have my own apartment.

*\*Name has been changed*

- Story by Kristen Kitchen, director of donor relations

## News Briefs

### Kinard Manor receives church and foundation support

Kinard Manor, a Greenwood, South Carolina home that serves male veterans at risk of homelessness, has recently received some significant donations from church and community groups.

The men’s group of the Lutheran Church by the Lake in McCormick, South Carolina, recently presented a check to Kinard Manor in the amount of \$2,500. The money was raised from a golf tournament last fall. Over the last three years the men of the church have donated a total of \$8,500 to the home.

In addition, Greenwood County Community Foundation recently awarded LSC child and family services a grant of \$1,700 to support Kinard Manor.

[www.LSCarolinas.net](http://www.LSCarolinas.net)

## Preparing for disaster

As the lead agency for Lutheran Disaster Response in North and South Carolina, Lutheran Services Carolinas is encouraging congregations to plan for disaster.

A recent column in Congregation magazine by the Rev. James P. Wind discusses the role the church has historically played in responding immediately in crisis situations. Wind stresses that the church must build on its own traditions of crisis response and evolve to plan not only for natural disasters but human acts of violence. Last year, fatal shootings rocked the congregations of a Unitarian Church in Tennessee and a Sikh Temple in Wisconsin.

While the task of preparing a congregation to respond in the event of a disaster may seem daunting, the Federal Emergency Management Agency (FEMA) is encouraging churches and supporting them in developing plans to ensure safety. FEMA has developed a comprehensive planning tool that can assist a congregation in coming up with an emergency operations plan (EOP).

FEMA's 28-page document is available at: [http://www.whitehouse.gov/sites/default/files/docs/developing\\_eops\\_for\\_houses\\_of\\_worship\\_final.pdf](http://www.whitehouse.gov/sites/default/files/docs/developing_eops_for_houses_of_worship_final.pdf)

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Trinity Grove  
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Trinity Place  
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Trinity Ridge  
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Trinity View  
2533 Hendersonville Road  
Arden, NC 28704  
828-687-0068

Trinity Village  
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Hickory, NC 28601  
828-328-2006

Trinity Oaks  
(Independent Living)  
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Salisbury, NC 28144  
704-633-1002

Trinity Oaks  
(Health & Rehab)  
820 Klumac Road  
Salisbury, NC 28144  
704-637-3784

### Adult Day Services

Trinity Living Center  
1416-A S. Martin Luther King, Jr. Ave.  
Salisbury, NC 28144  
704-637-3940

## Keeping up with palliative care



Director of Quality of Life and Care Kim Hathcock recently participated in a webinar, "Quality Pain Care for All Older

Adults: Progress and Future Directions." Now, Hathcock is sharing what she's learned, including the most current research on the best ways to assess pain.

Dr. Frank Kuhn, husband of LSC Chief Development Officer Betty Kuhn, facilitated LSC's participation in the webinar, which was sponsored by Cornell University's Translational

Research Institute on Pain in Later Life (TRIPLL), which focuses on persistent pain due to both cancer and non-cancer-related causes. Kuhn is a senior extension associate on the Cornell faculty and works for the university's Bronfenbrenner Center for Translational Research.

"Palliative care, which includes effective management of pain, is a top LSC priority," said LSC President Ted W. Goins, Jr. "LSC is fortunate that it has the opportunity to be part of national collaborative efforts that will benefit its residents."

### Learn more about LSC



by following **Lutheran Services Carolinas** on Facebook,  
by following LSC President Ted Goins on Twitter at **TedGoinsLSCPrez**,  
or by visiting the LSC website at **LSCarolinas.net**.

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*"Empowered by Christ, we walk together with all we serve."*

## New Website

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Along with combining key information from both ministries, the website is easily navigable, mobile-friendly, and more accessible to all users, including those with visual impairments.

"We had to make some changes early on in the process that may have made the site somewhat less 'flashy,' but it is now more disability-friendly," Johnson notes.

Three site features that Johnson especially likes are the "kudos," the use of real photos, and the "Just One Story" concept.

"Families and donors have been writing us 'love letters' — letters of praise and thanks — for years and there just hasn't been a regular venue in which to share those. Now, we can."

The number of stock photos has been reduced as well. "The privacy

and confidentiality of those we serve is a priority," Johnson said, "but when it works out, we like to use real pictures of real people."

The Just One Story concept, according to Johnson, represents her inability to come up with a catchier name. "Our communications specialist, Katie Scarvey, is taking great photos and is doing a great job of telling the LSC story. I kept thinking over and over again, if we could just share one story, just one story to describe the work of each service..."

Johnson said she thinks the site offers visitors a good overview of who we are as a ministry. "I think if people visit the site and move around in there for a while, they will love LSC as much as I do."



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