

# voices

LUTHERAN  
SERVICES  
CAROLINAS

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## 'An extra measure of grace' *USC's Global Café offers a recipe for success*



Terry Lovelace

The Global Café at the University of South Carolina in Columbia is the perfect place to satisfy a craving for exotic food, and its staff is every bit as diverse as the cuisine.

In fact, they speak 17 different languages, Terry Lovelace says.

As operations manager for USC's dining services, Lovelace staffs the café to reflect its international theme – and that's a good thing for Lutheran Services Carolinas. This past year, five LSC refugee clients were hired to work at the Global Café.

Finding employers willing to hire refugees – individuals who have fled their countries of origin because of a well-founded fear of persecution – is the mission of Daniel Broucek and David Roth. As job developers for LSC Refugee Services in Columbia, they work to develop long-term partnerships with employers, including hotels, food service companies, and landscaping businesses. Their goal is to help clients secure jobs in order to become self-sufficient as quickly as possible.

"We look for companies who want diversity, who want to spend time to teach and train workers," Broucek says.

Sodexo, the multinational food services and facility management corporation in charge of food service at USC, is that kind of company, Broucek says.

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2014 ANNUAL REPORT

PART TWO

# goins on

By Ted W. Goins, Jr. | LSC President



I love to tell people that once you are a member of the LSC family you are always a member of the family. And that goes for every reader of Voices! I am writing this while relegated to the back seat of a 2003 Acura heading to Columbia, listening to LSC teammates Elliott Williams and Michelle Chaffee talking enthusiastically about their

work. It is refreshing to see such passion from twentysomethings when the 24-7 news media tells such a bleak story.

Their faith, passion, strong work ethic, and new ideas are as welcome as this beautiful day. I have always had this fear of becoming that old man who's out of touch and out of sync. Being mentored by people like Michelle and Elliott, and others who are considerably younger than I am, like Michelle Roseman at Hospice in Hickory, will hopefully keep me in tune with changing times.

I write frequently about my mentors, mostly those older than I am, people like Isaac Kuhn and Bob Beard. We're all "elders" – we are all in the aging process from birth, and we all have things to teach each other.

Bishop Leonard Bolick is a mentor, friend, and elder. He will be retiring this year after 18 years as Bishop of the North Carolina Lutheran Synod. As a board member and friend, Bishop Bolick has been a source of steady, calm, common sense counsel on some of the thorniest issues LSC has faced. While retiring, he's still a member of the LSC family. Godspeed!

Speaking of mentors, LSC and I have lost two longtime friends and elders in the last few months. Dr. John Herion was the last living incorporator of our original North Carolina Lutheran Homes. He was on the 1959 committee that incorporated NCLH in 1960, and he was the first treasurer. Dr. Herion served on our Board for a total of 27 years. Dr. Ed Ehlers, former Bishop of the Lutheran church in New Jersey, served on the LSC Board for nine years. They too are members of the family: board members, friends, and mentors.

Family and mentoring are common threads growing out of LSC's mission statement: empowered by Christ, we walk together with all we serve.

## Goins receives national award

Ted W. Goins, Jr., president and CEO of Lutheran Services Carolinas, received the Outstanding Executive Award from the Association of Lutheran Development Executives (ALDE) on Feb. 26 at the ALDE conference in Reno, Nev. The award honors a top-level executive who serves the Lutheran church through deed and example.

Goins was selected for his visionary leadership, effectiveness in management and fundraising, inspirational leadership of staff and volunteers, and boldness in proclaiming the importance of Christian stewardship through public speaking or writing.

To read more about Goins, see this Salisbury Post profile at <http://www.salisburypost.com/2015/03/01/ted-goins-always-going/>.

## HELP WANTED

Work continues on the Building Independence project, a collaborative venture between The Serving Cup, Habitat for Humanity of Wake County, and Lutheran Services Carolinas to build homes in Raleigh that will serve nine adults with intellectual and/or developmental disabilities. The project is slated to be completed and ready to receive residents by the end of 2015.

Just as in all Habitat projects, volunteer labor will be essential. In the months ahead, if you are approached about contributing your time or talents to Building Independence, please say "Yes"!

If you have never participated in a Habitat build before, please know that when Habitat says, "No experience is necessary," they mean it! Habitat staff members are trained to teach volunteers everything they need to know in order to be safe and successful on the job.

So whether you are an LSC employee, a member of a Raleigh area church, or an LSC friend, watch for more news of the Building Independence project. For more information, contact Michelle Chaffee at [mchaffee@LSCarolinas.net](mailto:mchaffee@LSCarolinas.net) or call 704-603-1696.

## Food Lion roars at Trinity Oaks

Residents of Trinity Oaks health and rehab got a kick out of watching a team of staff members, including Administrator Bill Johnson, compete against a team from Food Lion to see who could unroll the most toilet paper in 60 seconds.

Every month or so, volunteers from the Food Lion distribution center in Salisbury – who call themselves The Lion’s Roar – come to Trinity Oaks to share a fun activity with residents, whether it’s staging “Minute to Win It,” or dyeing Easter eggs.

Ashley Page has been in charge of the Community and Charitable Events committee at the Food Lion distribution center for six or seven years now. When her grandfather got sick a few years ago, Page decided that a nursing home would be a good place to focus her committee’s efforts.

She talked to Brenda Zimmerman, life enrichment coordinator at Trinity Oaks, about bringing a team of volunteers regularly, and that was the start of a beautiful partnership. This year, the Food Lion team has committed to visiting at least once a month.

“Everybody has a really good time when we go,” Page says. “Some (volunteers) are kind of skeptical at first, but after they go, everybody wants to go back again. They walk out of there laughing and smiling. It’s a good time.”

The Lion’s Roar has organized ice cream socials, an outdoor beach party, and a duck carnival at Trinity Oaks. They’ve helped serve food at a block party and handed out carnations on Mother’s Day. They’ve put together gift bags and visited on Christmas day to distribute them.

Food Lion associates raise the money for most of the programs themselves. Sometimes vendors help by donating supplies.

Page says she’s gotten a lot of joy and new friendships at Trinity Oaks. She’s also connected with a lot of the residents, many of whom call her by name when she visits now.

Scott Simpson, who works in quality assurance at the Food Lion distribution center, served as emcee for the “Minute to Win It” game. “I just enjoy getting out and sharing with folks who can’t get out and do and go,” he says.

Simpson particularly looks forward to seeing Trinity Oaks resident Margaret Clark, whom he met during a pumpkin-carving party. The two bonded over their love of dogs. Now when Simpson comes to Trinity Oaks, he makes sure to visit Clark.

LSC is grateful for all that Food Lion is doing for the residents at Trinity Oaks!



*Top right: At Trinity Oaks recently, residents enjoyed watching staff members competing against Food Lion volunteers in a rousing game of “Minute to Win It.”*

*Right: Volunteers from the Food Lion distribution center helped host an ice cream social at Trinity Oaks in February.*



Enjoying a recent meeting of the Memory Café were, left to right, LSC Care Manager Deborah Tillman, Anna Francis, Richard Francis, Roger Tones, Martha Tones, Joan Havill, Harry Havill, and LSC Care Manager Sara Maloney.

# Memory Café offers fellowship and comfort

Harry Havill and Roger Tones of Salisbury discovered recently over lunch at Wink's that they were both born in New York – and only five days apart.

That sort of bonding experience isn't unusual at the monthly meeting of the Memory Café.

Organized by Lutheran Services Carolinas and funded through a grant from the Blanche and Julian Robertson Family Foundation, the Memory Café provides couples who are dealing with dementia a regular opportunity for fellowship in a low-stress environment.

Many families facing a dementia diagnosis become socially isolated, so the gathering fills a real need, says Barbara Garwood, director of community services for LSC.

Harry attends with his wife, Joan, and both enjoy the fellowship. Jovial and witty, Harry is in the early stages of dementia and struggles at times to remember words and events. He hates to see gatherings end and wishes meetings could be more frequent.

Martha Tones attends with her husband, Roger, who is in the early stages of Alzheimer's. He and Harry enjoy one another's company, and Martha and Joan also find plenty to talk about.

"We look forward to it," Martha says. "It gives us a chance to meet friends. It's nice for me, and it's nice for him."

Anna and Richard Francis are dealing with Anna's recent dementia diagnosis. Initially, Anna says, she was hesitant to join the group. But Sara Maloney, an LSC care manager and the group's facilitator, assured her that she needn't worry.

Anna may struggle to remember some things, but as she sat waiting for her egg sandwich, she asked Sara how her baby was doing – and Sara promptly pulled up the most recent photo of her daughter on her phone. Harry peered at the phone and saw a six-month old. "That ain't no baby," he teased.

This is the usual mood at the Memory Café: relaxed and lighthearted. A chance to laugh and enjoy a meal together and not worry about things out of their control is just what this group needs.

Another goal for the Memory Café is to increase the public's comfort level with dementia. In the past, people with dementia have often been hidden from view. Gatherings like the Memory Café can help demystify the disease and demonstrate that those with dementia are simply people who might need a little more patience than others.

As the group's facilitator, Sara serves as a liaison between participants and restaurant staff. She also offers support to participants, makes referrals, and provides educational materials.

The Memory Café has been held in several Salisbury restaurants and has finally settled on Wink's King of Barbeque on Faith Road as its permanent home. Sara is planning to do some training with the restaurant's servers about how to approach those with dementia in order to minimize the stress of ordering a meal.

If you are interested in attending the Memory Café in Salisbury or would like to learn about organizing a group in your area, call Sara Maloney at 704-603-2778.



Anna and Richard Francis look at a photo on Sara Maloney's phone while waiting for their food at Wink's.

# Treatment parents share their stories



Denise Hunt

**Denise Hunt** of Winston-Salem says she decided to become a treatment parent in the Lutheran Services Carolinas Intensive Alternative Family Treatment® program because she remembers what it was like as a teenager not to feel heard or understood. She joined the program to help a child “develop, have a voice, be heard, and most importantly, be loved.”

Intensive Alternative Family Treatment, or IAFT, is a program very similar to foster care that serves teens and preteens who have especially challenging behaviors.

Hunt says she has seen significant changes in the teenager she now cares for – including a more peaceful demeanor and an increased empathy for others. Like other treatment parents in the

IAFT program, Hunt works cooperatively with her child’s biological parent because the ultimate goal of the program is to reunite families.

Lutheran Services Carolinas gives her plenty of support, Hunt says. Her child attends weekly therapy sessions, and an LSC staff member checks in with Hunt daily. “They’re very invested in the child and in me,” Hunt says. “They care.”

Hunt would like others to consider the rewards of becoming a treatment parent.

“It’s one of the best decisions you can make in your life in terms of giving back,” Hunt says. “You have an opportunity to make a difference. You have an opportunity to take all that guilt and anger and sadness and pain and make it positive. You can love them into healing. It’s challenging. It’s not easy. But that child will reap the reward.”



Gina Holland

**Gina Holland** is another dedicated Winston-Salem treatment parent for LSC.

Holland spent most of her childhood, from ages 3-17, in a foster home, and it was a very positive experience for her. “I always said that if I could ever give back to a child I would,” she says.

While children in the IAFT program typically have behavior problems, Holland says the challenges are not insurmountable. For example, she found that using a simple behavior chart to deal with defiant behavior was effective.

The IAFT training for treatment parents teaches them how to approach goals for each child, Holland says. Through paying attention and observing, “you can figure out what a child needs,” says Holland, who emphasizes that dedication and patience are necessary to be an IAFT parent.

Holland’s current placement, a boy in elementary school who had previously bounced around from home to home, has found security with her, she believes. “I think I have made him feel like this is his home,” she says.

The boy’s test scores have increased, and while he’s currently receiving Exceptional Children’s services at school, Holland believes he will no longer need them next year.

“He’s been a totally different child for the last two months,” she says. “I’m getting through to this child that he is somebody, and that he can and will be successful in life. He loves school now, loves homework. He loves all of it now.”

Holland, who has grown children and grandchildren, says she loves being a treatment parent.

“It’s rewarding. This is my calling.” Like Denise Hunt, she’s gotten great support from Lutheran Services Carolinas, she says. “Anything I need, I can call them. They’re always there, 24/7.”

**LSC is currently looking for people like Denise and Gina who can commit to providing a safe, healthy, and nurturing home for children in need. Treatment parents receive specialized therapeutic training, daily contact from professional staff, round-the-clock on-call support, weekly supervision, monthly support groups, respite, and a monthly stipend.**

**To learn more, email [NCfostercare@LSCarolinas.net](mailto:NCfostercare@LSCarolinas.net) or call 336-893-5420.**

# Scarborough is SC Philanthropist of the Year



*Banks Scarborough*

Lutheran Services Carolinas has named Banks Scarborough of Florence as its 2015 Philanthropist of the Year for South Carolina.

As a boy, Scarborough spent a lot of time at the Timmonsville bank his family owned – Pee Dee State Bank – doing chores like emptying trash cans. After graduating from the University of

South Carolina in 1948, he returned to the bank, this time as a cashier.

He was pursuing another passion at the time: playing saxophone and clarinet professionally in several bands. He would sometimes come home in the wee hours and find himself dragging at the bank the next day.

“You’d better decide if you want to be a banker or a horn tooter,” his father told him.

Scarborough decided to stick to banking, and in 1964 he took over as president. During Scarborough’s 50-year career, Pee Dee State Bank grew to five branches in the greater Florence area. Scarborough sold the business when he retired in 1998 and says he’s “just a stockholder” now.

Banking, he says, offered the opportunity to “be of real service to people.” Besides the altruistic part, he says, banking also paid well. When he took over as president, his institution had \$1.5 million in assets. When he sold it, assets had grown to more than \$140 million.

Baptized as a Baptist, Scarborough said he became “an Easter and Christmas Christian” in college. Toward the end of his college career, a Lutheran fraternity brother named Frank Shealy took him to St. Paul’s in Columbia, where he became fascinated with liturgy. After he married the late Jo Fender, a Lutheran, they began attending St. Luke Lutheran Church in Florence, where Banks is still a member.

Scarborough has long been supportive of LSC’s child and family services. “The whole idea of what it does appeals to me,” he says.

As part of his estate plan, Scarborough has had a charitable remainder unitrust in place since 1998 to benefit LSC’s child and family effort. “I would recommend it as a device for anybody to use,” he says.

Although Scarborough has significant vision problems these days, he finds ways to keep intellectually engaged. He’s a voracious consumer of books on Audible.com – listening for up to six or eight hours a day. He’s drawn to books about comparative religion and also loves the fiction of Stuart Woods (for its “history and derring do,” he says) and Carl Hiaasen. He also finds time to listen to a huge collection of music on his iPod.

Scarborough has three daughters and one son, as well as eight grandchildren and five great grandchildren.

LSC appreciates Scarborough and his generous support of its mission.

## ‘An extra measure of grace’

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*Thair Al Rubaye*

Thair Al Rubaye is an Iraqi refugee receiving services from Lutheran Services Carolinas who brings many years of cooking experience to the Global Café. In less than a year, he’s made himself practically indispensable.

Lovelace says Al Rubaye is “a tremendous cook” with a lot of great ideas to share. The two men enjoy an easy camaraderie, and Al Rubaye says he and Lovelace

are almost always in sync when it comes to café operations.

Like many refugees who find employment in this country, Al Rubaye might be considered underemployed in his current position. But he’s embraced the opportunity offered by Sodexo and is learning all he can with the goal of someday opening his own Iraqi restaurant in Columbia. Lovelace says he’ll do whatever he can to help.

Because Lovelace has lived around the world – in 1979 he opened the first McDonald’s in South America – he has a broad understanding of different cultures and brings compassion and flexibility to his job of hiring and supervising a diverse workforce.

Once LSC job developers knew what his staffing needs were, Lovelace says, they were able to find him qualified workers from among their refugee clients.

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“The work ethic is tremendous,” Lovelace says. “They all have initiative.

“Lutheran Services is the best agency I’ve ever dealt with,” he adds, because LSC employees care about their clients and follow up to make sure they have a successful work experience.

As job developers, Broucek and Roth help employers and refugee employees overcome barriers of culture and language to ensure that workers understand what is expected of them in a job. And when problems do arise, Broucek and Roth help troubleshoot – like helping an employee understand that being on time to work is more important in the U.S. than it might have been in his or her home country.

Lovelace “demands a lot,” Broucek says, but is also flexible and easygoing.



Adil Ibrahim

Employees like Adil Ibrahim appreciate that attitude. Ibrahim is from Eritrea in east Africa and has been working at the Global Café for about seven months.

“They are good people,” he says of his Sodexo team. “Terry is a good guy.”

In addition to their clients who have found work in the Global Café, four LSC refugee clients, including Soe Eh Paw, work on Sodexo’s housekeeping staff at the National Advocacy Center on the USC campus. Paw, who came to Columbia from Burma in 2014 with 10 other family members, says she enjoys her job in housekeeping.



Soe Eh Paw

Hiring refugees like Paw has been a positive experience, says Marvin Jacobs, who works in human resources with Sodexo and serves as Sodexo’s main liaison to LSC’s job developers.

Refugees bring honesty, patience, and core values to the workplace, he says.

“Sodexo is about diversity and inclusion,” Jacobs says. “We try to give everybody a fair chance to work.”

Jacobs represents Sodexo’s humanitarian philosophy when it comes to hiring refugees, Broucek says.

“Our clients need a little extra help and a little extra measure of grace, and if afforded that, they tend to become among the best employees in any enterprise,” Broucek says. “Marvin and his team afford that grace – and reap the rewards.”

Ultimately, the partnership between LSC and Sodexo is beneficial for everyone involved. As Lovelace says, “Everyone wins.”

Roth says he hopes potential employers will take note of the success Sodexo has had in hiring refugee clients and realize that this success can be duplicated in their own businesses.

For information about employing LSC refugee clients in the Columbia area, call Daniel Broucek at 803-461-2625 or David Roth at 803-461-2632.

Trinity Elms  
(Assisted Living)  
3750 Harper Road  
Clemmons, NC 27012  
336-766-2131

Trinity Elms  
(Health & Rehab)  
7449 Fair Oaks Drive  
Clemmons, NC 27012  
336-747-1153

Trinity Glen  
849 Waterworks Road  
Winston-Salem, NC 27101  
336-595-2166

Trinity Grove  
631 Junction Creek Drive  
Wilmington, NC 28412  
910-442-3000

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

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

Trinity Place  
24724 South Business 52  
Albemarle, NC 28001  
704-982-8191

Trinity Ridge  
2140 Medical Park Drive  
Hickory, NC 28602  
828-322-6995

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

Trinity Village  
1265 21st St., NE  
Hickory, NC 28601  
828-328-2006

### Adult Day Services

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

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### 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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## Suitcase donations help foster children



*Suitcases destined for children in foster care fill the sanctuary of St. Peter's United Methodist Church in Vale, N.C.*

Children who go into foster care are sometimes faced with the indignity of carrying their belongings from one home to another in trash bags.

Seeking a solution for these unfortunate situations, Lutheran Services Carolinas Intensive Alternative Family Treatment® employee Debra Lee, along with her husband,

Pastor David Lee, reached out to the Western North Carolina Conference of the United Methodist Church, which agreed to collect new and gently used luggage as an outreach project. So far, churches in the conference – including St. Peter's, Ebenezer, Hebron, Laurel Hill, Macedonia, Palm Tree, Plateau, Reeps Grove, Mundy's Chapel, and Brook's Chapel – have donated 95 suitcases that will be given to children in LSC's foster care and IAFT programs.

LSC is grateful to all the churches that have been part of this heartwarming effort.

## Church builds new fence for Angels House

Angels House, a Lutheran Services Carolinas home for female veterans in Columbia, South Carolina, now has a beautiful new fence thanks to the generosity of Trinity Episcopal Church in Columbia. The new fence – which came with a 20-year warranty – went up in December of 2014.

"Everyone at Angels House is enjoying a safe and beautiful spring, with our new brown composite fence as the backdrop to our day lilies, shrubs, and birdhouses," said Angels House program director Roberta Lockwood. "Our gratitude for Trinity Episcopal and all the people in it cannot be expressed in words."

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