



LSC Community Stewardship Report – 2016/2017

Introduction - Lutheran Services Carolinas represents the coming together of two long-standing health and human service organizations, Lutheran Services for the Aging (LSA), founded in 1960 to serve North Carolina seniors, and Lutheran Family Services in the Carolinas (LFS), founded in 1976 to provide care and services to a number of vulnerable populations and now including foster care, adoption, and veterans services, refugee services, disaster response, mental health services, and residential care and services for people with varying degrees of disability in both North and South Carolina. The two organizations affiliated in 2011 and adopted the name Lutheran Services Carolinas in 2012.

The introduction of that new name also included new names for some of the older senior service programs, once known as the “Lutheran Homes,” which now operate as “Trinity” senior living communities. Although the Lutheran Homes proudly and compassionately served thousands of frail elders for more than 50 years, the word Lutheran was removed to avoid a surprisingly common assumption that services are only for Lutherans.

Senior Services - LSC senior services opened its first ministry, a Hickory nursing home, in 1962 and eventually expanded its services to include both frail and active seniors. Fast forward to 2016 and the 10 Trinity communities – seven nursing homes, two retirement communities and a free-standing assisted living residence - provided 421,366 days of care and services to 3,155 senior adults.

Each year, LSC reports its Medicaid-related financial community benefit to the State of North Carolina. For FYE 9-30-16, LSC provided \$15,736,693 in unreimbursed health care. Additionally, LSC donated \$121,522 in volunteer services across the State of North Carolina. Combined, 16.96% of its total revenue is provided as unreimbursed services, an excellent exchange in lieu of taxes for the communities served across North Carolina.

LSC continued to expand its home and community-based services in 2014 with Trinity at Home, its program of non-medical home care, adding nursing services to that program in 2016. The home care programs joined the geriatric care management, caregiver support, and information and referral services already offered by LSC. Additionally, LSC has administered the Rowan County Family Caregiver Support Program since 2011. These additional senior services provided assistance to approximately 788 seniors living at home.

LSC also partners in PACE (Program of All-Inclusive Care for the Elderly) initiatives in Catawba and Gaston Counties, and is collaborating in the development of another PACE initiative in Forsyth County.

LSC also participated in the development of SearStone, a non-profit continuing care retirement community in Cary, N.C., and assists in directing a portion of the proceeds from that venture to benefit nonprofit programs in the Triangle area. Since its inception in 2014, the LSC/Searstone Community Benefit Committee has distributed more than \$1,000,000 in grant funds.

Today, LSC senior services is ranked as the 65th largest not-for-profit multi-site senior living organization in the United States and ranks 28th in the provision of nonprofit nursing home beds with an annual budget of over \$130 million (approximately \$105M for senior services and \$25M for C&F).

In June 2008, LSC launched a \$5 million capital campaign to add four new nursing homes, improve existing buildings, and expand home and community-based services. The first of those homes, *Trinity Grove*, admitted its first resident June 6, 2011; the next nursing home, *Trinity Glen*, opened in June 2012, and *Trinity Ridge* opened in July 2013. The last of the four homes, Trinity Elms (health and rehab), admitted its first resident in October of 2014.

Over the years, significant updates have been made to all LSC facilities. In 2016, the construction of two new porte cocheres (covered front entrances) high enough to accommodate emergency vehicles and campus buses were completed at both Trinity Oaks (Salisbury) and Trinity Place (Albemarle) and now stand as both beautiful and functional new additions to those health and rehab buildings.

Trinity Oaks experienced a surge in demand for independent living services, moving in 51 new independent living residents in 2016. These new residents are active citizens and volunteers and are fueling the local economy through the purchases of products and services.

In 2016, LSC began developing plans for a senior living community similar to Trinity Oaks in Wilmington. That operation would serve approximately 220 residents when fully occupied and would be completed around 2021.

Child and Family Services – The child and family services side of LSC now has approximately 220 employees and a budget exceeding \$17 million. Called an outstanding provider by the Council on Accreditation (COA), LSC’s child and family ministry was reaccredited by that independent not-for-profit social services organization in 2014.

In keeping with its long history of service to vulnerable populations, child and family services continued to expand its role in helping those in crisis. The LSC Intensive Alternative Family Treatment program, designed to help foster children with severe behavioral issues, served more children than ever before and expanded into Wilmington in early 2015. In 2014, LSC also began partnering with Bridge of Hope, a program dedicated to helping homeless mothers with children achieve self-sufficiency. In 2016, LSC initiated a new private adoption program.

LSC operates Community Training Homes in Columbia to serve those with intellectual and developmental disabilities or I/DD. Two additional homes were licensed in 2016, bringing the number of homes, often called group homes or supported living residences, to 10. Because a group home setting is not always the best fit for these residents, LSC also increased the number of “host homes” it facilitates. Host homes are similar to foster care in that the adult is “fostered” by a parental figure in a private home.

In 2014, LSC entered into a groundbreaking collaboration, the Building Independence project, with Habitat of Wake County and the Serving Cup (a Raleigh program serving those with intellectual and developmental disabilities) to build homes that will serve nine adults with I/DD. Those residences opened in 2016.

On the child and family services side, in 2016 LSC:

- Helped 64 veterans in North and South Carolina transition from homelessness back to dignity and self-sufficiency.
- Protected 344 children at risk of abuse and neglect by providing foster care.
- Served 57 unaccompanied minors.
- Protected 16 victims of human trafficking from further abuse and exploitation.
- Improved the lives of 57 people battling severe and persistent mental illness by providing them with services to prevent unnecessary or repeated hospital admissions.
- Helped 80 families seeking to adopt, 35 children ready to be adopted, and placed 9 children in loving adoptive homes through the foster-to-adopt program.
- Provided sanctuary to 460 refugees and continued supportive services to 167 other recent arrivals.
- Helped more than 308 families (313 adults and 370 children) avoid homelessness through supportive services and life-skills training; provided homes, care, and support to 133 people with developmental disabilities or similar life challenges; and provided counseling services to more than 116 men and women in crisis.
- Participated in disaster case management services in Richland and Lexington counties in South Carolina.

The entire LSC ministry seeks to serve and strengthen the communities in which it serves as indicated by the following:

SERVICES

- Skilled nursing care in Albemarle, Hickory (2), Salisbury, Wilmington, Clemmons, and Winston-Salem
- Assisted living in Salisbury, Hickory, Arden, Albemarle, and Clemmons
- Independent living apartments and cottages (buy-in, some rental) in Salisbury
- Independent living apartments (rental) in Arden
- Continuing care retirement in Salisbury
- Specialized care for people with dementia in Hickory, Salisbury, Clemmons, and Wilmington
- Rehabilitation in Albemarle, Hickory (2), Clemmons, Salisbury, Wilmington, and Winston-Salem
- PACE (skilled nursing/adult day services) through collaborations in Gastonia and Hickory
- Adult day services in Salisbury with specialized care for people with Alzheimer's disease and other types of dementia
- Partnership in adult day services in Hickory
- Caregiver support and education in Rowan County
- In-home care with nursing services in Rowan County
- Rehabilitation services for post-acute and post-surgery patients at all nursing homes
- Respite care at all nursing homes
- Hospice care at all nursing homes
- Information and referral services for Lutheran congregations across the state

- Geriatric care management on a limited basis throughout the state
- Emergency shelter assistance for disaster relief or elders at risk
- Caregiver support and education
- Co-sponsorship of low-income housing for adults with disabilities through Lutherhaus, Hickory
- Disaster preparedness education
- Disaster case management in South Carolina
- Refugee resettlement in North and South Carolina
- Transitional housing for homeless veterans in Greenwood, S.C.
- Transitional housing in Raleigh, Durham, and Winston-Salem for those with mental illness
- Transitional housing in Raleigh, Durham, and Winston-Salem for those with traumatic brain injury
- Foster care in North and South Carolina
- Adoption services in North Carolina
- Residential services for people with developmental and/or intellectual disabilities in Winston-Salem, Gastonia, and Cary in North Carolina and in Columbia, South Carolina
- Residential services and transitional housing in Clemmons for people with traumatic brain injury
- Counseling in the greater Charlotte area
- Mental health services in Orange, Person, and Chatham Counties
- Supportive housing for families in Charlotte
- Supportive services for women with children who have been homeless in Charlotte

RESIDENT/CLIENT/COMMUNITY/ SERVICE ACTIVITIES

- Creating blankets and dolls for newborns in area hospitals through Project Linus
- Promoting and attending cultural diversity events
- Supporting civic groups through memberships and fundraisers
- Volunteering for: Habitat for Humanity, Salisbury Symphony, Susan B. Komen Walk for the Cure, Literacy Council, Hospice, United Way, North Carolina Transportation Museum, public libraries, Humane Societies, American Cancer Society, Leukemia and Lymphoma Society, Meals-On-Wheels, Rowan Helping Ministries, Rowan Regional Medical Center, and American Red Cross, American Heart Association, Arts Council, Toys for Tots, and the Alzheimer's Association.
- Hosted community-wide caregiver conferences in both Catawba and Rowan Counties.
- Support World Elder Abuse Awareness day events
- In-house volunteering
- Held a summer camp for kids on the campus of Trinity Village.
- Creating toys and blankets for children with disabilities through Victory Junction
- Providing stuffed animals to children in crisis
- Providing health and hygiene supplies for disaster relief
- Performances by the Trinity Oaks Ringers and Singers at area health care facilities
- Making lap robes and crafts for nursing home and assisted living residents within and outside of LSC homes
- Participating in various programs for soldiers overseas
- Donating to food pantries, homeless shelters, libraries
- Making Samaritan's Purse shoeboxes

- Providing gifts for Christmas to various organizations
- Offering safe Halloween trick-or-treat nights
- Holding community Easter egg hunts
- Holding ministerial appreciation events
- Holding emergency personnel service appreciation events
- Hosting Chamber of Commerce events
- Supporting Relay for Life events
- Harvest Hustle 5K Run/Walk to support Albemarle community clinic
- Sponsoring Girl Scout and Boy Scout efforts
- Supporting ALS fundraisers
- Supporting Wear Red Day
- Supporting many other local charities and non-profits by lending support to their fundraisers.
- Serving the court systems as a community service site for adults and juveniles when safe and appropriate.

EDUCATION

- Providing internships for healthcare management or administration, information technology, business, social work, recreation, psychology, sociology, and religion
- Providing shadowing opportunities for students
- Work-based training site for Stanly County School
- Providing service opportunities for student volunteers
- Serving as receptors for healthcare administrator AITs (administrators-in-training)
- Providing training sites for state survey teams
- Held community-wide mental health first aid training classes in Rowan County
- Providing community college and early college sites for classroom and clinical training for certified nursing assistant and CNA II programs
- Serve as a clinical training site and preceptorship site for Montgomery County Community College's Licensed Practical Nursing program.
- Partner with Stanly County School's training site to students in the SCS Transition Program.
- Participate in the Stanly County Schools "Senior Project" by "senior" high schoolers for "senior" adults
- Providing school supplies
- Mentoring college students
- Participate in career fairs
- Offered a Speaker's Bureau
- Mentoring children at risk
- Providing training programs for foster parents
- Providing RN and LPN clinical training site for colleges and community colleges
- Providing clinical sites for high school occupational training programs
- Providing vocational training sites for exceptional children's programming
- Providing service opportunities for a variety of school projects school projects

HEALTH EDUCATION AND SCREENING

- Educational health programs open to the public on issues relating to personal health, Alzheimer's, etc.
- CPR and First Aid training in various community locations

- Alzheimer's support groups
- Caregiver support groups
- Grief support groups
- Participation in local health fairs
- Information and referral program
- Blood pressure checks and health screenings

ADVOCACY

- Share information with constituents on important issues regarding Medicaid funding, refugee resettlement, senior services, and long term care, for example
- Member Rowan L.I.F.E (Life Improvement For Everyone)
- Participation in civic organizations such as Civitans, Rotary, Kiwanis, Altrusa
- Cultural competence training and awareness for residents, staff, and communities
- African Descent Strategy Team of the NC Lutheran Synod
- Member of N.C. Health Care Facilities Association
- Member of LeadingAge, state and national
- N.C. Journal of Medicine Editorial Board
- Member American Health Care Association
- Member of Lutheran Services in America
- Member chambers of commerce across all service areas
- Member of other local and state committees and task forces

ENVIRONMENT

- Recycling programs
- Waste reduction programs
- Ecologically-sensitive decisions in construction and development projects
- Recycle computer/technology items
- Recycle medical equipment (wheelchairs, walkers, etc.)

SUPPORT SERVICES

- Food drives
- Clothing drives
- Blood drives
- Host Senior Games
- Provide meeting sites
- Host community disaster preparedness events
- Provide volunteer opportunities for the community
- Provide concert site for school performers, bands, and choirs
- Provide concert site for symphony
- Host luncheons for area centenarians
- United Way Day of Caring
- Humane Society support
- Domestic violence shelter support
- American Cancer Society fundraisers
- Relay for Life fundraisers
- American Heart Association fundraisers

- Leukemia and Lymphoma Society fundraisers
- Alzheimer’s Memory Walks
- American Red Cross Blood drives
- Alzheimer’s Support Group host and sponsor
- Provide community service opportunities
- Stanly Community College Service Learning Programs (vocational training)
- Provide badge opportunities for scouting
- Stanly County Youth in Transition Program (employment training)
- Group Homes for the Autistic (employment and skills training)
- Stanly Partnership for End of Life Care
- Nursing scholarships
- Suzuki School of the Arts performance site
- *Bridges* programs to encourage students and classes to visit residents
- Adopt-A-Grandparent programs
- School supply drive
- Campbell’s label collection for schools
- Bucket Brigade for disasters
- Christmas presents for needy children
- Voter registration program
- Provide meeting space for various groups, Rotary, Lions, Knights of Columbus, church groups, Girl Scouts, ombudsmen, community organizations
- Community service work program
- Thank-you meals for area emergency service personnel
- Collect and recycle used eyeglasses
- Donate walkers, wheelchairs, etc. to Salvation Army, others
- Donate Physician’s Desk Reference books to nursing programs
- Donate medications to county community care clinics
- Provide snacks to hospital surgical waiting rooms
- Provide items to animal shelters

COLLABORATIONS

- Partner with St. Andrew’s Lutheran Church and Bethany Lutheran Church in sponsorship of Lutherhaus, Inc., a 50-apartment HUD low-income elderly housing complex in Hickory
- Partner with Adult Life Programs, Inc. in ownership of an adult day care building on the campus of Trinity Village (Lutheran Home – Hickory)
- Partner with Lutheridge, Inc. in a land lease for Trinity View (Crescent View Retirement Center) on the Lutheridge campus
- Agreements between LSC and Salisbury Academy, Catawba College, Livingstone College, Hood Theological Seminary, Caldwell County Community College, Catawba Valley Community College, Stanly Community College, Stanly Early College, Forsyth Community College, Winston-Salem State University, Lenoir-Rhyne University, Wake Forest University, Kaplan University, and Forsyth County Schools, Wake Forest University, Salem College, Kaplan University, Carver High School, St. John’s Lutheran School (W-S), Atkins, Glenn, and West Forsyth High Schools to promote institutional and personal collaboration and friendship.
- The Veterans Administrations of North and South Carolina have partnered with Lutheran Services Carolinas to provide the residents of Kinard Manor, LSC’s transitional housing for

veterans at risk of homelessness, with assessment, mental health counseling, substance abuse counseling, medical care/treatment, medication management and both group and individual therapy.

- Serving Cup, Raleigh, N.C., offers support to adults with disabilities including many LSC clients. One popular Serving Cup project is its Coffeehouse ministry, which offers adults with disabilities and their caregivers a place to enjoy entertainment and special events while connecting to local resources. The Serving Cup ministry was also key in the establishment of LSC's Green Level Apartments and the Whittecar group home, and has most recently partnered with LSC and Habitat for Humanity of Wake County to build independent living housing for adults with disabilities in Wake County.
- Rapid Resource for Families is a nonprofit organization created by Alexander Youth Network, Barium Springs Home for Children, Easter Seals UCP, and Lutheran Services Carolinas to help children transition from group homes to therapeutic foster care.
- The Lutheran Support Group of Gaston provides ongoing support for LSC in Gaston County through Mountain Ridge, a group home for adults with developmental disabilities in Gastonia. This coalition of 15 Lutheran Churches helps with maintenance and upkeep of these spaces and offers hospitality to residents through their congregations.
- Since its inception in 1939, Lutheran Immigration and Refugee Service (LIRS) has helped over 379,000 refugees build new lives in the United States largely due to its nationwide network of local resettlement partners like Lutheran Services Carolinas. Together with churches and community volunteers, refugees are receiving the support they need to find welcome and success in American communities.
- LSC is the lead agency for Lutheran Disaster Response in North and South Carolina. LSC facilitates disaster preparedness and response services to congregations, families, and individuals through a two-state collaborative called Lutheran Disaster Coalition of the Carolinas (LDCC). In 2016, LSC also facilitated case management for Richland and Lexington Counties in South Carolina
- LSC is a Bridge of Hope affiliate. Bridge of Hope is a church-based approach to ending homelessness and affiliates provide professional staff to work with area churches to help single mothers find stability and permanent housing for their families.