



## LSC Community Stewardship Report – 2018/2019

**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 serve vulnerable populations through foster care, adoption, veterans, refugee, and mental health services; help those at risk of homelessness; provide disaster related services; and also provide residential care and services for people with varying degrees of disability. The two organizations affiliated in 2011 and adopted the name Lutheran Services Carolinas in 2012.

**Senior Services** - The introduction of that new name also included new names for some of the older senior service programs, once known as “Lutheran Homes,” which now operate as “Trinity” senior living and/or senior care communities.

Each year, LSC senior services reports its Medicaid-related financial community benefit to the State of North Carolina. For FYE 9-30-18, LSC provided \$116,327,531 in unreimbursed health care. Additionally, LSC donated \$199,810 in volunteer services across the State of North Carolina. Combined, 16.73 percent of its total revenue is provided as unreimbursed 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 2018 where roughly 1,800 employees at 11 “Trinity” operations – seven nursing homes, three retirement offerings, and a free-standing assisted living residence, provided 425,418 days of care and services to 2,289 senior adults.

LSC has continued to expand its home- and community-based services. Trinity at Home offers non-medical home care and nursing services, caregiver support, and information and referral services. LSC continues as a partner in the administration of the Rowan County Family Caregiver Support Program and has since 2011. When combined with LSC’s adult day program, Trinity Living Center, these additional senior services provided assistance to approximately 656 seniors living at home.

LSC also partners in PACE (Program of All-Inclusive Care for the Elderly) initiatives in Catawba and Gaston Counties. PACE is a Medicare program and Medicaid option for North Carolinians age 55 and over who are in need of skilled nursing care but wish to receive that care in their own homes.

In Cary, N.C., LSC also collaborates with SearStone, a non-profit continuing care retirement community, and through a grant process is able to help direct a portion of SearStones’s proceeds to benefit nonprofit programs in the Triangle area. Since its inception in 2014, the LSC/Searstone Community Benefit Committee has distributed more than \$2,070,648 in grant funds.

Today, LSC senior services is ranked as the 63rd largest not-for-profit multi-site senior living organization in the United States and ranks 34<sup>th</sup> in the provision of nonprofit nursing home beds with an annual budget of over \$143 million (just over \$117 million for senior services and \$26 million for child and family).

Over the years, significant updates have been made to all LSC facilities. In 2018 more updates continued on the Trinity Oaks campus where construction of 18 new assisted living residences at the independent living community was completed. The beautiful new addition is now being followed by updates at the health and rehab building.

Due to an extraordinarily wet fall, progress was slow but steady at Trinity Place, Albemarle, where new assisted living rooms are being added. When completed, the community will offer 13 private and 12 semi-private assisted living residences.

In 2018, LSC continued the development of a new active senior living community on the Intracoastal Waterway in Wilmington. That operation, Trinity Landing, will serve approximately 220 residents when fully occupied and could be completed as early as 2021.

Independent living services were also the focus in Clemmons, North Carolina, in 2018, where the new Trinity Elms independent living apartments were completed. These new rental apartments will join health and rehab and assisted living services already available on the campus.

**Child and Family Services** – In 2018, the child and family services side of LSC had approximately 300 employees and a budget of roughly \$26 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 2017.

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, increasing services through its respite program, a host home and alternative living program, and services to those affected by Hurricanes Matthew, Joaquin, and Florence. LSC also launched a new program called Transitional Living for Young Adults to serve young adults, ages 17 to 25, who have been in foster care or the juvenile justice system, or are homeless or at risk of homelessness.

LSC also grew its foster care program through new and innovative programming, creating specialized foster care models for LGBTQ youth and victims of human trafficking, transitional foster care for unaccompanied minors, and a rapid stabilization program for youth in foster care at risk of institutionalization.

LSC operates 10 Community Training or Supported Living Homes in Columbia, South Carolina to serve those with intellectual and developmental disabilities or I/DD. Because a group home setting is not the best fit for all 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 2017 the host home program (called alternative family living in N.C.) grew by 156 percent in S.C. and after a slow start relaunched in N.C. in 2018

On the child and family services side, in 2018 LSC:

- Helped 27 veterans in South Carolina transition from homelessness back to dignity and self-sufficiency.
- Protected 459 children at risk of abuse and neglect through foster care.
- Served 254 unaccompanied minors, including 33 children in transitional foster care.
- Protected two survivors of human trafficking from further abuse and exploitation.
- Improved the lives of 67 people battling severe and persistent mental illness by providing them with services to prevent unnecessary or repeated hospital admissions.

- Found loving adoptive homes for 22 children, assisted 195 other individuals with adoption related services.
- Provided sanctuary to 108 newly arrived refugees and continued supportive services to 591 others.
- Helped 249 families (251 adults and 436 children) avoid homelessness through supportive services and life-skills training; provided homes, care, and support to 178 people with developmental disabilities or similar life challenges; and provided counseling services to more than 90 men and women in crisis.
- And LSC continued to serve disaster survivors in North and South Carolina whose lives were forever changed by Hurricanes Florence, Matthew, and/or Joaquin. More than 1,398 families were helped last year in North Carolina, and 337 individuals in South Carolina were also served.

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

#### **ALL 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), Salisbury
- Independent living apartments (rental) in Arden and Clemmons
- 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
- 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 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
- Services for unaccompanied children
- Residential services for people with developmental and/or intellectual disabilities in Winston-Salem, Gastonia, and Cary in North Carolina and in Darlington and Columbia South Carolina

- Residential services and transitional housing in Clemmons for people with traumatic brain injury
- Mental health services in Orange, Person, and Chatham Counties
- Supportive housing for families 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.
- Hosting community-wide caregiver conferences in both Catawba and Rowan Counties.
- Supporting World Elder Abuse Awareness day events
- In-house volunteering
- Summer camps 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 veterans and active military
- 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.

#### **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 preceptors for healthcare administrator AITs (administrators-in-training)
- Providing training sites for state survey teams
- Free 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 at middle school, high school, and college levels
- Offer 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
- Providing on the job training for those with I/DD.

#### **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 of Lutheran Immigration and Refugee Service
- 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 for various clubs, schools, and groups
- 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.
- 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 called Building Independence.
- 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 the space and offers hospitality to residents through their congregations.
- LSC is a Lutheran Immigration and Refugee Service (LIRS) partner. LIRS has helped nearly 400,000 refugees build new lives in the United States since 1939 in conjunction with its nationwide network of local resettlement partners like LSC. 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 disaster case management.