



## **LSC Community Stewardship Report – 2019/2020**

**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 children and families. 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 9-30-19, LSC provided \$17,805,773 in unreimbursed health care. Additionally, LSC donated \$204,055 in volunteer services across the State of North Carolina. Combined, 17.67 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 2019 where more than 1,750 employees at 11 “Trinity” operations – seven nursing homes, three retirement offerings, and a free-standing assisted living residence, provided 436,344 of care and services to 2,939 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.

In 2019, LSC created the Foundation for Abundant Living, which replaced the Lutheran Services for the Aging Foundation. With LSC Chief Development Officer Rich Duncan serving as president, the foundation will provide a giving avenue that encompasses the entire outreach of LSC, including its vibrant child and family services program.

LSC launched a major initiative in 2019 called The LSC Way, designed to foster and reinforce a culture of excellent customer service throughout the organization. The initial training of every LSC teammate in 2019 was well received.

In 2019, LSC began providing shared services (operational, financial, and consulting) to GlenFlora, a nonprofit skilled nursing home in Lumberton, NC. Under this arrangement, the administrator is an employee of LSC but all other staff remain employees of GlenFlora.

In addition, LSC entered into a partnership with Tsali Care Center, owned by the Eastern Band of the Cherokee Indians in Cherokee, NC. LSC sent one of its nursing home administrators to assist Tsali. The partnership was so successful that the tribe has requested a longer-term agreement for support and assistance.

LSC also partners in two North Carolina PACE (Program of All-Inclusive Care for the Elderly) initiatives. Those are PACE@Home in Hickory and Senior TLC in Gastonia. 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, NC, 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 low-income elders in Wake County. Since its inception in 2014, the Searstone/LSC Community Benefit Committee has distributed more than \$2.6 million in grant funds.

Today, LSC senior services is ranked as the 60th largest not-for-profit multi-site senior living organization in the United States and ranks 32nd in the provision of nonprofit nursing home beds with an annual budget of close to \$141 million (close to \$116 million for senior services and more than \$24 million for child and family).

Over the years, significant updates have been made to all LSC facilities. Trinity Place, Albemarle, completed its new assisted living addition late in 2019, with 13 private and 12 semi-private assisted living residences.

In 2019, 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. In January of 2019, Trinity Landing got its first 10 percent depositors. Before the end of the year, Trinity Landing had 70 percent of the phase 1 units spoken for with 10 percent deposits. Trinity Landing will open in 2022.

The independent living apartments at Trinity Elms in Clemmons, completed late in 2018 and adding to the health and rehab and assisted living services already available on the campus, were fully leased in 2019.

**Child and Family Services** – In 2019, the child and family services side of LSC had approximately 300 employees and a budget of more than \$24 million. Called an outstanding provider by the Council on Accreditation (COA), LSC's child and family ministry was accredited by that independent not-for-profit social services organization in 2017.

South Carolina child and family services were boosted by the *Love One Another* capital campaign, which wrapped up in 2019, reaching its \$1.2 million goal.

One of the programs supported by that campaign, the Transitional Living for Young Adults program, grew significantly in 2019, serving approximately 32 young people from the ages of 17-25 who are transitioning from foster care to independent adulthood.

The Transitional Foster Care for Unaccompanied Children grew in 2019, serving 53 children, up from 33 the previous year.

Also in 2019, LSC began partnering with Inspiritus, the organization formed by the merging of Lutheran Services of Georgia and Lutheran Services in Tennessee, to help North Carolina flood victims with recovery and repair. LSC's disaster case management team continued to provide support in North and South Carolina to survivors of those affected by Hurricanes Matthew, Joaquin and Florence. In South Carolina, 207 families were assisted and in North Carolina 544 families were assisted through LSC hurricane-related disaster relief efforts.

In 2019, LSC foster care program helped 464 children, and four young survivors of human trafficking received ongoing compassionate care.

Through LSC's public and private adoption programs, 30 children were matched with adoptive families, with 12 adoptions finalized. Sixty-nine families received adoption services. More than 170 individuals, including family members within the adoptive families, were served.

LSC's refugee services program in North and South Carolina supported 152 newly arrived refugees and gave continued support and encouragement to 632 other refugees. LSC began a program to serve older refugees, with the goal of supporting older refugees as they work to attain U.S. Citizenship.

In 2019, LSC began helping those with traumatic brain injuries by working indirectly through the Wounded Warrior Project's Independence Program through its Home and Community-based Services program. The Wounded Warrior Project contracts with neuro Community Care, an agency based out of Wake Forest, NC. NCC serves as an intermediary between the WWP and LSC, which was chosen as a service provider because of its experience serving those with TBI.

In 2019, 242 families avoided homelessness through LSC's supportive housing network.

LSC served 72 adults through its adult residential programs in North Carolina in 2019. In South Carolina, 42 adults were served in its CTH1 homes (Community Training Home), sometimes known as host homes. Host homes are similar to a foster care model in that the adult is fostered by a parental figure in a private home. LSC also served 66 adults in its CTH2, or group homes.

**The entire LSC ministry seeks to 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 North and 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

## **JUSTICE AND 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
- Racial Justice Network

## **ENVIRONMENT**

- Recycling programs
- Waste reduction program
- 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 dress rehearsal 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**

- LSC partners 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.
- LSC is a co-managing director of the Dallas High School Apartments, which provides affordable housing for those 62 and older or 44 and older if disabled. The historic old school was repurposed in 2003 through an extensive renovation to provide affordable housing in the form of 32 apartments, with residents having access to plenty of common areas.
- LSC partners with Adult Life Programs, Inc. in ownership of an adult day care building on the campus of Trinity Village (Lutheran Home – Hickory).

- LSC partners with Lutheridge, Inc. in a land lease for Trinity View (Crescent View Retirement Center) on the Lutheridge campus.
- LSC has agreements with 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, Kaplan University, and Forsyth County Schools, Wake Forest University, Salem College, 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.
- LSC provides management services (operational, financial, and consulting) to GlenFlora, a skilled nursing home in Lumberton, NC. Under this arrangement, the administrator is an employee of LSC but all other staff remain employees of GlenFlora.
- LSC has entered into a partnership to provide support and assistance to Tsali Care Center, run by the Eastern Band of the Cherokee Indians in Cherokee, NC.
- LSC is partnering with Inspiritus, the organization formed by the merging of Lutheran Services of Georgia and Lutheran Services in Tennessee, to help North Carolina flood survivors with recovery and repair.

- In 2013, LSC entered into a partnership with Carolina Therapy Services to establish Trinity Rehab, a for-profit organization. Because half of Trinity Rehab is owned by LSC affiliated LSA Therapy, half of its profits are available to further the mission of LSC. Trinity Rehab provides speech, occupational, and physical therapy services to LSC senior services operations.
- LSC partners with two North Carolina PACE (Program of All-Inclusive Care for the Elderly) programs: PACE@Home in Hickory and Senior TLC in Gastonia.