



NATIONAL LUTHERAN COMMUNITIES & SERVICES

COMMUNITY IMPACT **2014**

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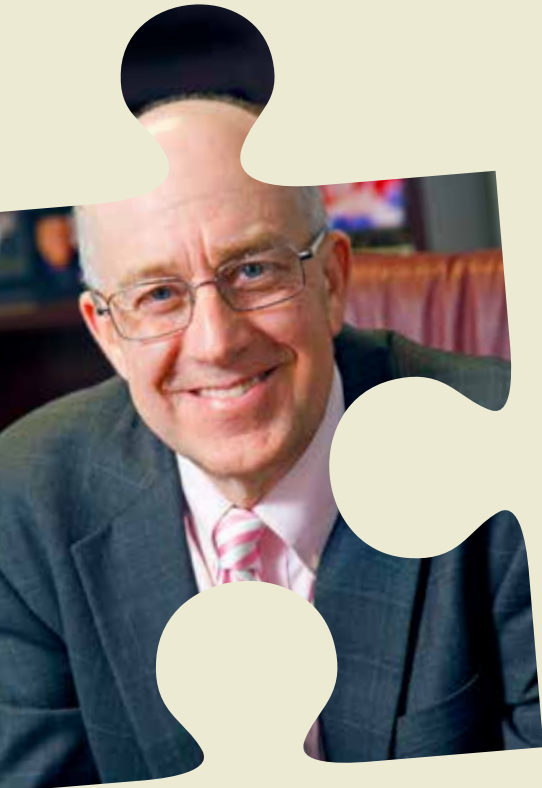
The Legacy at North Augusta

Our Mission:
To fulfill its Christian
ministry, National
Lutheran Communities
& Services provides
an array of options for
seniors, including
residential living, along
with home and health
care services which are
designed to meet
individual needs.

Celebrating 125 years, National Lutheran Communities & Services (NLCS) is a faith-based, not-for-profit ministry of the Evangelical Lutheran Church in America's (ELCA) Delaware-Maryland, Metropolitan Washington, D.C. and Virginia Synods, serving people of all beliefs. NLCS provides seniors with a variety of lifestyle, residential and health care options through retirement communities and services in Maryland and Virginia.



**National Lutheran
Communities & Services**



The heart of National Lutheran Communities & Services' (NLCS) mission is serving seniors—a mission that would not be possible without the partnership of our staff, donors, residents, volunteers and even other organizations. Our Community Impact Program demonstrates the heart of our mission and philanthropic endeavors. Although only officially established two years ago, the Community Impact Program continues to enhance our commitment to the greater community and highlight untold acts of giving.

NLCS recognizes that together, we can accomplish more than any of us could do alone. When we collectively harness our talents and gifts together, we can amplify our impact for the greater good of seniors. It is that reason why partnerships are so extremely valuable to who we are and what we do. This idea is not new, for it has been rooted in our heritage since our beginning in 1890 as a not-for-profit ministry of the Evangelical Lutheran Church in America's (ELCA) three local synods (Delaware-Maryland, Virginia and Metropolitan Washington, D.C.).

For the past 125 years, we have partnered in various ways to give back to our community. As we purposefully seek to reach seniors who live beyond the physical boundaries of our retirement communities, these partnerships and collaborations will only continue to grow. This report highlights the ways we are giving back. I'm proud to see how our efforts continue to grow, and hope you are too.

As we celebrate our 125th Anniversary this year, I'm sure our community impact will reach even new heights.

Lawrence Bradshaw, President & CEO
National Lutheran Communities & Services



As we reflect on last year, it is safe to say that 2014 marked a turning point for the Community Impact Program at National Lutheran Communities & Services (NLCS). While we still have much to do, there have been a number of notable accomplishments.

The Community Impact Advisory Council was appointed by the NLCS Board of Trustees to, among other duties, award grants to charitable organizations in the territory served by NLCS—the Virginia Synod, the Delaware-Maryland Synod and the Metropolitan Washington, D.C. Synod. Members of the CIAC are:

- [Jeanne Broyhill, Arlington, Va.](#)
- [John Conrad, Winchester, Va.](#)
- [Sarah Lefler, Jefferson, Md.](#)
- [Marcia Milleville, Arnold, Md.](#)
- [The Rev. Rod Ronneberg, Staunton, Va.](#)
- [The Rev. James Utt, Winchester, Va.](#)

In 2013, the Advisory Council awarded two year-long grants to Diakon Adult Day Services at Ravenwood (Hagerstown, Md.) and Lutheran Social Services of the National Capital Area (Washington, D.C.). The impact of these grants are shared on page 6. Many older adults and their families have been helped through these mission partners, enabling NLCS to extend its mission and ministry into the broader community.

In 2014, we created a local grants program. Funded by NLCS, The Village at Orchard Ridge awarded grants to the Shenandoah Area Agency on Aging (SAAA) to provide transportation and meals in the Northern Shenandoah Valley and to Blue Ridge Hospice to help cover the cost of non-reimbursed end-of-life care. The amounts awarded were \$1,000 to SAAA and \$4,000 to Blue Ridge Hospice.

In preparing for awarding the 2014/2015 grants, the Advisory Council recognized that if it was to fulfill its goal of extending the ministry of NLCS in a meaningful way, it needed well researched data on which to base its funding decisions. A nationally recognized research firm was engaged to conduct a Community Needs Assessment of the needs of seniors in Virginia,

Maryland, Delaware and Washington, D.C. In addition to reviewing and analyzing census and demographic data in these jurisdictions, hundreds of key informants were asked to participate in an extensive, online survey so that information could be gained from individuals and organizations having day-to-day knowledge of the needs of seniors in their communities. Among the key informants were parish pastors, faith-based social ministry organizations, governmental entities providing services to seniors, and other non-profit organizations working with seniors. A surprisingly high number (well over 50%) of the persons asked to participate took the time to complete the survey.

We look forward to 2015 and the positive impact that NLCS and the grantees can have on the lives of seniors in the Virginia, Delaware-Maryland and Metropolitan Washington, D.C. Synods.



Kathryn Baerwald, Chief Philanthropy Officer
National Lutheran Communities & Services





In addition to the growing Community Impact grant program and our hallmark of benevolent care at our retirement communities, National Lutheran Communities & Services (NLCS) assisted a variety of individuals, from low-income seniors to seniors in the greater communities we serve.

In 2014, NLCS awarded a total of **\$198,567** to 15 social ministry organizations serving seniors as part of the Community Impact Grant program. National Lutheran once again offset the cost of care for residents who could no longer afford to pay health care's rising costs. Benevolent care totals for 2014 were in excess of \$4.8 million.

**The Village at Rockville
A National Lutheran Community**

Approximately \$4.8 million in benevolent care, which means 39.2% of residents received some form of financial subsidy.

**The Legacy at North Augusta
A National Lutheran Community**

Approximately \$137,933 in benevolent care, which means 5% of residents received some form of financial subsidy.

With an unwavering mission to serve, NLCS' annual November collection of non-perishable food items for Rockville-based Manna Food Center yielded 295 pounds of food from office staff. Food items included canned corn and green beans, oatmeal, raisins, pasta, and a variety of cereal, amongst others. Manna Food Center provides food to 5% of all Montgomery County residents, including seniors.

In partnership with Fellowship Square Foundation and 97.1 WASH-FM, NLCS hosted a Holiday Outreach Drive in December collecting toiletries and grocery store gift cards for needy seniors. The Reston, Virginia community was invited to join Chilli Amar and staff to help make the season bright by dropping off items including bar soap, shampoo, conditioner, toothpaste, deodorant and the like.

Grants

Based on the Community Needs Assessment, a request for proposals was sent to hundreds of congregations and organizations in the area served by NLCS. Nearly 40 congregations and non-profit organizations applied for the 2014/2015 Community Impact Grants. The proposals offered a wide variety of ways of addressing the needs and barriers identified in the assessment.

This assessment identified the following as among the most pressing issues facing seniors:

- **Chronic disease management**
- **Navigating and accessing health care and social services**
- **Dealing with Alzheimer's disease, dementia and memory loss**
- **Social isolation**
- **Poverty and financial insecurity**

The assessment also identified the types of services most needed by seniors in the area served by NLCS, including respite care (short-term, temporary care to provide relief to caregivers), home maintenance and repairs to allow seniors to remain in their homes; intergenerational programs to combat social isolation, and in-home assistance with the activities of daily living. Some of the most noted barriers to accessing care included inability to navigate the health care system, lack of transportation, and the inability to pay out of pocket medical expenses.

Following careful review of each of the proposals, the Advisory Council awarded the following grants for 2014/2015:

Jewish Council for the Aging in Rockville, Md., providing movement therapy **\$15,000**

Diakon Adult Day Services in Hagerstown, Md., providing subsidized adult-day services **\$16,650**

Upper Montgomery Assistance Network in Gaithersburg, Md., for homelessness prevention **\$20,000**

Little Falls Village in Bethesda, Md., for subsidized membership for a NORC (naturally occurring retirement community) village **\$5,000**

Mental Health Association of Montgomery County in Rockville, Md., providing friendly visitors to isolated seniors **\$10,349**

Grace Network of Martinsville and Henry County, Va., enabling impoverished seniors to remain in their home **\$5,000**

Colonial Heritage Community Foundation in Williamsburg, Va., providing adult day care and respite services **\$20,000**

St. Timothy Lutheran Church in Norfolk, Va., providing services for caregivers of persons with Alzheimer's **\$14,520**

Our Saviour Lutheran Church in Warrenton, Va., providing programming for residents of low income senior housing **\$14,550**

Shenandoah Area Agency on Aging in Winchester, Va., providing management of chronic disease, including training of volunteers **\$11,720**

Valley Program for Aging Services in Buena Vista, Va., training church leaders to assist seniors **\$8,778**

Shenandoah Valley Lutheran Ministries in Tom's Brook, Va., providing nursing program for isolated, rural parishes **\$22,000**

St. Paul's Lutheran Church in Washington, D.C., providing a senior center for adults in Ward 3 **\$15,000**

Lutheran Social Services– National Capital Area in Washington, D.C., providing support for caregivers **\$10,000**

Lutheran Community Services in Wilmington, Del., providing home repairs for low income seniors **\$10,000**



Lutheran Social Services of the National Capital Area (LSS-NCA)

Our dollars supported:

- 12 Active Support U Volunteers
- 94 Caregivers Served
- 87 Families Supported
- 6 Congregations Engaged

Impact Story: Meet Teresa & Jay

The vast majority of seniors—nearly 95% according to recent census figures—reside in their own home or the home of a family member. Should a senior need some assistance, care is typically provided by a spouse or adult child. These caregivers generally do not have easy access to or support from the network of services that is available to professional caregivers. Family caregivers can feel isolated and overwhelmed with the added responsibility of caring for a senior while trying to maintain a career and deal with the common burdens of daily living.

As a part of its Community Impact Program for 2014, NLCS worked with two Lutheran Social Ministry Organizations, Lutheran Social Services of the National Capital Area (Washington, D.C.) and Diakon Adult Day Services (Hagerstown, Md.) in support of their programs to assist family members in providing care to seniors. The purpose was not necessarily to make caregivers more technically or medically knowledgeable, although that may be a part of relieving some of the frustrations and anxiety, but for them to learn how to cope with their own emotional, spiritual and resource needs so that they can be both better caregivers and take better care of themselves. This was accomplished in a number of ways, including support groups, provision of respite care, and adult day care so that caregivers could continue with their daily lives.

Teresa and Jay attended LSS-NCA's *Support U Crash Course* workshop full of anxiety about the declining function of Teresa's father. They received information about dementia and how to manage the stress that memory loss and behavior changes have on family members. They additionally received advice from a geriatric nurse about advocating with doctors on behalf of a family member's medical needs.

"My dad, who is in the early stages of dementia, has also benefited greatly from attending the class! The most important thing we learned was to come up with a plan, part of which was to have thorough testing done by a neurologist. We had my Dad see a neurologist who pinned down the type of dementia he has and prescribed medication which has made a big difference in his memory. Our lives are less frustrating and we are grateful for the resources that were provided to us."

Teresa



Diakon Adult Day Services

Our dollars supported:

384 Days of respite care at 50% of cost to 12 individuals and their families

4 Chaplain presentations to the Memory Café support group

3 Presentations for area service providers including the Alzheimer's Association, Department of Social Services, and students graduating from the University of Maryland nursing and social work students

12 Seniors served

Impact Stories:

Meet Minnie & Gloria

Minnie struggled to live by herself and felt very isolated. She is legally blind and starting to show signs of dementia. She has experienced frequent hospitalizations and found it difficult to even prepare meals. Adult Protective Services became involved and referred her to Diakon Adult Day Services. Thanks to the subsidy from the NLCS grant, Minnie is able to attend adult day services where she gets hot meals and is able to socialize with others. Additionally her health has stabilized.

Gloria is another success story. She is in late stages of dementia and lives alone with her husband who struggles to care for her. Adult Protective Services became involved because she had wandered away from home three or four times. Gloria and her husband have a limited income and can't afford adult day services, so they were considering placing her in a nursing home. However, thanks to the NLCS grant, she is able to attend Diakon Adult Day Services where they manage her activities of daily living, including medications, and ensure that she is in a secure and safe environment. Thanks to these services, Gloria is now able to continue living at home with her husband and Adult Protective Services is no longer involved in her care.

DIAKON ADULT DAY SERVICES
AT RAVENWOOD
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES







THE VILLAGE AT ORCHARD RIDGE

A National Lutheran Community

From the outset The Village at Orchard Ridge (TVOR) has been conceived as an active community of individuals who are passionately engaged in life. Since its doors opened in February 2013, residents have demonstrated a desire to interact with one another and to make a difference in the lives of others. During 2014, 61 residents volunteered 3,454.25 hours in a variety of ways.

Ten residents volunteered 174 hours in local public schools, aiding students in reading and math. 364.5 hours were devoted to Winchester Medical Center knitting hats for infants and providing transport and administration services. *The Flying Fingers*—a resident group of crafty knitters—exceeded 2,055 hours knitting 321 sets of hats and scarves for Winchester Public Schools' "Keeping Kids Warm" event and an additional 60 caps for Winchester Area Temporary Thermal Shelter (WATTS). The remaining hours of were served at:

Jefferson County Museum 16.5 hours

United Methodist Food Pantry and congregational support **132.5 hours**

Winchester Little Theatre 146 hours

Adult Care Center 151.25 hours

Museum of the Shenandoah Valley 20.5 hours

Abba Care, fabricating 15 baby hats, 2 quilts and 23 blankets **394 hours**

"Abba Care sends sincere thanks to many people who made blankets, quilts and items for our clients.

What a lovely gift for our new moms. I really like the idea of the small 'huggies' for little ones to carry. Our moms will certainly love being gifted with these items. Thank you for thinking of Abba Care."

Mollie Kennard,
Medical Administrative Director

The Life Enrichment staff at TVOR volunteered with residents at the local Lord Fairfax Food Bank. Five residents and three staff worked for three hours on an assembly line to fill bags with food, feeding those in need throughout the Winchester/Frederick County community. The goal was to fill three or four very large crates/boxes ... but, the enthusiastic group filled six large crates/boxes instead.

TVOR residents joined members from local congregations on the Virginia Synod Day of Service (Labor Day 2014) to prepare 35 backpacks for children enrolled in the Essential Pieces Program, organized and operated by the Winchester Office of Lutheran Family Services of Virginia.



A National Lutheran Community

Volunteering

In 2014, residents at The Village at Rockville (TVAR) volunteered over 2,875 hours of service to their community. These hours were spent tutoring children, creating warm clothes, gathering items for those in need and raising awareness for issues that face the senior population.

In the spring, the assisted living residents decided they wanted to give back by hosting a Crop Walk to raise money for the hungry. 26 residents walked three miles with 45 guests to raise awareness of the ongoing needs in our community. Over \$1,000 was raised.

40 residents at TVAR joined together on Veterans' Day and made over 100 thank you cards for Wounded Warriors at the Walter Reed National Military Medical Center in Bethesda, Md.

TVAR sent a team of 22 people, including eight residents, to The Walk to End Alzheimer's in 2014. The group walked three miles to support awareness and raised over \$1,000.

The Busy Hands group—comprised of five residents—met weekly throughout the year to create 75 hats and blankets for premature babies, as well as 20 Afghans for The Children's Inn at National Institutes of Health (NIH).

In the winter of 2014, residents gathered 75 coats for "One Warm Coat" and 47 toys for Toys for Tots. These nationwide initiatives provide coats and toys to those in need free of charge.

Education and Advocacy

TVAR serves as a job training site for adults with developmental disabilities and children with Autism. These volunteers assist with laundry services, mail delivery, senior activities and more in an effort to gain valuable experience for future employment. Partnerships include SEEC (Seeking Equality, Employment and Community), The Arch of Montgomery County, and Ivymount School.

In addition, TVAR encouraged the next generation of senior care providers by hosting 32 interns for 2,500 hours in 2014.

Programming for community seniors

TVAR offered free educational and enriching programs open to residents and members of the community. These courses included senior art shows, musical performances, nutrition courses, free tax preparation through the AARP Foundation and memory screenings through the Alzheimer's Association and Senior Helpers. These programs impacted over 500 community guests in 2014.

Community hosting

TVAR additionally offers free space to nonprofits that serve seniors such as the National Active and Retired Federal Employees Association, Montgomery Hospice and National Capital Therapy Dogs. In 2014, 17 community groups were able to meet at The Village at Rockville and save over \$10,000 in rental fees.







Throughout 2014 residents of The Legacy at North Augusta (TLNA) opened their hearts, volunteered their time, and showed their talent in many ways.

To show appreciation for the community emergency and fire services, two fruit and snack baskets were delivered to the Staunton Fire Department and The Staunton Augusta Rescue Squad.

Over 30 boxes of Girl Scout cookies were purchased and sent to the U.S. troops serving our country.

The Legacy Legs team—comprised of 30 Legacy residents, staff, family, and friends—once again raised funds for The Walk to End Alzheimer’s on September 13. Special events were held monthly resulting in a total of \$1,706.57 raised. This was accomplished through paper flower sales, a photo booth session, movie matinee and luau wine social. The ever popular “pie-in-the-face” contest was a must for September. Residents cast votes with money for the director they wish to see have a pie in the face. The Legacy Legs team completed the mile-long walk held at Ridgeview Park in Waynesboro, Va.

Residents and staff collected a variety of school supplies to fill a 36 gallon receptacle, needed for the Minnick Education Center in Harrisonburg. The Minnick School provides education for Autistic children, incorporating positive reinforcement to help. The principal of Lutheran Family Services’ Minnick Education Center, Allison Stein, graciously came to accept the donations, thank the residents and staff during a resident council meeting while explaining the ministry of the center.

The Crafty Angels continue to lovingly hand make stuffed animals given to console children that visit Augusta Health, Augusta Regional Dental Clinic, and University of Virginia Health Services. This talented group of residents made 1,165 stuffed animals, and 165 pillows. In addition The Nifty Knitters used their time and talent to create 76 baby caps that were given to Augusta Health.

**National Lutheran
Communities & Services (NLCS)**
2301 Research Boulevard
Suite 310
Rockville, MD 20850
301-354-2710
@NLCSNews
www.nationallutheran.org

The Village at Rockville (TVAR)
9701 Veirs Drive
Rockville, MD 20850
P: 301-424-9560
F: 301-424-9574
TTD/TTY 800-735-2258
www.thevillageatrockville.org

The Village at Orchard Ridge (TVOR)
400 Clocktower Ridge Drive
Winchester, VA 22603
P: 540-723-0853
F: 540-723-0858
www.thevillageatorchardridge.org

**The Legacy at North Augusta
(TLNA)**
1410 A North Augusta Street
Staunton, VA 24401
P: 540-885-5454
F: 540-885-5598
www.thelegacyatnorthaugusta.org

Contributors:

Nicole Antar
Communications Specialist, NLCS

Kathryn Baerwald
Chief Philanthropy Officer, NLCS

Larry Bradshaw
President & CEO, NLCS

Susannah Brooks
Resident Service Director, TVAR

Kirsten Haalboom
Director of Philanthropy, TVAR

Stacey Iden
Director of Life Enrichment, TVOR

Courtney Malengo
Director of Communications, NLCS

Melisa Shuler
Director of Life Enrichment, TLNA

George Sims
Director of Philanthropy, TVOR