


# *Gratitude*

– 2019 –  
a year of



  
Lutheran  
SeniorLife  
2019 Annual Report

## Table of Contents

**3** A Message from the President & Chairperson

**5** 2019 at a Glance

**6** Highlights



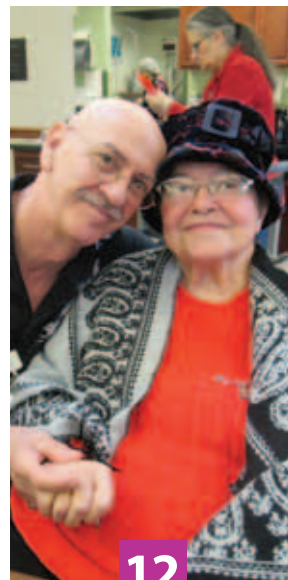
**8**

Thank you,  
volunteers



**10**

Thank you,  
donors



**12**

Thank you,  
employees

Quality Metrics and Financials **14**

Cornerstone, Keystone, Capstone Donors **15**

Board of Directors **16**

## Our values

Treat all individuals with dignity, respect, compassion and professionalism to foster a faith-based, person-centered culture and environment.

Promote teamwork and collaboration in everything we do.

Focus on innovation by embracing change and being forward-thinking.

Commit to exceptional quality and to strive for excellence by encouraging curiosity, seeking information and creating and accepting solutions that achieve measurable value.

Strive to be good stewards in all of our actions and decisions.

## A Message From the Chairperson & President

The year 2020 opens a new decade, and the leadership of Lutheran SeniorLife can see new and exciting opportunities to serve on the horizon. However, just as 20/20 vision does not indicate perfect sight to an eye doctor, looking solely at the future can sometimes cause individuals and organizations to overlook essential elements, nuances and reflections that can skew one's perspective of what lies ahead. So, as we look forward, we also reflect on all of the elements that have brought past success – all of the people, places and things for which we are grateful.

During the past year, we celebrated several key anniversaries. It has been 15 years since we first introduced our new name, Lutheran SeniorLife. We also celebrated anniversaries of our partnerships with Butler Health System and Heritage Valley Health System to offer the innovative Living Independence for the Elderly (LIFE) programs.

The Health & Wellness Ministry program, a collaboration between Lutheran SeniorLife and the Southwestern Pennsylvania Synod of the Evangelical Lutheran Church in America, celebrated its 10th anniversary in 2019. In addition to equipping volunteers in the congregations to develop wellness initiatives, the ministry serves as an outlet for Lutheran SeniorLife to function as an informational resource for parishioners throughout the Synod.

It has been five years since we formed a partnership with Lutheran Service Society (LSS), which continues to provide adoption and foster care services for young people throughout southwestern Pennsylvania. LSS also continues to operate a vibrant home-delivered meals program in Beaver County and community centers for active older adults in Allegheny and Beaver counties.

Significant anniversaries on the horizon include the 5th anniversary of launching LIFE Armstrong County with Armstrong Center for Medicine & Health (ACMH) in Kittanning. The coming year will also mark the 100th anniversary of LSS's care of children and youth.

VNA, Western Pennsylvania, has become an important part of Lutheran SeniorLife by offering in-home services and expanding the geographic range of home health and hospice services for Lutheran SeniorLife.

It is a blessing to be in a position to touch so many lives throughout the region and, at the same time, support Lutheran SeniorLife's growth to become one of the premier providers of health, wellness and social services in the region. We are fortunate to be in a position to offer a full continuum of services in a way few senior-living organizations can do. It is much for which to be grateful, and the list of those responsible is long and growing.

We are blessed to have so many partners join with us to provide an **Abundant Life**® for all those we serve – our dedicated staff, donors of all giving levels, our partners in the community, and our residents and participants. Each one of you helps form Lutheran SeniorLife's vision for the future. And we are grateful to God for His faithful guidance each step of the way. We know we can do more, and we know that it is only possible if all of us continue to partner together on this journey. As you read about Lutheran SeniorLife in the following pages, know that all of us associated with Lutheran SeniorLife are grateful to have you as part of our mission and vision.

**David Fenoglietto**  
President and CEO of  
Lutheran SeniorLife



**Marilyn D. Landis**  
Chairperson for the  
Lutheran SeniorLife  
Board of Directors

we are  
so

Blessed

and for that we are grateful.

## 2019 At A Glance

**Our corporate mission and values were updated thanks to a collective effort.**

These now serve as important guiding principles to ensure that our internal actions are in alignment with the faith-based pillars of Lutheran SeniorLife.

**We announced the launch of our beautiful, new website.**

Some enhancements include striking imagery, a mobile-friendly design, improved navigation and a service tool which guides users to the best possible care.

**Lutheran SeniorLife provided substantial benevolent care to residents who outlived their financial savings.**

For the 65 percent of our nursing care residents on Medical Assistance (MA), Lutheran SeniorLife accepted reduced payments that fell short of the cost of their care. Together benevolence and allowances totaled more than \$5 million.



Lutheran SeniorLife earned a 2019 Customer Approved Award from the healthcare intelligence firm NRC Health.

This award recognized us for creating an outstanding care experience for our customers.



**Lutheran SeniorLife acquired a minority position in Presbyterian SeniorCare's long-term care planning program: Envisage.**

This gave Lutheran SeniorLife an opportunity to further support the growing senior population of our region and their primary desire to live at home.



**Lutheran SeniorLife Foundation's annual fundraising event took on a fresh, new concept.**

The festive approach raised approximately \$200,000. Since their inception in 2004, our annual events have received more than \$3.5 million in support for our benevolent care and mission funds.

# Location Highlights 2019

## St. John Community

- In September 2019, demolition of the Old Shepherd building, which was more than 100 years old, marked the beginning of an exciting repositioning plan for St. John.
- RoseCrest Assisted Living with Memory Support received an Ira R. and Frances Wood Charitable Trust grant for \$2,500 to enrich the lives of our residents through new computers.
- St. John Specialty Care Center continues to make incredible strides particularly when it comes to their inpatient rehabilitation and respiratory programs. In 2019, our team experienced a completely dependent tracheostomy and ventilator resident regain full autonomy in less than three months.

## Passavant Community

- Passavant Community soared in the first-year results of a national research project led by Mather LifeWays Institute on Aging and Northwestern University called the Age Well Study. First-year outcomes of the analysis revealed older adults within our community are experiencing greater health and wellness.
- Passavant Community is no stranger to quality when it comes to the Centers for Medicare and Medicaid Services (CMS) Five Star Rating System. Passavant received a five-star rating in every area in 2019.
- Passavant Community's Abundant Lights Christmas Festival raised more than \$23,000 for benevolent care in 2019.



## SilverSmart™ Technology

- SilverSmart™ Technology celebrated its 10th anniversary in 2019. This unique program of Lutheran SeniorLife offers a variety of technology solutions including visual and hearing devices as well as medicine dispensers and complex life support systems to assist seniors. The goal of the program is to offer staff, residents and the community state of the art technology solutions that will help them live a more **Abundant Life®**. Located at Passavant Community, the program assists seniors throughout Lutheran SeniorLife and the communities we serve. SilverSmart™ specifically explored the many ways in which voice assistants can improve the overall wellbeing of our residents in 2019.

## LIFE (Living Independence for the Elderly)

- LIFE Beaver County celebrated 15 years of providing services to its program participants. In addition, the location opened two small homes to continue the mission of helping low-income seniors live independently while getting access to the medical, social and rehabilitation services they need.
- Similarly, LIFE Lawrence County purchased a fourth small home which brings the total number of small homes for the system to 11.
- LIFE Butler County received a 2019 Employer of the Year Award from the Tri-County Workforce Investment Board, Inc.
- Several LIFE Armstrong County employees received prestigious awards throughout 2019. Of these many, Stephanie Chuhra, Crista Clowserand and Terri Donnicks were recognized by the Armstrong County Consortium and Tri-County Workforce Investment Board, Inc. for their positive impact toward community members.



## Valley Care Adult Day Services

- Valley Care successfully consolidated locations to better serve participants in one centralized location situated in Ambridge Pa.
- The program received a perfect, deficiency free annual survey in 2019, which fuels Lutheran SeniorLife's passion of providing the highest level of care possible.

## Health & Wellness Ministry

- 2019 marked the 10th anniversary of Lutheran SeniorLife's partnership with the SWPA Lutheran Synod to provide ministry support in the congregations. In the past year, 157 congregational health and wellness ministry volunteers served approximately 400 individuals each month thanks to the program.

## Outpatient Therapy

- Outpatient Therapy launched a new service in holistic pain management called microcurrent point stimulation (MPS) in 2019.
- Lutheran SeniorLife's visual rehabilitation program received significant grants from the Ethel L. Verney Mission Endowment Fund of the Southwestern Pennsylvania Synod, ELCA and Ira R. and Frances Wood Charitable Trust to purchase low vision kits for people with limited sight.
- The visual rehabilitation department purchased an ocular enhancement system called IrisVision in 2019. The technology uses a virtual reality headset to restore senior's vision and has helped many who are categorized as legally blind to see.



## VNA, Home Health, Hospice & BeHome Partners™

- VNA continues to serve elders daily through a combination of home health, hospice, palliative and oncology care, private duty, home safety and bereavement services daily. In 2019, our home health alone cared for approximately 4,500 patients.
- For the ninth consecutive year, since the inception of the *Butler Eagle Choice Awards*, VNA has been voted as the #1 Provider for Home Health Care by the greater community.

## Lutheran Service Society

- 2019 marked the fifth anniversary of the affiliation between Lutheran SeniorLife and Lutheran Service Society – a nonprofit, provider that empowers our neighbors to lead independent, dignified and secure lives.



- Last year 227 individuals received approximately 34,000 meals thanks to Lutheran Service Society's Meals on Wheels program.
- Center at the Mall held its 6th Annual Black Tie Gala which raised approximately \$13,000 to support ongoing exercise classes, wellness programs, meals and activities for our 300 senior participants.

– David Fenoglietto

“So, as we look forward, we also reflect on all of the elements that have brought past success – all of the people, places and things for which we are grateful.”

# Thank you



## Meet Cindy Paules, Lynn Johnson-Hurley and Rooney

Cindy Paules and Lynn Johnson-Hurley's friendship first emerged through mutual Special Olympics involvement in 1987. Now both retired, the special education teachers have become partners as they voluntarily lead a group called the Young Adults of Passavant (YAP).

Originally formed to create enrichment opportunities for residents with special needs at Passavant Community, Cindy and Lynn each took on supervisory roles for the group in 2015. As a result, the group engages in weekly excursions, meaningful community service projects and everything in between.

Lynn's therapy dog, Rooney, even stops in twice a month to make a positive difference.

"You just get more than you give when you volunteer and I've always felt that way," Cindy said. "It's a very rewarding experience," Lynn said. Additionally, working with people who have unique needs is a way of life for both volunteers, so helping this specific group at Passavant Community is a natural fit.

"I'm grateful for this experience and meeting new people, so when I move into Passavant one day, I'll have my circle," Cindy laughed. "I joke, but at the same time, I'm serious when I say I'm going to live here eventually." Everyone is just so nice here, so it is this perfect mixture of friendship and joy, Lynn added.

Rooney is another crucial part of the endless smiles. "What I've seen Rooney give to others is happiness," Lynn said. "He brings something out of individuals and that means so much."

*LEFT: Volunteer, Cindy Paules (third from the left), enjoys weekly excursions, meaningful community service projects and everything in between with the YAP group at Passavant Community.*

## volunteers

*"You just get more than you give when you volunteer and I've always felt that way."*



# Thank you



ABOVE: Pastor Bish and his wife, Barbara  
LEFT: Pastor Bish's parents, Austin and Gail

*“I think that is so meaningful. I give out of the gratitude I have to God and the care provided to my family,”*

## Meet The Rev. Kirk Bish

Growing up as a Natrona Heights native alongside his parents and sister, Pastor Kirk Bish became active in the Lutheran church at an early age. Faith sustained an equally important role throughout his later work as a pastor when he learned the importance of tithing. This representation of appreciation is something Pastor Bish continues to practice to this day with major contributions to three Lutheran organizations and additional offerings to a variety of agencies.

Of these multiple faith-based causes, Lutheran SeniorLife holds a significant place in Pastor Bish's heart. His positive experience with our organization began when his parents, Austin and Gail, received the remarkable gift of benevolent care during their residence at St. John Specialty Care Center. The Benevolent Care Fund is an account reserved for seniors who require ongoing health services but have outlived their financial resources. Similarly, when his wife Barbara required assistance due to Alzheimer's disease, it was the wonderful staff at St. John who empathized and provided excellent care.

It is from these compassionate services and life-changing connections that Pastor Bish has continued to donate to the Benevolent Care Fund for more than 20 years. “I give so I can help other people in the same way my parents and wife received help at St. John,” he said. One of the greatest assets both St. John and Passvant offer is extended care regardless of your health or financial situation – for the rest of your life, Pastor Bish explained. “I think that is so meaningful. I give out of the gratitude I have to God and the care provided to my family,” he said. “But I also give because it makes my life so much fuller.”

## donors

*“ I give  
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# Thank you



## Meet Greg Kinney

Lutheran SeniorLife is no stranger to exceptional employees, and Greg Kinney is one of them. Greg first received clinical training to become a certified nursing assistant (CNA) from Butler County Community College in 1987. From there, Greg went on to work with us for more than 28 years at St. John Specialty Care Center before transferring to our LIFE Butler County program in 2015.

“I believe I’ve been with Lutheran SeniorLife for so long because of their compassion toward their employees, residents and participants,” Greg said. And as he wraps up almost five additional years at his new location, “gratifying” is the word he would use to describe his profession. “I enjoy learning about the lives they’ve lived the most,” said Greg.

“You meet lots of people from all walks of life. I’ve even met someone who worked as a butler in Buckingham Palace. It’s rewarding to hear about their lives and experience it through their eyes,” he continued.

Working with seniors for more than three decades has also taught Greg to be appreciative of every day. You never know what’s going to happen tomorrow, he explained, and working with these individuals has taught me life is a gift. Greg’s role has allowed him to find enrichment within helping others. “Even if it means getting them to laugh one time during the day, it’s worth it,” he said. “Yes, it can be hard work, but I’ve learned that hard work is oftentimes the most fulfilling.”

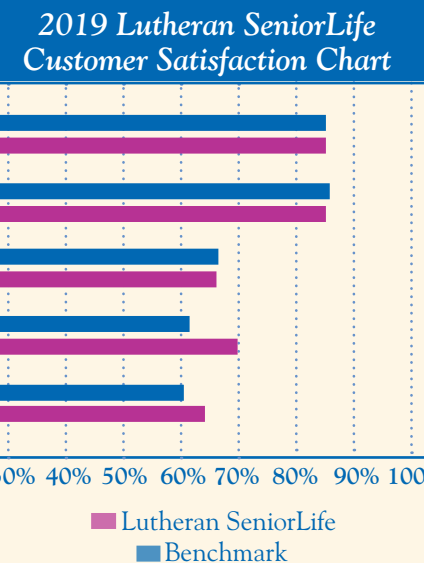
employees

“I believe  
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because of their  
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residents and  
participants.”



Quality Matters

When you, or someone you love, are searching for senior services, it is important to choose the best possible option. Lutheran SeniorLife utilizes an independent, third party company (National Research Corporation) to measure patient satisfaction. We consistently rank at or above the national average.



Other measures of quality are also in place to ensure our residents receive the highest level of care including the Centers for Medicare and Medicaid Services (CMS) Five-Star Rating System. Senior health services given three or more stars in the quality category are considered to provide better care and obtain better outcomes. Passavant Community received a five-star and St. John Community attained a four-star rating in 2019.



Combined Balance Sheet

|  |                    |
|--|--------------------|
| <b>Assets</b>                                |                    |
| Current Assets .....                         | 89,654,720         |
| Assets Whose Use is Limited .....            | 3,250,803          |
| Property, Plant and Equipment.....           | 127,066,554        |
| Development and Real Estate .....            | 3,777,876          |
| Beneficial Interest in Trusts .....          | 1,786,090          |
| <b>Total Assets .....</b>                    | <b>225,536,043</b> |
| <b>Liabilities and Net Assets</b>            |                    |
| Current Liabilities .....                    | 31,100,498         |
| Long Term Debt .....                         | 79,902,039         |
| Deferred Revenues.....                       | 9,999,500          |
| Net Assets .....                             | 104,534,006        |
| <b>Total Liabilities and Net Assets.....</b> | <b>225,536,043</b> |

Cornerstone *Individuals who have contributed \$10,000 and above during any one-year period*

|                                 |                                |                                       |
|---------------------------------|--------------------------------|---------------------------------------|
| Anonymous                       | Mr. and Mrs. Donald L. Burgess | Mr. Allen and Dr. Margaret McCullough |
| Mr. Harold Allman               | Mr. and Mrs. Edward Dengel     | Mr. Loyal Moore                       |
| Mr. and Mrs. Albert A. Bittcher | Mr. Gregory C. LaRocca         | Mr. and Mrs. Michael P. Schneider     |

Keystone *Corporations and organizations that have contributed \$5,000 and above during the period January 1, 2019 through December 31, 2019*

|   |  |   |   |
|---|--|---|---|
| Bethany Evangelical Lutheran Church of Dormont            | Myrtle Forsha Memorial Trust                               | Margaret M. Patton Charitable Foundation    | Frank and Floia Starr Memorial Endowment Fund                 |
| The George H., Lillian S. and Mary S. Campbell Foundation | Grant Street Asset Management, Inc.                        | The H. Glenn Sample Jr. M.D. Memorial Fund  | St. John Lutheran Care Center Endowment Fund                  |
| Citizens Bank   | Highmark Blue Cross Blue Shield                            | Senior Citizens Caring Foundation           | Ethel L. Verney Fund of the Southwestern PA Synod of the ELCA |
| Commonwealth of Pennsylvania Department of Aging          | William V. and Catherine A. McKinney Charitable Foundation | Southwestern Pennsylvania Synod of the ELCA | Ira R. Wood and Frances Wood Charitable Trust                 |
| Cura Hospitality Group, Inc.                              | NexTier Bank   |   |   |
|   | Northwest Bank   |   |   |

Capstone *Individuals who have thoughtfully remembered Lutheran SeniorLife Foundation in their estate plans through charitable bequests, annuities, trusts or other gift arrangements*

|   |  |  |  |
|---|--|--|--|
| Mrs. Dolores L. Aburano                   | Rev. and Mrs. John P. Harman               | Mr. Wayne M. Otto                      | Joseph S. Seaman, Sr.                        |
| Emma E. Adams Charitable Trust            | Ms. Judith A. Heinsberg                    | Estate of Rebecca B. Peters            | Endowment Fund                               |
| Anonymous                                 | Theodore R. and Lillian S. Helmbold        | Victor K. Phillips and Janice Phillips | Gordon P. Smith Memorial Fund                |
| Mr. Francis A. Balog and Dr. Paula Bonino | Fund of The Pittsburgh Foundation          | Larrick Family Charitable Foundation   | St. John Lutheran Care Center Endowment Fund |
| William H. Bimber Trust                   | Mrs. Patricia A. Jackson                   | Mrs. Jean M. Pletcher                  | Ms. Jean Sturges                             |
| Ms. Jane E. Bittcher                      | Ms. Dorcas E. Leibold                      | Daniel Snyder Potts Memorial Fund      | Revs. Kenneth H. and Karen C. Thompson       |
| Louis and Louise Bushman Memorial Fund    | Mr. and Mrs. David T. Marko                | Mrs. Barbara Ravenstahl                | Mrs. Marjorie M. Vogel                       |
| Mrs. Amy Core                             | Mr. and Mrs. Richard P. Martincek          | Rev. Allen Riethmiller                 |  |
| Mrs. Grace T. Dennis                      | Dr. Kenneth R. May Memorial Endowment Fund | Edward E. Rieck Charitable Trust       |  |
| Mrs. Mildred Dollhopf                     | Mr. Dennis A. McAndrew                     | Margaret Sage Charitable Trust         |  |
| Rev. Marsella R. Esseck                   | Dr. Ruth Anne Mears                        | Mary Sage Charitable Trust             |  |
| Estate of Mr. David T. Fife               | Howard Miller Charitable Foundation        | William H. Schanzenbach Fund           |  |
| Dr. and Mrs. Wayne E. Franzen             | Mr. Loyal Moore                            | Mrs. Marjorie Scheller                 |  |
| Mr. and Mrs. E. Russ Frederick            | P.M. Moore Foundation                      |  |  |
| Mr. and Mrs. William Fugate               | Ms. Harriet E. Moyer                       |  |  |
| Mr. Charles Glendening                    | Miss Weltha Myers                          |  |  |
| Ms. Patty Goehring                        | Dorothy C. and Elmer Ortner Memorial Fund  |  |  |
| Ms. Peggy Goehring                        |  |  |  |
| Mr. and Mrs. Edward P. Hager              |  |  |  |

Thanks to the generosity of 470 people, Lutheran SeniorLife collected a total of \$210,767 for benevolent care in 2019. Thank you for your support.

## Board of Directors

Marilyn D. Landis, *Chairperson*

Rev. Ronald A. Brown

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George D. Ehringer

Rev. Brian A. Evans

David Fenoglietto

Kurt Herbst

Chris O. Jordheim

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Rev. Tara R. Lynn

David Merrick

John Miller

Michele Reuss

Rev. Sandra Samuel

Rev. Angela Smith

Rev. Peggy Suhr-Barkley

Mark Trauman

Rev. Robert F. Zimmerman

Chad J. Zutter, PhD

## Leadership Staff

David Fenoglietto, *President and Chief Executive Officer*

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*President of Lutheran SeniorLife Foundation*

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Jeff Carraway, *Chief Financial Officer*

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Donna Van Kirk, *Vice President,*  
*System Development*

Margie Walsh, *Executive Director,*  
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