

NATIONAL LUTHERAN COMMUNITIES & SERVICES

2015 REPORT

Serving seniors since 1890, National Lutheran Communities & Services (NLCS) continues to write the chapters that will prepare the organization for another 125 years. While seniors' needs will continue to change, one thing remains constant—our unchanging values.

The Village at Rockville (TVAR): In 2015, the community celebrated the completion of a four-and-a-half year renovation project. The Library, Hair Salon, Assisted Living Dining Room, Art Room, and Gift Shop opened in brand new, beautiful spaces. The Assisted Living Memory Support neighborhood opened in August. In celebration of our 125th anniversary, events throughout the summer were crowned with a grand celebration in September. The Cherish campaign was also completed this year and is helping to firmly establish new memory care and support programs—new initiatives for TVAR. It also reflects the strong commitment to benevolent care. Approximately \$5.9 million in benevolent care was provided to residents no longer able to afford the cost of services. By growing the benevolent care endowment, Cherish will empower us to continue to provide needed assistance for the next 125 years.

The Village at Orchard Ridge (TVOR): The community was a lively place of growth, transformation, and coming into its own in 2015. By February, the Assisted Living Memory Care reached its capacity of serving 18 residents. In July, with the addition of six more cottages in Phase II Construction, the total cottage count reached 69. Not only was there growth of residents, the campus expansion project which kicked off in 2014, includes new spaces. The expansion includes the addition of 80 independent living apartments, a 15,000 square foot wellness center with an indoor pool, a 150-seat dining addition, and an additional 10 skilled nursing suites in Orchard Woods Health Center. Completion of Phase II is expected in early 2017. With much growth, TVOR also experienced transformation in leadership, bringing Melissa Fortner on board as the new Executive Director mid-year. Furthermore, \$346,316 in benevolent care was provided residents no longer able to afford the cost of services.

The Legacy at North Augusta (TLNA): The community experienced a year of growth and change in 2015. In partnership with Mary Baldwin College, the community hosted an intern from the Health Care Administration program. Although her initial path was public health, she decided that she would pursue Administration in long-term care after her experience at TLNA. Later in November, the residents, family members and staff celebrated NLCS' 125th Anniversary. In 2015, \$113,867 in benevolent care was provided to residents no longer able to afford the cost of services. Furthermore, the possibility of adding Memory Support services has been an ongoing discussion.

myPotential at Home: 2015 marked the first fiscal operational year for myPotential at Home and brought tremendous growth. They expanded beyond the walls of sister organization The Village at Orchard Ridge by meeting the home care needs of clients living in the greater Winchester and Frederick county areas. 11% of all myPotential at Home clients live in Winchester. In October, Personal Assistants began offering chauffeuring services to escort clients to and from doctors' appointments as well as to social activities such as group exercise class and even family reunions. In total, Personal Assistants put in over 400 hours behind the wheel. In June, they also hired a Marketing and Community Outreach Liaison. Through marketing and advertising, and involvement in local community outreach events, their client census continues to rise.

National Lutheran Communities & Services (NLCS): In 2015, NLCS celebrated its legacy of caring for seniors for 125 years. In May, NLCS threw a gala at the original site of The National Lutheran Home in Washington,

D.C. Staff, board members, and instrumental persons throughout the history of the organization enjoyed an elegant evening honoring NLCS' heritage. The Community Impact Grant program continued to grow as NLCS awarded \$221,250 to 21 social ministry organizations serving seniors. Throughout the year, the continued partnership and management agent agreement with Fellowship Square Foundation generated improved operational practices and overall quality assurance. The Village at Crystal Spring in Annapolis, Md., continues to make progress and we are hopeful of receiving approvals by the summer of 2016. For more updates and information, visit www.nationallutheran.org