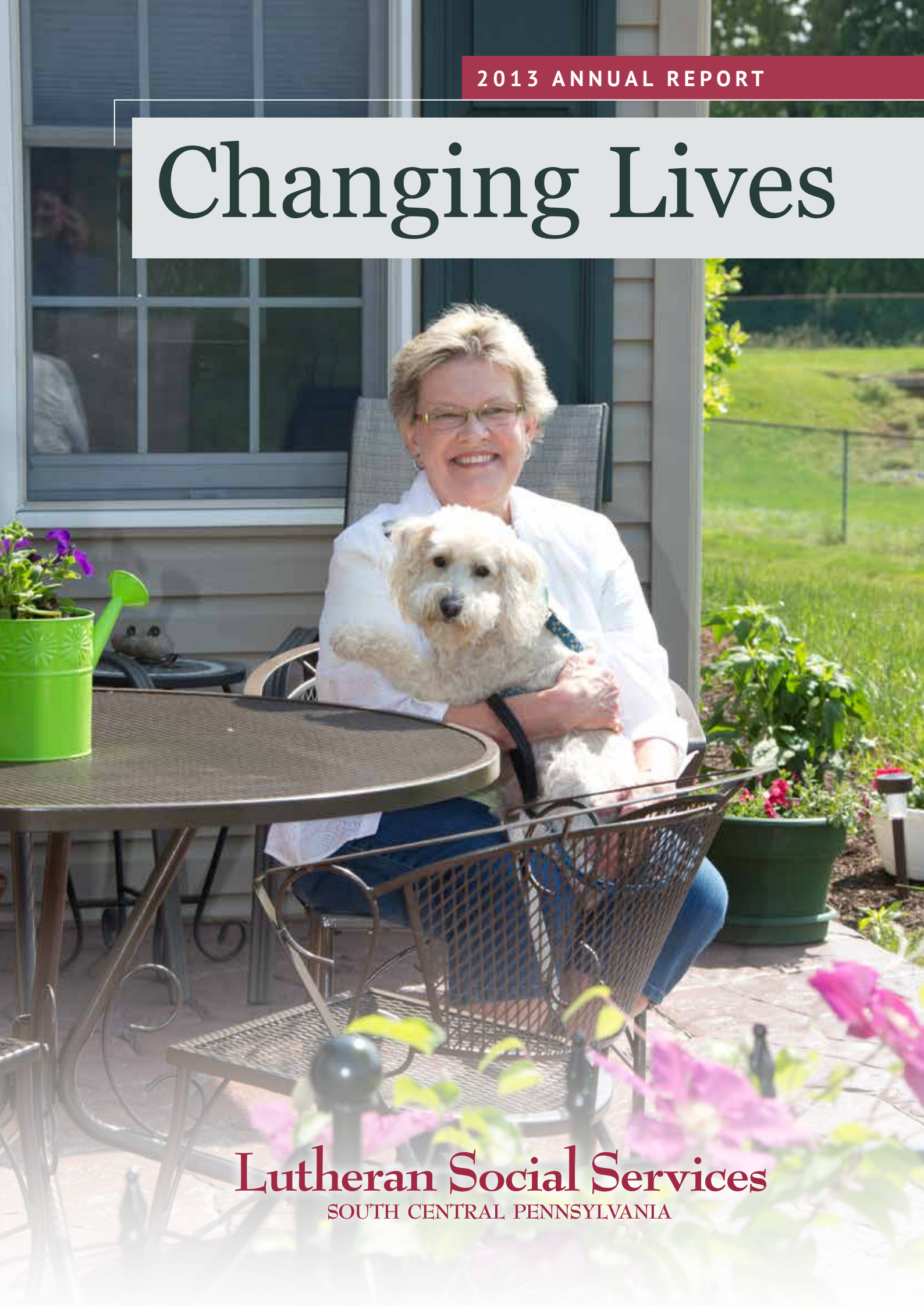


2013 ANNUAL REPORT

# Changing Lives



**Lutheran Social Services**  
SOUTH CENTRAL PENNSYLVANIA

*Each person's task is to become an increasingly better person.*

*– Leo Tolstoy*



Dear Friends,

At LSS, we believe in going far beyond Mr. Tolstoy's statement. We believe it is each person's task to not only become a better person but to help others strive to

be better as well. This is the core of our mission. During LSS's sixty-two year history, there have been many changes in how we accomplish our mission, but one thing has always remained constant: the willingness of so many to support us in our mission.

Each year as we prepare our Annual Report, I am amazed by the stories of which we have been so fortunate to be a part. Stories of grateful parents honoring their son to ensure that the compassionate care of Hospice will be available to those in need for many years to come. Stories of a Confirmation class wanting to give back to their community by helping to beautify a retirement community. Stories of a volunteer giving thousands of hours of service to the residents of the Shrewsbury Lutheran Retirement Community. And stories of groups of people coming together to raise funds to help neighbors they do not even know. So many more stories that cannot be told in these few pages.

These stories are but a snapshot of the much larger picture that is Lutheran Social Services of South Central Pennsylvania. LSS is a collage of stories, a collection of bits and pieces that together live out our mission. Each day so many are fortunate to receive the compassionate care and support they need. That care and support made possible because of the commitment of their friends and neighbors—16,227 served; 104,922 volunteer hours; \$7.84 million in benevolent care provided; \$2.88 million raised. These are the numbers, but it is the stories that matter most.

At LSS, lives are being changed every day because many believe as we do, that we are called to help others. So much is possible with the help of our volunteers, donors and staff. Each day I give thanks to God for everyone who helps create the stories. As I look to the future, the possibility to create new stories at LSS is limitless.

Thank you for making LSS a part of your story.

In Gratitude,

A handwritten signature in black ink, appearing to read 'R. Rundle', with a stylized flourish at the end.

Robert L. Rundle  
President & CEO

# Changing Lives

## ***LSS Economic Impact***

Total Employees: 1,387  
2013 Budget: \$84.6 million

## ***LSS Community Impact***

People Served: 16,227  
Unfunded Care Provided: \$7.84 million  
Charitable Contributions: \$2.88 million  
Total Volunteers: 7,364  
Volunteer Hours: 104,922  
Total Value of Volunteer Hours: \$2.44 million

## ***Counties Served***

16 Counties in Pennsylvania and  
3 Counties in Northern Maryland

## ***Senior Living***

Total Served: 2,124  
Total Volunteers: 6,463  
Unfunded Care: \$4.9 million

## ***Community Outreach Services***

Total Served: 5,253  
Total Volunteers: 365  
Unfunded Care: \$900,000

## ***Community Health Services***

Total Served: 8,850  
Total Volunteers: 223  
Unfunded Care: \$2 million



*Sally Harbold and her dog, Wolfie, enjoy living at The Village at Sprenkle Drive.*

### **Mission Statement**

*Lutheran Social Services, witnessing to the Gospel of Jesus Christ, provides exceptional health, human and senior living services by supporting persons in achieving an optimal quality of life.*

### **Vision Statement**

*Lutheran Social Services is recognized as a leader in service excellence as we compassionately care for the children of God.*

### **Core Values**

*HERITAGE: We honor our Lutheran heritage to reach out in love to those in need recognizing no one is outside of God's mercy.*

*SERVICE: We commit ourselves to the total well-being of those who place their trust in us.*

*INTEGRITY: We hold as a sacred trust each life we touch. We honor our promises and act ethically in all we do. We dedicate ourselves to excellence in all we do.*

*DIGNITY: We respect and honor the uniqueness of all God's children.*

*STEWARDSHIP: We celebrate that all gifts are entrusted by God. We dedicate ourselves to being good stewards of these gifts.*

## Caring for Those Who Cared for Us: The Campaign for the Greater York Region



On October 10, we held a Ceremonial Groundbreaking for the project. (L to R) Robert Bowen, LSS capital campaign co-chair and chair of the LSS Board of Directors; Robert L. Rundle, LSS president & CEO; Marie Riley, The Village at Sprenkle Drive resident; Mike Stoner, LSS corporate director of Facilities Management & Construction; and Joe Crosswhite, LSS capital campaign co-chair.

**W**hen LSS publicly announced the **Caring for Those Who Cared for Us** campaign in January of 2014, volunteers and staff had already been working for over a year behind the scenes on this exciting expansion project for The Village at Sprenkle Drive. The goal for the Campaign is to raise \$4.5 million in philanthropic support toward the

\$16 million cost of adding assisted living, memory support, and an expansion to the Glatfelter Center to house a Wellness Center and other services. During the “quiet phase” of the campaign in 2013, we raised \$2.9 million toward our goal.

Glenn Miller, LSS Vice President for Philanthropy, says, “Our friends in the

## Senior Living

LSS changes the lives of senior adults. We provide residential living, personal care and skilled care at six Senior Living communities in York, Adams and Franklin Counties. We have also launched a campaign to add assisted living and memory support services to The Village at Sprenkle Drive in York.

community have shown their support for the project. We are grateful beyond words to those who have brought us this far. This gives us confidence that moving forward in the public phase of the campaign, the response will continue.”

This exciting project will provide the first assisted living and memory support both in the LSS system and in the Greater York Area. We will offer individualized care in the most homelike setting possible, allowing residents to find purpose and meaning in their daily lives.



*Katherine Hershey, Executive Director of The Village at Sprenkle Drive, speaks at the Ceremonial Groundbreaking for Caring for Those Who Cared for Us: The Campaign for the Greater York Region.*

*“The assisted living project truly will bridge the gap between our residential living environment and our skilled nursing center. It will allow residents who need minimal assistance to live in a small neighborhood-type setting with a small group of residents and the same caregivers to care for them day in and day out. It really helps to develop those relationships with residents and those close bonds where our staff can anticipate the needs of that resident as if it was their own family member.”*

**– Katherine Hershey**  
*Executive Director, The Village at Sprenkle Drive*

## ***A Path into the Future***

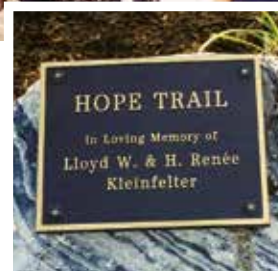
When Renée Kleinfelter died, her daughter, Barbara Lawver, wanted to create a legacy at Gettysburg Lutheran Retirement Village in her memory. Her brother’s widow, Mary Lee Kleinfelter, agreed. “Mary Lee loved my mother as much as I did,” Barbara says, “and she was happy to help.” Barbara remembered how much her mom had enjoyed getting outside in the sunshine and fresh air. After consulting with the staff, she and Mary Lee decided a walking path would be the perfect memorial for Mrs. Kleinfelter and her husband Lloyd.

Donations from the family helped the Hope Trail walking path open in September of 2002, and many people have enjoyed it since then. To ensure that the routine maintenance of the path would never be a financial burden for

LSS, in 2013 Barbara and Mary Lee each made donations to establish an endowment fund for the path. Income from the fund will be used as needed for upkeep and repairs, and Renée’s legacy will continue to provide enjoyment to the residents at Gettysburg Lutheran Retirement Village for years to come.



*(R to L): Mary Lee Kleinfelter, Barbara Lawver, Barbara’s husband Ray Teel, then-Executive Director Chris Ransier, and Kaye MacDonald celebrating the opening of the Hope Trail walking path in 2002.*



## *It's Never 2 Late*

The Friends of Utz Terrace was formed in the spring of 2012 and recognizes as members those who provide support to the Lutheran Retirement Village at Utz Terrace as either a volunteer, financial contributor or both. LSS strives to enhance lives every day, and Friends of Utz Terrace took that to heart by coming together to purchase an innovative technology system called **It's Never 2 Late**.

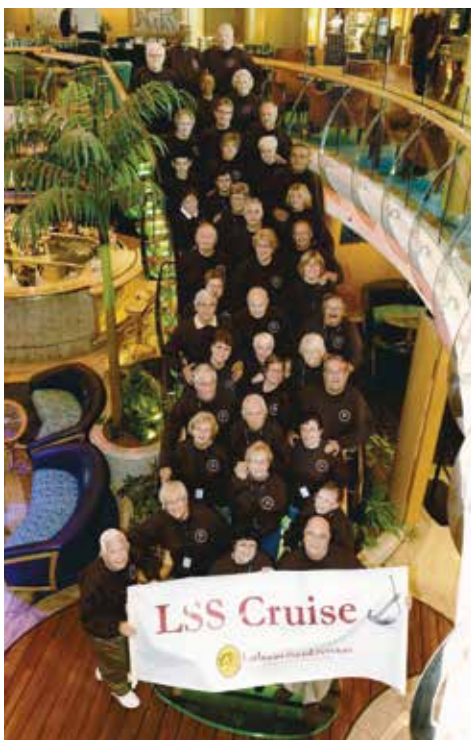
Cassie Apgar, Nursing Home Administrator at Utz Terrace says, "The most beneficial aspects of the system are that it permits residents living in retirement facilities to Skype with friends and family who are unable to visit regularly, utilize email as another method to better keep in touch with others, play computerized games that stimulate the senses, and personalize music and movie choices and plans of care. The touch screen system enables older adults to use the computer with greater ease. The Skype feature allows 'attendance' at weddings or other special occasions that a resident may not be able to attend in person. All of the features offered by this system broaden the reach of our residents and allow



*Residents and staff at the Lutheran Retirement Village at Utz Terrace gathered to learn about the new, computerized It's Never 2 Late system. (L to R): Mary Bolin, resident; Cassie Apgar, Nursing Home Administrator; Travis Meckley, Skilled Care Activities Manager; Debbie Zeller, Director of Nursing; and Ruth Bankert, resident.*

them to explore new communication tools and experiences through technology."

As the first project for Friends of Utz Terrace, the It's Never 2 Late system was an absolute success. Barb Taylor, Director of Development for the LSS Foundation, says the effort raised just under \$20,000, almost twice the goal of \$10,000. Due to the overwhelming response by residents, staff, donors and the faith-based community, The Lutheran Retirement Village at Utz Terrace is able to buy the latest model which includes a state-of-the-art touchscreen. "The response is exciting because it demonstrates our commitment to enhancing lives," Taylor said.



## *North to Alaska*

A group of intrepid individuals traveled on the LSS two-week land and cruise tour of Alaska on August 23–September 6, 2013. The group saw wildlife in Denali Park, viewed breathtaking scenery from the glass-top Alaska Railroad, and experienced multiple ports of call aboard the "Radiance of the Seas." From the blue ice of a massive glacial field to the stunning grandeur of the scenery and wildlife, the trip to Alaska was an unforgettable journey. Adding to the great experience was knowing they were "cruising for a cause." The trip raised over \$10,000 to provide care for the residents in our Senior Living Communities who have outlived their resources and can no longer afford the cost of their care.

*LSS Cruisers pose on the staircase aboard the beautiful Radiance of the Seas.*

# A Son's Legacy



ABOVE: Gwilym Amos and his wife Lucille honored his son's request with a gift to hospice. Gwilym and Lucille were married for 72 years. RIGHT: Gwilym Amos with his "adopted" family, Debra and Michael Taylor.



Debra Taylor remembers the man she called "Dad" as a very caring, loving man. Gwilym G. Amos Sr. met Debra and her husband Michael at the Welsh Presbyterian Church in Wilkes-Barre, where Gwilym had been a lifelong member. The Taylors had relocated to the Wilkes-Barre area and had no family locally, so Gwilym and his wife Lucille "adopted" them.

When Gwilym and Lucille's son Billy was hit by a car and severely injured, the Taylors helped his parents care for him during the remaining five years of his life. Billy received hospice care in his final days. Debra says,

"He left his life insurance to his parents, but he asked them to give it to hospice when they died. He wanted to thank hospice for the care he had received." Lucille passed away in 2009, and when Gwilym died recently, he left Lutheran Home Care & Hospice, Inc. a large portion of his estate. "He wanted to honor Billy's wishes," Debra explained.

His generous gift—Billy's legacy—will provide hospice care for those in need, regardless of their ability to pay.

## Playing for Keeps

Golf Tournaments have long been a favorite way of raising funds, and four annual tournaments now raise funds to support our Hospice program.

**The Lutheran Home Care & Hospice Golf Tournament**, held at the Chambersburg Country Club, was 33 years old in 2013. We set a fundraising record this year, raising over \$59,000 to provide hospice care for individuals who can't afford the care they need.

Thirty foursomes enjoyed a beautiful day of golf, and the first place teams from Noelker and Hull and Strait Steel each won a golf outing at the Mystic Rock Golf Course and an overnight stay at the Five Star Nemocolin Woodland Resort.

Three other volunteer-led golf tournaments also raise funds to support hospice. Pete Kareha and his family started "**Party for Poppa K**" Tournament, held this year at the Olde Homestead Golf Club in New Tripoli, PA. Pete explains, "I started the tournament in memory of my father, 'Poppa K,' who passed away from cancer in 2004. The proceeds from this tournament help support the special programs Lutheran Home Care & Hospice, Inc. provides



*Golfers from the Strait Steel team, Dallas Strait, Danny Strait, Gavin Strait, Greg Strait, enjoying the Hospice Golf Tournament.*

to its clients and their families during the most trying stages of life. I started the event with a two-part mission: to bring people together to celebrate life and to serve as a reminder that 'when life gives you lemons, make lemonade!'" In 2013 they raised over \$9,500 to provide hospice care to those in need.

**The Cancer Survivors and Friends Golf Tournament** currently holds their tournament at Quail Valley Golf Club in Littlestown, PA. According to volunteer Kathy Jones, the tournament was started by the late Joe Ruth and Angie Angstadt. In 2005, they decided to donate the proceeds from the tournament to the hospice program of Lutheran Home Care & Hospice, Inc. because, as Kathy says,

## Community Health Services

LSS changes the lives of people at many stages of their lives.

**Lutheran Home Care & Hospice, Inc.** serves people recovering from illness or surgery or who need help managing a chronic disease or condition through home health care. Our in-home support program assists those who want to be independent and remain at home, but who need a little help performing everyday activities. Our hospice program provides skilled professionals, para-professionals and volunteers dedicated to caring for those living with a terminal illness and to supporting their families.

**LIFE Lutheran Services, Inc.** is a creative program designed to enhance the ability of seniors to live safely in their homes and communities with dignity and independence by providing access to the full continuum of preventive, primary, acute and long-term care services.



“The work they do is phenomenal.” Through the years, this tournament has raised over \$73,000 to provide hospice care.

**The Cedar Ridge Golf Tournament** is in its second year and was organized by some of the original founders of the Cancer Survivors and Friends to raise additional funds for hospice. They hold their tournament at the Cedar Ridge Golf Course. They have raised over \$5,000 to provide hospice care.



*The Kareha family, (L to R): Steve, Pete’s wife Kate, Pete, Poppa K’s widow Dianne, and Diane’s dad Bill Murray.*

## **Tree of Light**

Hundreds of people dedicated lights on our **Hospice Tree of Light** to honor loved ones, raising almost \$11,000 to provide hospice care for individuals who cannot pay the full cost of their care. In our second year, we added a second tree to the Hospice Tree of Light tribute. The second tree is located on the campus of Wilson College in Chambersburg. A snowstorm kept the crowd small the evening it was lit for the first time on December 8, but those present watched in awe as the lights illuminated the silent, snowy night with a message of remembrance. We also once again lit the tree on the grounds of The Lutheran Theological Seminary at Gettysburg at a lovely service on December 1.



*LEFT: Many thanks to the Wilson College administration who partnered with us and allowed us to use a tree on their grounds for the Tree of Light in Chambersburg. RIGHT: The Lutheran Theological Seminary at Gettysburg once again provided a tree on their campus for the Tree of Light in Gettysburg.*



*The cracked pot project at Camp Evergreen showed the children that, although their lives are very changed, their lives can be put back together.*

**Donors make it possible for children like Kaitlyn to attend Camp Evergreen at no charge.**

*“I really missed my Grandma. I was very sad every time I thought about not seeing her anymore. At Camp Evergreen I met other kids who lost somebody, too. The counselors helped us talk about our feelings. We had lots of fun there. Now when I think of my Grandma, I remember happy things. I still miss her, but I’m not so sad anymore.”*

**– Kaitlyn**

*Attended bereavement camp at Camp Evergreen*

## York Community Supports Outreach



*(L to R) 2013 LSS Cornerstone Award recipients from the Wagman Family Corporate Leadership, Mike Glezer, Lisa Wagman Glezer, Rich Wagman and Joe Wagman, pose with Robert L. Rundle, LSS President and CEO; and Glenn Miller, LSS Vice President for Philanthropy.*

The York community once again turned out in force to support the annual LSS Cornerstone Dinner at the Yorktowne Hotel, raising a record \$220,000 to support LSS Community Outreach Services. We celebrated the tenth anniversary of the Cornerstone Dinner by honoring the **Wagman Family Corporate Leadership** for their generous support of the York community through direct charitable support, leadership and volunteer service. Nearly 400 people gathered to honor

the Wagman Family and to hear the featured speaker, Miss America 2012 Laura Kaeppler. Ms. Kaeppler shared her personal story of dealing with her father's incarceration during her teen years.

Community Outreach Services touches the lives of thousands of individuals every year. Our programs include ADVANCE, Case Management, Center for Deaf and Hard of Hearing, Lutheran Counseling

## Community Outreach Services

Community Outreach Services changes lives by providing the building blocks of a strong foundation in the lives of many people in the community. Our programs include ADVANCE, a domestic abuse intervention service; Case Management; Center for Deaf and Hard of Hearing; Lutheran Counseling Services; Senior Companion Program; Stephen Ministry; Touch-a-Life, and Volunteer Income Tax Assistance (VITA).

Services, Senior Companion, Stephen Ministry, Touch-a-Life, and Volunteer Income Tax Assistance (VITA). Because of the generosity of our donors, all of these programs are offered free of charge or on a sliding fee scale for people who need help. The LSS Cornerstone Dinner has netted over \$1.1 million in its first ten years to benefit our community.



*Miss America 2012 Laura Kaeppler and Joe Crosswhite, Regional President M&T Bank, Grand Sponsor of the Cornerstone Dinner for the tenth consecutive year.*

## ***A Heart for the Community***

The congregation of Christ Evangelical Lutheran Church in York has supported the ministries of LSS for decades. Church Council President John Brenner says, “The work LSS does in the community speaks to the heart of our mission. Our church exists to serve God in the heart of York, and we like to find points of connection with others who are doing the same work.” Christ Church was the first Protestant Church established west of the Susquehanna River. They attribute their longevity to their dedication to serving those around them. “We are just footsteps away from thousands of city residents, and



*John Brenner, Church Council President of Christ Evangelical Lutheran Church in York, is proud that the church provides office space for LSS’s Case Management program. People in crisis can come there for help from our trained staff members.*

we’re always looking for ways to serve them better. Supporting the ministries of LSS helps us expand our efforts because LSS has the resources to do things we can’t.”



## ***Here Comes Santa***

Santa Claus packed his “sleigh” full of toys for the good little girls and boys attending the 2013 Center for Deaf and Hard of Hearing Christmas Party! Nick McConnell, a representative from York College of Pennsylvania, delivered the gifts from the York College giving tree.

# Puppy Love

Although she enjoyed her job teaching math and science to middle school students, Barb Steinhilber was ready to retire when she and her husband, Hank, moved to York. After 30 years as an Army Chaplain, Hank had taken a position there as Chaplain for two LSS Senior Living Communities, The Village at Sprengle Drive and The Village at Kelly Drive. Barb discovered she could have a pet visitation ministry in those communities, too, so she started making arrangements. Their dog had recently died, so she researched different breeds to find the one most suited to visiting with senior adults. She settled on Cavalier King Charles, and ordered her first puppy, Chelsea, without even knowing what she would look like.

Barb and Chelsea went through lots of obedience training to get her ready, and Barb had some training of her own, too. People love to see Barb and her dog. "So many people had pets all their lives," Barb says, "and they miss the companionship. Sometimes when I visit, they want to talk with me, but sometimes they just want to pet



*Barb Steinhilber and her dog, Stanley, bring joy to the residents at The Village at Sprengle Drive and The Village at Kelly Drive with their visits.*

the dog." Eventually, they adopted a second puppy, Stanley, so Barb can alternate the dogs on her visits. Chelsea is more outgoing, but Stanley is smaller and easier to cuddle. "People always say, 'I'm so glad you came!'" Barb says, "And I'm always glad we came, too." Barb thinks she is the one who benefits the most from her visits with residents, though. "This is much more relaxing than teaching," she says. "And I've learned so many things from the people I visit. Most of all, I've learned how to grow old with grace."

## Volunteer Services

Thousands of individuals change lives each year by providing volunteer services to LSS. Sometimes the life changed the most is their own!

## ***A Garden for Confirmation***

Many residents of our Senior Living communities enjoy gardening but find it difficult to “get down” the way normal gardening requires. The Confirmation Class of Trinity Lutheran Church in Chambersburg chose to make raised flower beds for Luther Ridge Retirement Community as their service project. The raised beds would enable everyone, even those confined to wheelchairs, to work in the soil to produce beautiful blooms.

The young people used the internet to research the best way to build flower beds that would be accessible for folks in wheelchairs. Then they got permission to use the Tech Ed Shop at Chambersburg Area Senior High School to construct the flower boxes. The materials cost about \$600, so the class held fundraisers and received donations from church members and the church’s endowment fund to pay for them. They delivered the boxes to Luther Ridge on a beautiful evening in May, where residents greeted them. Together the youth and the residents filled the boxes with soil and planted a variety of flowers.

The Confirmation class showed their true Christian spirit with their gifts of time, talent and treasure to create a garden that the Luther Ridge residents will enjoy for years to come.



*TOP: (L to R) Advisor Mark Scanzello, Luther Ridge resident Shelby Wilkins, Confirmation Class members Colyn Parham, Jesse Roland, and Cody Diehl, and Luther Ridge resident Jean Bankes celebrate the first growing season for the new flower beds. ABOVE: The new flower beds arrive. (L to R) Back row: Confirmation Class members Jesse Roland, Colyn Parham, Luther Ridge residents Shelby Wilkins and Mildred Randolph, and Confirmation Class member Cody Diehl. Front row: Residents Jean Bankes and Ethel Probst.*

## ***Blessed to Serve***

Fern Boyer of York recently celebrated a significant milestone: She has given over 2,000 hours of volunteer service to LSS since 2009. Fern has been a volunteer at Shrewsbury Lutheran Retirement Village since 2001. Since we only started keeping computerized records in 2009, we estimate she actually has at least twice that many hours of service (and probably much more), so we were thrilled to recognize the most recent 2,000 hours. She doesn’t remember what prompted her to apply for volunteer service in the first place, but she’s very glad she did. “I feel God blesses me for helping other people,” she says. “Before I go, I always pray that I’ll be able to help at least one person that day.” She loves the residents



*Fern Boyer (R) is honored for over 2,000 hours of volunteer service by the staff at Shrewsbury Lutheran Retirement Village, (L to R) Helen Westerback, Paula Rinker and George Filippello.*

and helps out by visiting with them, helping to push wheelchairs, distributing mail, and arranging flowers. Fern says volunteering has enriched her life, and she thinks she benefits more from it than the people she helps.

# Grant Dollars Fund Special Projects



*ABOVE: Todd Darlington of the Verizon Foundation presents a grant check to Kenneth Watts, LSS Director of Social and Specialty Services, while LSS President and CEO Robert L. Rundle (L) and LSS Vice President for Philanthropy Glenn Miller (R) look on. Funds will support the ADVANCE program. RIGHT: Traci Mosley, VITA volunteer, helps Hany Narouz with the preparation of his taxes.*



One of the many ways the LSS Foundation raises money to support LSS programs is by applying for grants from foundations and other organizations. We have been blessed by the generosity of many funders who have supported LSS programs this past year.

Our Community Outreach Services anti-poverty program received a grant through the generosity of **The Helen D. Groome Beatty Trust, a BNY Mellon Mid-Atlantic Charitable Trust.** These funds helped us provide

basic needs for folks who used our Case Management services during times of crisis.

**The Rotary Club of York and the Sertoma Club of Hanover** provided funds for the equipment used to conduct hearing screenings. The LSS Center For Deaf and Hard of Hearing used this equipment to screen hundreds of children in York County day care centers free of charge.

**Summit Endowment** gave Lutheran Home Care & Hospice, Inc. a grant to set up

## LSS Foundation

Thousands of donors change lives every year with their gifts to LSS. The LSS Foundation facilitates those gifts, making sure the donors' wishes are honored for each and every gift.



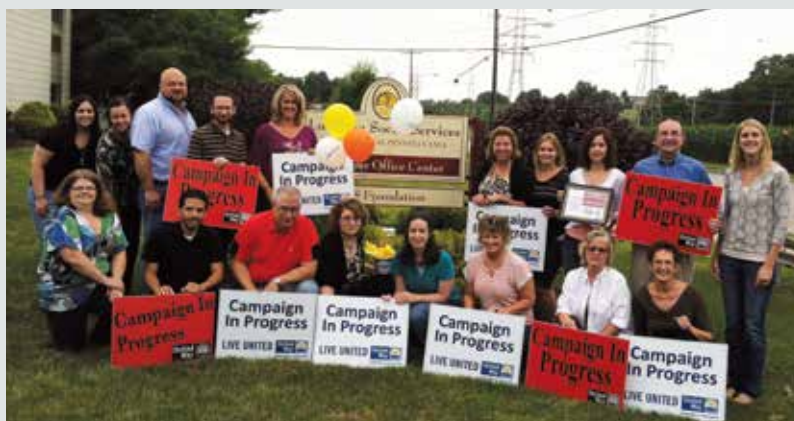
LEFT: A grant from the Summit Endowment funds free diabetes screenings at Franklin County drugstores. RIGHT: Sertoma Volunteer Claire Patashna performs a hearing screening on her granddaughter Abigail.

monthly diabetes screenings at four new locations in Franklin County. Individuals can conveniently receive free testing, a free glucose monitor, counseling, educational materials, and referrals at no charge.

**PNC Foundation** provided a grant to help fund our Volunteer Income Tax Assistance (VITA) program, which provides free income tax preparation services to income-qualified individuals in York County.

The **Exchange Club of Hanover** and the **Verizon Foundation** generously supported our ADVANCE Program which offers alternatives to domestic abuse by providing the opportunity, information and skills training needed to help individuals who have used violence or abuse begin to live non-violently. The Exchange Club funds are being used to expand the ADVANCE Fatherhood program into Hanover. This program is specifically designed for men who are fathering children and includes a parenting curriculum.

We also receive support from two of our local United Way Agencies. **The United Way of York County** generously funds the ADVANCE Program, the Center for Deaf and Hard of Hearing, and the anti-poverty program each year. **The United Way of Franklin County** funds Lutheran Home Care & Hospice, Inc. Many thanks to these organizations for their generous support of these vital programs.



### **United Way Donations**

In addition to receiving grant funding from the United Way Agencies in York and Franklin counties, LSS employees also support the United Way with their donations. Here, employees from the Heusner Office Center in York celebrate the United Way Campaign kickoff.

## Many LSS Employees Give Twice

LSS is blessed to have thousands of people who believe in our work and support it with their generous donations. Several hundred of those people are LSS employees. These dedicated individuals give of themselves every day. Some of them compassionately care for the individuals we serve, while others provide valuable support services for the front line staff. We are honored that so many of them have also made LSS one of the charities they support financially as well.

One of those who supports LSS in many ways is Esther “Jan” Jolly. Some of us know her as Esther and others know her as Jan, but everyone knows her smile. Jan has been spreading cheer throughout LSS for many years. She started working for Lutheran Home Care & Hospice, Inc. (LHCH) as an aide to clients, helping with housekeeping in their homes and driving them to appointments. After ten years with LHCH, she transferred to The Village at Kelly Drive where she works in housekeeping. She cleans residents’ rooms, but the part of her job she likes the best is chatting with the residents as she does her work. She likes hearing their stories and learning about their lives.



*Esther “Jan” Jolly with resident Doris Corwell at The Village at Kelly Drive.*

“I love working for LSS,” she says. “Everybody is nice, and it’s a good company.” Jan does more than just love LSS and the people we serve, though. She is also a donor to LSS. She doesn’t even remember why she first started giving. Probably, she thinks, someone just asked her to participate in the United Way Campaign. She designates her United Way gift to come back to LSS. She really likes knowing that the money she gives provides care for the residents who have outlived their resources and can’t afford to pay the full cost of the care they need.

Staff aren’t told which residents are receiving subsidized care, so Jan doesn’t know if any of the residents whose rooms she cleans are among them. She does know that her gifts are taking care of someone in need, though, and that makes her very happy.



*(L to R) Wellness Director Kathy Stevens, Resident Betsy Upshur, Driver Vicki Howery, Residents Helen Schmidt, Gareth Biser, Roberta Hughes, Pat Mckee, Shirley Biser, Lottie Seaman, and Residential Living Activity Coordinator Pamela Spicknall.*

### **Inner Harbor**

Residents and staff from Gettysburg Lutheran Retirement Village sent a “wave” of greetings from Inner Harbor in Baltimore to everyone back home.



# Changing Lives...

LSS donors are changing lives every day with their gifts. They provide compassionate care for the most vulnerable. They provide help to those in need. They provide hope for those in despair. Each gift is vitally important, and every gift changes lives. We are grateful for each and every gift, and we thank every person whose generosity supports the work of LSS.

## TRANSFORMATIONAL DONORS

### *LSS Founder's Society*

Includes those donors whose lifetime cumulative giving (current and/or deferred) to LSS totals \$1 million or more.

#### **Harry B. and Marcella S. Fleck\***

A gift from Harry and Marcella Fleck enabled LSS to build the community center at Luther Ridge Retirement Community, where residents enjoy meals, play pool or games, exercise, use the library, check out the bulletin board to see what trips and activities are available to them, or just socialize with other residents.

#### **Carroll F. and Irene S. Hunt\***

Carroll and Irene Hunt made significant gifts to LSS during their lifetimes and left a generous gift in their estate. Their estate gift will be used to benefit LSS Senior Living.

#### **Paul K.\* and Anna E. Shockey**

Mr. and Mrs. Shockey's gift established an endowment fund to provide benevolent care to residents who have outlived their resources at Luther Ridge Retirement Community.

### *LSS President's Society*

Recognizes donors whose cumulative lifetime giving (current and/or deferred) to LSS totals \$100,000 or more.

Alexander Stewart M.D.  
Foundation  
Mr. Gwilym G. Amos Sr.\*  
Auxiliary to LSS -  
Chambersburg Chapter  
Auxiliary to LSS -  
Gettysburg Chapter  
Auxiliary to LSS -  
Shrewsbury Chapter  
Auxiliary to LSS - York Chapter  
Miss Margaret O. Bailey\*  
Mr. and Mrs. Oren Bartenslager\*  
Mr. and Mrs. James V. Blouse\*  
BNY Mellon  
Mr. Robert B. and Mrs. Ellen H.  
Campbell\*  
Christ Evangelical Lutheran Church,  
York  
Mr. Paul\* and Mrs. Katherine G.  
Costello  
Mr. Merle L. Crumling\*  
Mrs. L. Lucille Demyanovich  
Mr. Burnell M.\* and Mrs. Ann C.  
Diehl  
Mr. William H.\* and Mrs. Helen  
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### Living Memorial Fund

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Frank and Catherine Attig and Charles and Mabel King Auxiliary Celebration - LSS 25th Anniversary

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Recognizes individuals who died in 2013 and left LSS a gift in their estate and living individuals who have notified the LSS Foundation that they have made a bequest commitment to LSS in their will, or who have committed to any other type of deferred or charitable estate gift for the benefit of LSS.

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Members of Quickel Lutheran Church and Calvary Lutheran Church volunteered their time at The Village at Kelly Drive for Thrivent Financial for Lutherans' Join Hands Day. (Front row, L-R) Barry Oberlander, Sara Swartz, Oram Boyd Jr. and (center, in red) Marie Swartz pose with (back row) Gerald Markle, Thomas Heiland, Tyrrell Stahle, Mike Swartz, Michael Herr and Jim Fink after weeding gardens, planting trees and trimming bushes.

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## Auxiliary Gifts

Gettysburg Lutheran Retirement Village resident Ken Lambert enjoyed a Father's Day visit with his family on the new patio. The patio was funded with donations from the LSS Auxiliary-Gettysburg.

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*“The Sprenkle Drive expansion project is very important to LSS and to the greater York community because the baby boomers are aging and there is a great need for memory support care. We are looking forward to seeing the buildings and courtyards come to life before our eyes.”*

**– Jim & Sally Harbold**

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*A perfect evening for lighting the Tree of Light at The Lutheran Theological Seminary at Gettysburg with (L to R) Melanie Furlong, Director of Community Relations for LHCH; Glenn Miller, Vice President for Philanthropy; and Terry Shade, Vice President of Community Health Services.*

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Wayne Criswell (R), a resident of Luther Ridge Retirement Community, made his second journey to Alaska with LSS. He made his first visit 73 years earlier, traveling by truck with the Future Farmers of America of Arendtsville. He and John Bailey of Travel Time Travel Agency are on the cruise ship pier in Skagway, Alaska.

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 Rocky Spring Golf Course  
 SF & Company  
 Siegman Forced Air Systems, Inc.  
 Siemens Medical Solutions USA, Inc.  
 Tee Time Golf Pass Inc.  
 Thomas L. Geisel Funeral Home Inc.  
 Thrivent Financial for Lutherans  
 Franklin-Fulton Chapter  
 Thrivent Financial for Lutherans  
 North York County Chapter  
 Unique Limousine, Inc.

Wafler Farms, Inc.  
 York County Solid Waste &  
 Refuse Authority  
 York Traditions Bank

## CHURCHES

Allegheny United Church of Christ,  
 Mohnton  
 Bethlehem Lutheran Church,  
 Bendersville

St. James Lutheran Church, Brogue  
 St. John Lutheran Church, Abbotstown  
 St. John Lutheran Church  
 (Hampton), New Oxford  
 St. John Lutheran Church, Mount Wolf  
 St. John's Evangelical Lutheran  
 Church, Littlestown  
 St. Luke Lutheran Church,  
 Saint Thomas  
 St. Michael Lutheran Church,  
 Rossville

*"All staff I encountered were caring and loving not only to my mother but also to me and members of my family. It is evident that LSS employees view this work as their ministry."*

**- Tracy M.**  
 Daughter of a Senior Living Resident

Chestnut Grove Lutheran Church,  
 York Springs  
 Christ Lutheran Church, Hazleton  
 Evangelical Lutheran Church,  
 Greencastle  
 Flohr's Lutheran Church,  
 McKnightstown  
 Grace (Roundtown) Lutheran  
 Church, York  
 Grace Lutheran Church, Red Lion  
 Grace Lutheran Church of State  
 College, State College  
 Lower Bermudian Lutheran Church,  
 York Springs  
 Mt. Carmel Lutheran Church, Hanover  
 Mt. Joy Lutheran Church, Gettysburg  
 Mt. Zion Lutheran Church, York  
 Mt. Zion United Church of Christ,  
 Wapwallopen  
 Paradise Lutheran Church, Thomasville  
 Salem Lutheran Church, Jacobus  
 Scotland United Methodist Church,  
 Scotland

St. Paul (Broadway) Lutheran  
 Church, Hanover  
 St. Paul Lutheran Church,  
 Spring Grove  
 Trinity Evangelical Lutheran  
 Church, Rouzerville  
 Trinity Lutheran Church,  
 Arendtsville  
 Trinity Lutheran Church,  
 Greencastle  
 Trinity Lutheran Church, Wrightsville  
 Zion Lutheran Church, Glen Rock  
 Zion Reformed United Church of  
 Christ, Chambersburg  
 Zions Evangelical Lutheran Church,  
 Weatherly

## FOUNDATIONS AND GRANTMAKERS

Berks County Community  
 Foundation  
 The Brad and Carroll Scribner



*Pam Conrad (L), Executive Director at The Village at Kelly Drive, joins residents Ruth Stibitz (C) and Iva Nace (R) on a hayride.*

### *The Friends Circle, cont.*

Donor Advised Fund of Berks  
County Community Foundation  
James A. & Patricia O. Goodyear  
Family Foundation Inc.  
My Tribute Gift Foundation, Inc.  
The Prudential Foundation  
Matching Gifts  
York County Community Foundation

### **ORGANIZATIONS**

Adams County RN Association  
Adult Community Theater Society  
AFSCME District Council 84  
AFSCME District Council 85  
AFSCME District Council 87  
AFSCME District Council 88  
AFSCME District Council 90  
Dauphin County  
AFSCME Local 2245  
AFSCME PA Public Employees  
Council 13  
Blue Ridge Sportsmen's Assoc. Inc.  
The Calumet Club  
The Cliffside Park Hall of Fame Inc.  
Fraternal Order of Eagles 2226  
Love Box SLRV  
Northeastern Senior Center  
Order of the Eastern Star Chapter 392  
Rotary Club of York East  
Shiloh American Legion Auxiliary  
Post 791  
United Automobile Aerospace &  
Agricultural  
United Way of Allegheny County  
United Way of Carlisle &  
Cumberland County  
United Way of Summit County  
United Way of the Capital Region  
United Way of Wyoming Valley  
VFW Littlestown Home Association  
VFW Post 1599  
Waynesboro Area Lioness Club  
White Oak Republican Committee  
White Rose Senior Center

Worship Committee/Kelly Manor  
Worship Fund-Gettysburg Village

### **The Loyalty Circle**

Recognizes individuals  
who have made financial  
contributions to LSS for ten  
or more consecutive years.

### **25+ YEARS**

Mrs. Jayne V. Bard  
Mrs. Kathryn E. and Mr. Lester W.\*  
Bentz Jr.  
Mr. and Mrs. Robert D. Boyer  
Mrs. Norma Schroll Diehl  
Mr. and Mrs. Wallace H. Dunlap  
Mr. William S. Eisenhart Jr.  
Mr. Robert C. Eeveler  
Miss Dorothy E. Fidler  
Mr. and Mrs. James D. Flinchbaugh  
Mr. Everett E. Frey  
Mrs. Norma J. Gates  
Mr. and Mrs. Ray L. Gross  
Mrs. Beatrice B. Harness  
Mr. J. Larry Hawk  
Mr. and Mrs. David C. Houck  
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Mr. and Mrs. William H. Kiick  
Mr. and Mrs. Joseph P. MacDowell  
Mr. and Mrs. George C. Mitch  
Mrs. Charlotte L. Murphy  
Mr. and Mrs. Larry W. Riddle  
The Rev. Dr. Arthur L. and Juanita  
I.\* Ruths  
Mrs. Mary R. Snoko  
Mrs. Erma K. Snyder  
Mrs. Lois G. Snyder  
The Rev. Herbert C. and Mrs. Carla  
L.\* Spomer  
Ms. Jane R. Stabley  
Mr. and Mrs. Paul E. Weddle  
Mr. Robert B. Wendler

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Mr. and Mrs. Ralph E. Doner  
Mr. and Mrs. Harold A. Gross  
Mr. and Mrs. Roy E. Grove  
Bishop Carol S. Hendrix and  
Dr. Sherman Hendrix  
Mr. and Mrs. Thomas R. Iacona  
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Ms. Donna W. Kilgore  
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Mr. Jack E. Landis  
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Mr. and Mrs. Leroy W. Lewis  
Mr. Wayne W. Miller  
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Miss Ann M. Sterner  
Mrs. Carolyn A. Stiles  
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Mr. and Mrs. Maxwell D. Cooper  
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Mr. and Mrs. Leslie W. Brant  
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Mrs. Mary Ann Ernst  
Mrs. Susan B. Etter and Mr. Robert  
F. Knuff  
Mr. John Fairchild and  
Mrs. Lauraine Hawkins  
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Ms. Ruth Ann Leshner  
Mr. and Mrs. William T. Leslie  
Mr. William M. Loafman and Mrs.  
Jasmine Y. Isobe



LSS Board Member Frank Hocker and his wife, Donna, a member of the LIFE Lutheran Services Board, at the Chambersburg President's Recognition Dinner.

The Rev. Canon David W. Lovelace, Rector  
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**The mission of the Paul K. and Anna E. Shockey Family Foundation is to continue the philanthropic legacy established by Paul and Anna Shockey and to maintain their standards of giving to charitable organizations. The Foundation supports many medical facilities, museums and community agencies, and they also support LSS.**

*“Ken’s parents chose Luther Ridge Retirement Community as their retirement home, and they were very happy with their decision. Then both of our fathers received hospice care from Lutheran Home Care & Hospice, and we were grateful for the wonderful staff members who took care of them during those times. We’re glad to help LSS make that same care available to others.”*

*– Ken and Bonnie Shockey  
 Advisers of the Paul K. and Anna E. Shockey Family Foundation*



*The Shockey Family (L to R) Seated: Calvin M. Stottelmyer, Anna E. Shockey, Reece N. Plum, Paul K. Shockey\*, Owen A. Plum; Standing: Dean A. Metzler, Nikki Shockey Metzler, Michael Rhule, Anni Shockey Stottelmyer, James N. Shockey, Kenneth B. Shockey, Bonnie A. Shockey, Jodi Shockey Plum, Eric J. Plum.*

## TRIBUTE GIFTS

### ***In Memoriam***

**Family members and friends of the following individuals made gifts to LSS in their memory.**

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 Ms. Deborah L. Adams  
 Mr. Philbert E. Adams  
 Mr. Donald K. Adrian  
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 Mrs. Edna R. Chalfant  
 Mr. William N. Chalfant  
 Mr. George Chamberlain  
 Mr. Harry Chang

*In Memoriam, cont.*

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 Ms. Edythe M. Clemens  
 Mr. George Cloos  
 Mrs. Doris Jean Codori  
 Mr. Carl W. Cook  
 Mr. Irving P. Cook  
 Mrs. G. Katherine Cordell  
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 Mrs. Miriam L. Johnson  
 Mrs. Alice M. Jones



*"The Home Care staff helped me gain confidence in my healing...a wonderful beginning to a recovery process."*

**- Anne K.**  
*Home Care Client*

Mr. William P. Costello  
 Mrs. Marjorie G. Coughenour  
 Mr. Richard K. Cover  
 Mr. James E. Craft  
 Mr. Walter E. Crider  
 Mrs. Sara H. Criswell  
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 Mrs. Elaine I. Lampe  
 Mrs. Ethel A. Landis  
 The Rev. Walter Larson



*Gettysburg Lutheran Retirement Village resident Grace Sennett took her first ever motorcycle ride with Battlefield Harley Owners Group (HOG) member Jerry Warner only a month after her 100th birthday.*

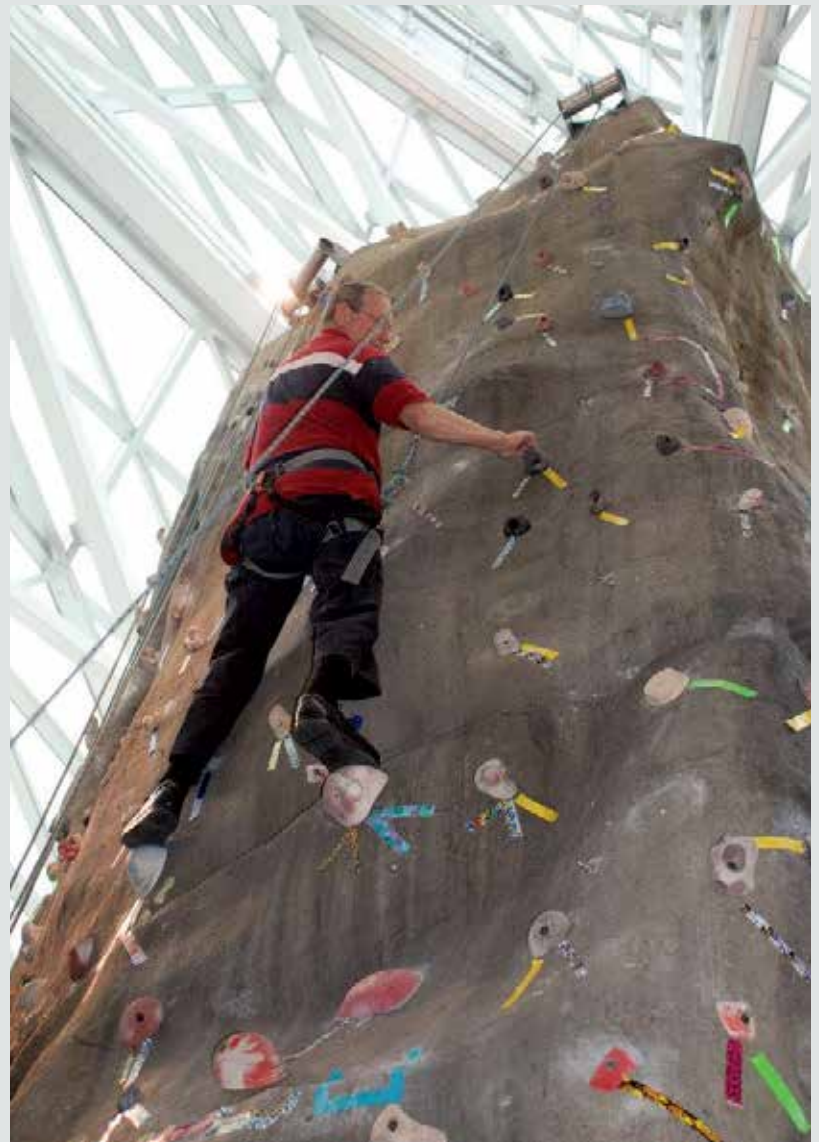
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 Mr. Louis K. Middleton  
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*Bob Karsteter, resident of Gettysburg Lutheran Retirement Village, climbing the rock wall at Gettysburg College as part of the Sodexo HealthAbility program.*

*In Memoriam, cont.*

Miss Lisa K. Smith  
Mr. Ralph H. Smith  
Mr. Richard D. Smith  
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Mr. and Mrs. George F. Snyder  
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Mrs. Ethel Wenrich  
Mr. William M. Whelan  
Dr. Andrew J. White III

*In Honor Of*

Family members and friends of the following made gifts in their honor.

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Mr. Daniel J. Brndjar

Mr. Hunter W. Krauss  
Mrs. Barbara K. Lawver  
Mrs. Tina M. Leas  
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Mr. Kenneth H. Watts  
Mrs. Helen E. Wolfe



*“Thank you for all your help and your enthusiasm. It is a privilege and joy to live here.”*

*– Betty R.  
Senior Living Resident*

Senior Living residents Pat McKee and Roberta Hughes tubing at Liberty Mountain Resort.

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The Heaton Family  
Hospice Staff of Adams County  
Kelly Manor Staff  
Miss Mary Louise Klipp  
Mr. Jeffrey S. Kooser

*Tree of Light*

Family members and friends made gifts in honor or memory of the following to the Hospice Tree of Light.

IN MEMORIAM

Mr. Kyle S. Abernethy  
Mr. Thomas F. Abernethy  
Mr. Bingham J. Ailes  
Mr. Walter H. Alpaugh



WE ARE PROUD TO BE A PARTICIPATING PARTNER WITH THE UNITED WAY IN ADAMS, FRANKLIN, AND YORK COUNTIES.

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*"Our family was blessed to receive services from your organization during the time my father-in-law was passing. It was a true blessing to have each and every member of your staff in our home during a very difficult time."*

**- Ralph G.  
 Hospice Client's Son-in-law**



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**IN HONOR OF**

Mrs. Lisa M. Beaver  
 Mr. Rush T. Benson  
 Mrs. Janet M. Heller

*In addition to all the people whose names are listed on these pages, we are also pleased to recognize the generosity of those individuals who chose to remain anonymous.*



*Don Wissner, Chair of the Lutheran Home Care & Hospice, Inc. Board, enjoying the President's Recognition Dinner at Hanover Country Club with his wife, Beverlie.*

## MATCHING GIFTS

The following donors increased their contributions to LSS with matching gifts. The companies and organizations listed participate in the matching gifts program through which the employer matches a donor's charitable gift up to a certain percentage or makes a donation in recognition of an individual's volunteer service.

**Bank of America Matching Gifts**  
Mr. Michael Cronlund

**Chevron Humankind Matching Gift Program**

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Mr. and Mrs. Donald A. Wissner

**McCormick & Company Inc.**

Mr. Donald Johnson

**The Prudential Foundation**

Ms. Sharon A. Tier

**Thrivent Financial for Lutherans Foundation**

Mr. and Mrs. David D. Schairer

Thanks to all those who designated their Thrivent Choice dollars to LSS.

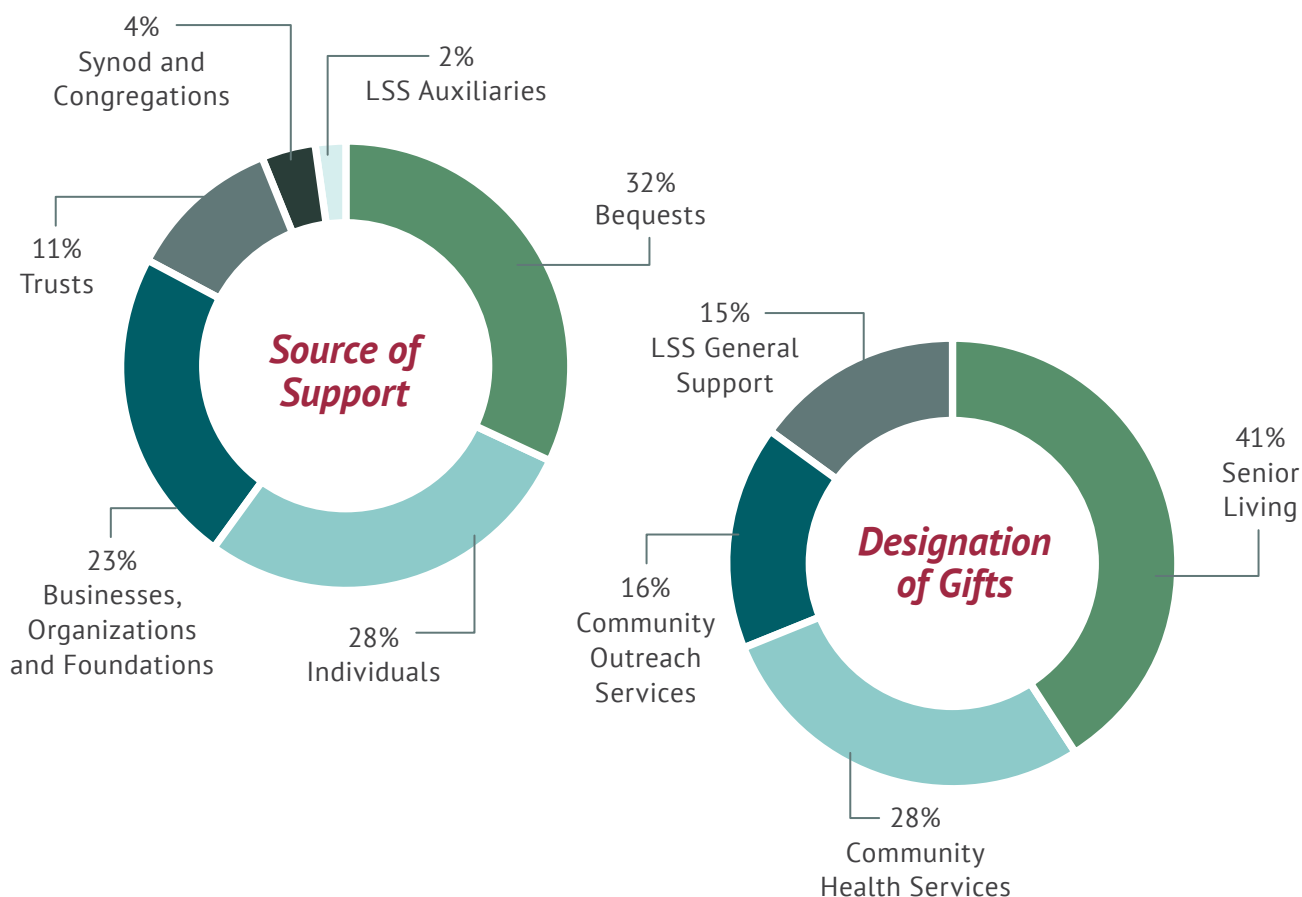
Gifts received from January 1, 2013 through December 31, 2013 are listed in the Annual Report.

We strive to achieve the greatest level of accuracy possible. If an error is discovered, please accept our apologies and kindly contact the LSS Foundation by calling 717.854.4425 or (toll free) 888.404.3500.

# Philanthropic Giving

In 2013, individuals, congregations, businesses, foundations and organizations donated over \$2.88 million to support the work of LSS. The charts below show the sources and designations of those gifts.

In addition to philanthropic dollars contributed by donors, LSS provided just over \$7.84 million in aid to those in need in 2013. This includes the unfunded or unreimbursed costs of such ministries as counseling services and case management, hospice and home care, and senior living. While this is a significant burden to our operating budget, LSS assumes this responsibility in the belief that it is central to our mission of service.





# Financial Statement (unaudited)

## Balance Sheet (year ending December 31)

	2013 Total	2012 Total
<b>Assets</b>		
Current Assets	\$14,790,500	\$16,545,898
Investments	35,701,345	30,367,968
PP&E, net	96,054,100	96,608,961
Other Assets	2,027,814	2,083,609
<b>Total Assets</b>	<b>\$148,573,759</b>	<b>\$145,606,436</b>
<b>Liabilities</b>		
Current Liabilities	\$15,296,244	\$14,965,520
Long-Term Debt, net	48,147,885	48,350,655
Other Liabilities	51,144,912	51,431,227
<b>Total Liabilities</b>	<b>\$114,589,041</b>	<b>\$114,747,402</b>
Net Assets	33,984,718	30,859,034
<b>Total Liabilities and Net Assets</b>	<b>\$148,573,759</b>	<b>\$145,606,436</b>

## Statement of Operations (year ending December 31)

	2013	2012
<b>Unrestricted Revenues, Gains, and Other Support</b>		
Program Revenue	\$84,800,665	\$80,321,712
Philanthropic Support*	2,440,506	1,831,330
Investment Performance	4,294,340	2,315,108
<b>Total Revenue</b>	<b>\$91,535,511</b>	<b>\$84,468,150</b>
<b>Expenses</b>		
Senior Living Communities	\$57,441,196	\$56,077,421
Community Health Services	30,938,109	25,659,524
Community Outreach Services	1,461,184	1,797,178
<b>Total Expenses</b>	<b>\$89,840,489</b>	<b>\$83,534,123</b>
<b>Funds Available for Future Capital and Benevolence</b>	<b>\$1,695,022</b>	<b>\$934,027</b>

\* Philanthropic Support includes unrestricted bequests totaling \$342,236 for 2013 and \$371,934 for 2012. Total charitable giving for 2013 including restricted gifts was \$2.88 million.

## 2013 Statistical Summary

	Number of Persons Served	Number of Volunteers	Number of Volunteer Hours
Senior Living Communities	2,124	6,463	41,650
Community Health Services	8,850	223	8,124
Community Outreach Services	5,253	365	46,349
Other Volunteers		313	8,799
<b>Total</b>	<b>16,227</b>	<b>7,364</b>	<b>104,922</b>

## Executive Staff

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**Terry J. Shade**  
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Health Services*

## LSS Directory of Services

### Corporate Office

717.854.3971 • 888.404.3500

### LSS Foundation

717.854.4425 • 888.404.3500

### Community Health Services

**Lutheran Home Care & Hospice, Inc.**

**LIFE Lutheran Services, Inc.**

800.840.9081

### Community Outreach Services

**ADVANCE (Domestic Abuse**

**Intervention Services)**

**Case Management Services**

**Center for Deaf and Hard of Hearing (CDHH)**

717.852.HELP (4357) • 888.629.4096

TTY 717.848.6765 VP 866.970.1474

**Lutheran Counseling Services, Chambersburg**

866.319.5137

**Lutheran Counseling Service, State College**

866.441.9883

**Senior Companion Program**

717.843.2677 • 888.629.4096

**Stephen Ministry Franklin/Fulton Counties**

717.264.5700

**Touch-a-Life**

Adams County 717.334.6204

Franklin/Fulton Counties 717.264.5700

Hanover Area 717.646.2460

Shrewsbury Area 717.227.8517

York County 717.852.4357

**Volunteer Income Tax Assistance (VITA)**

717.854.2244

### Senior Living Communities

**Gettysburg Lutheran Retirement Village**

717.334.6204 • 877.708.7036

**Luther Ridge Retirement Community**

717.267.1665 • 877.401.6375

**Lutheran Retirement Village at Utz Terrace**

717.637.0633 • 877.838.4666

**Shrewsbury Lutheran Retirement Village**

717.227.3000 • 877.743.4677

**The Village at Kelly Drive**

717.848.2585 • 877.741.0248

**The Village at Sprenkle Drive**

717.764.9994 • 877.391.9920

www.lutheranscp.org • lssinfo@lutheranscp.org

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Dr. M. Farooq Khokhar

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# What's in a Name?



Dear Friends,

What's in a name?

Most of us are familiar with that question, posed centuries ago by William Shakespeare in *Romeo and Juliet*.

The implication of course is that a name isn't all that important in the grand scheme of things; that it's the thing itself—the “rose by any other name” or, more to the point, the person—that really matters.

In this Annual Report for the Foundation of Lutheran Social Services, you will find many names, most likely including your own. Behind these names, with all due respect to the bard, is in fact a very great deal.

These names represent people who chose to support the mission and ministry of Lutheran Social Services. Every name signifies a gift to provide hospice care for a family or enables a senior living community resident to continue to live with dignity and care or empowers a deaf person to lead a fuller, richer life.

Some of the names represent people who remembered LSS ministries in their estate plans, helping to ensure our future. Some names herald recent gifts to our first capital campaign in York in over two decades, making possible new assisted living and memory support residences. And some names celebrate men and women and churches and businesses that have made faithful annual fund gifts for years or even decades, making sure we are able to do what God has been calling us to do for more than sixty years. Thank you for being one of these precious, life-giving individuals that we celebrate and thank publicly. Thank you for choosing us—and more importantly, those we serve—as the beneficiaries of your generosity.

What's in a name? For all of us at LSS, the answer is EVERYTHING!

Yours in Christ,

A handwritten signature in black ink, appearing to read "Glenn D. Miller". The signature is fluid and cursive.

Pr. Glenn D. Miller  
Vice President for Philanthropy,  
Lutheran Social Services  
CEO, the LSS Foundation

# Changing Lives

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