

# *social accountability*

## 2010

### Serving the Greater Good

Giving back, changing lives and meeting needs of individuals and communities are at the heart of Presbyterian Homes & Services. The 2010 Social Accountability Report describes the many activities and programs supported by the generosity of our donors, and the service of our residents, staff and volunteers. All are our gifts to the public community and do not financially benefit our organization. On the following pages are testimonies to how PHS contributes to the larger community. As a non-profit organization we are grateful for the people who give from the heart to enrich the lives of older adults, their families and the greater communities in which they live.

# Compassion

*Demonstrating an awareness of each person's needs, and doing what it takes to meet those needs.*

## EMPLOYEE GIVING – \$131,547

Our employees care for older adults with more than their hands and hearts. Their generosity of spirit often extends to financial contributions, which help supplement funding for numerous programs that enrich the lives of those we serve. Their kindness also reaches to fellow employees with donations to those facing a personal or family crisis without any paid leave available.

## MISSION BENEVOLENCE – \$2,296,000

Americans are living longer in an economy that offers diminishing returns on investments, increasing health care expenses and dwindling government resources. Many older adults reach a point where their financial needs exceed their retirement plans. Our intention is to help them stay within their home communities. When other forms of financial assistance have been exhausted, PHS turns to its Mission Benevolence Fund. In many cases, the funds help bridge the gap between income and expenses.

## RESIDENT COMMUNITY OUTREACH – \$123,453

Through the leadership of resident councils and motivated individuals, our older adults coordinate with staff and volunteers to share their talents and caring beyond their own walls. At nearly every PHS location, residents run fund-raisers, and collect food and household supplies for food banks. Many others make clothing and quilts, such as the Stonecrest Quilts of Valor for wounded veterans. Kirkland Crossings residents knit blankets and caps for premature babies. As just one example among dozens more, 20 residents at Boutwells Landing volunteer with the East Metro Women's Council, offering support, career counseling, tutoring, financial planning, and by serving meals in the shelter.



*"I'll keep on knitting as long as God is willing."  
-Betty K.*

**Every Thursday at 2 p.m.**, about a half dozen women gather to knit at SummerWood of Chanhassen. For over five years they've made blankets, prayer shawls, hats, mittens, booties and scarves. "I like to knit. It's my favorite hobby," said Betty. She agrees with fellow knitter Lorraine who believes that it's an honor to donate their work to those in need. "I'm praying for them while I'm knitting," said Betty.

They've sent the products of their artistry to Children's Hospital, St. Joseph's Home for Children and a nearby non-profit, The PROP Shop, which sells the items at deeply discounted prices or passes them on free to families in need. The knitters also sell items and use the earnings to buy coats and boots to accompany their knitting.

Kay Jacome, a SummerWood resident until her passing late in 2010, organized the group. "She's sadly missed," said Lorraine. Betty remembers that Kay always brought treats and jokes to the knitters. Kay's daughter, Judy Peters, who usually went to buy the coats and boots, made a donation as a memorial for her mother. The group decided to buy a Christmas tree that will go up every fall to collect clothing and other goods to send to PROP.

"Sometimes I can't believe my eyes that we knitted so much," said Betty. Now, that's how she, Lorraine and the other knitters keep Kay's legacy going.



# Service

*Performing our duties and responsibilities with extraordinary diligence. Doing our best.*

**“Their trust is a gift.”** That’s how Joan Schroeder, Coordinator of Kids & Teens in Grief support group, describes interaction with children mourning the death of a loved one, often a parent. She coordinates facilitators who meet with the children and their parents in separate groups once a week during the six-week program at Boutwells Landing.

Four to 15 children, ages 5 to 18, meet in this “safe, confidential environment,” said Connie, a volunteer facilitator. Initially they may mask their feelings, often not wanting to add to a surviving parent’s difficulties.

When they realize they’re not alone, they can relate to others expressing the same feelings they have. They hear stories of grief, and need to tell their stories over and over again to begin healing. “At first, some kids want to leave, but by the end they’re hugging,” said Joan.

Chaplain Bob Furniss received thanks from the mother of a boy who attended the group three years after his father died. Her son hadn’t talked about his feelings and was hesitant to enter the group. But he shared in-group and later told his mother much that he had been withholding. She said that joining the group was the best decision “since my husband passed away.”

Since 2004, Boutwells Landing has been home to the meetings, which are offered in collaboration with Lakeview Hospital and the St. Croix Chaplaincy Association.

## **SUPPORT TO LOCAL CHURCHES, AND OUTREACH TO CHURCHES AND COMMUNITIES – \$290,805**

We support many local service groups by offering meeting space at no charge. Area churches use community space at significant discounts. By substantially lowering their overhead, we allow them to focus resources more effectively on their missions.

Through educational outreach forums, we help churches and service organizations better serve older adults. In the past fiscal year, we offered approximately 400 hours of training, donated class materials, 1,000 hours of staff time and meeting space.

## **VOLUNTEERISM – \$4,074,875**

How could we thrive without the time and talents of staff, older adults and their families, and caring members from the broader community? They come together to support community initiatives, campus-based projects and the individual needs of older adults. From the mundane – paperwork, cleaning or transportation – to the inspiring – kindly companionship or prayer – their efforts are a tangible blessing. We have documented 232,085 volunteer hours across our communities this fiscal year; many more hours go undocumented.

## **ALZHEIMER’S ASSOCIATION & THE MEMORY WALK – \$41,932**

15 PHS communities participated in this annual, nationwide fund-raising activity. Proceeds support research and programs dedicated to better understanding and potentially curing this disease, which affects many older adults living in PHS communities and more than 5 million Americans. PHS residents and staff walked and staffed the Metro-area event in September 2010. Campus walks and fundraisers were held at 8 PHS communities. Three PHS communities hosted walks for their regions.

# People

*Treating others as we would like to be treated. Valuing each person in our interactions and relationships.*

## ELLEN'S PANTRY – \$3,120

Ellen, a social worker at Central Towers in downtown St. Paul, has established the means to feed the hunger and hearts of the 100 older adults living there. Her pantry offers donated food, linens, household goods and many other basics not covered by their incomes. Several PHS communities raise funds and hold food drives specifically for Ellen's Pantry.

## CREATIVE SENIOR DINING – \$30,000

Health, independence and choice are the hallmarks of Creative Senior Dining (CSD), which has delivered great tasting, nutritionally satisfying meals to older adults in four Minnesota counties since 2008. CSD offers 80 entrees and weekly or daily check-ins by staff and volunteers who deliver meals and provide social interaction. In fiscal year 2010, CSD donated 4,780 meals to low-income adults.

The Metro Area Agency on Aging has contracted CSD to provide meals to low-income older adults in Ramsey and Washington Counties. Title III of the Older Americans Act provides funding. Each month, CSD serves 60,000 meals to 4,000 older adults at 38 congregate dining sites and in nearly 1,000 households.



**"Somebody deserves a pat on the back for coming up with this idea."  
~Rose C.**

***Rose appreciates that she can choose*** what to eat when she wants to eat it. To her, choice is one of the benefits of having meals delivered by PHS Creative Senior Dining (CSD). "It's an extraordinary menu," she said, "that's grown considerably" since she started ordering meals over two years ago. She selects from dozens of options and receives her meals every Tuesday morning. "I feel free having to wait for delivery only one day a week." Rose describes the portions as "just about right" and says that heating the frozen entrees in the microwave is simple. The woman who delivers is conscientious and kind, said Rose. "She offers to help and asks how I'm feeling." A previous deliverer even left his phone number and told Rose: "If something isn't right let me know and I'll correct it."

Rose is one of nearly 4,000 older adults receiving meals in four Minnesota counties. And CSD delivers more than just meals. Often, conversation and care are as nourishing as the food. Doug is just one among dozens of volunteers who help where needed. Once each week he visits a vision-impaired couple for lunch. He sets the table, heats the meals and stays for up to an hour. They discuss their life history and health as Doug gets to know them better. When asked if he'd keep volunteering, Doug answered, "Definitely."



“Everyone knows everyone’s names”  
~Linsey T.

### “We love hearing their voices.”

Those sounds come from toddlers and preschoolers visiting their grand-friends, whom they come to know and cherish. “The residents light up when they see the children,” said Sandi Hofer, Director of the Northwestern College Child Development Center. “And the kids love them.”

About 40 children spend weekdays in the center at EagleCrest Commons in Roseville. In 1994, Northwestern and PHS began this partnership, which benefits children, their grand-friends and the college’s students.

Many children develop a strong relationship with a grand-friend, said Sonja Zapchenk, who is liaison with EagleCrest activities staff. “The children learn respect and understand that grand-friends are children of God, just like them,” said Sonja. “Being part of an intergenerational community is atypical for children in a childcare center,” said Sandi. Parents have told her how glad they are when their children carry that respect home.

Education majors from Northwestern College observe the children’s interactions with older adults and each year one, like Linsey, is a student teacher for several weeks. Linsey agrees that children can learn respect at an early age, especially good practices like shaking hands and looking someone in the eye. “After two weeks here, everyone knows everyone’s names,” she said. “It’s a privilege to be part of this community.”

# Stewardship

*Optimizing, with careful responsibility, the resources and finances of the ministry entrusted to us.*

## SUBSIDY OF MEDICAL ASSISTANCE IN CARE CENTERS – \$4,867,449

Medical Assistance (MA) provides health care coverage for low-income older adults and some who live in PHS communities. Our experience supports 2010 research by ELJAY, LLC indicating that MA reimbursements in Minnesota fell short of expenses by \$24.75 per day, per person. We cover that shortfall to maintain uninterrupted care.

## AFFORDABLE CHILD CARE PROGRAMS – \$156,000

The interaction of children with grandparents or great-grandparents creates an image of joy for many of us. Hundreds of children have shared that happiness through intergenerational activities within five PHS communities. Koala Bear Care, located within Lake Minnetonka Shores in Spring Park, MN, provides care for many PHS employees as well as families in the surrounding community. The child care program at EagleCrest in Roseville, MN offers the joy of intergenerational experience as well as affordable child care for our employees and those of our partner, Northwestern College.

*“Each of you should use whatever gift you have received to serve others, as faithful stewards of God’s grace in its various forms.” ~ 1 Peter 4:10 (NIV)*

# Christian Ministry



“Someone is praying...God listens.”

~Lu P.

*Seeking inspirational wisdom. Acting as agents of God’s purposes in all we do.*

## CHAPLAINCY PROGRAM – \$1,256,977

Regardless of their faith or denomination, many older adults seek deeply personal, spiritual nurturing as an essential part of a fulfilling life. Our chaplains are available to counsel and support staff, older adults and their families at every PHS community. Chaplains trained in theology and counseling are gifted to offer compassion, insight, comfort, inspiration and spiritual guidance. Likewise, they provide those living and serving in PHS communities the opportunity to reach out to others in faith and compassion. Through individual and communal activities they tend to the hearts of our communities.

## OPERATION CHRISTMAS CHILD – \$14,000

The PHS community has reached beyond the Upper Midwest through Operation Christmas Child, which delivers to children in extreme poverty the joy of a Christmas shoebox filled with small gifts. In the past fiscal year, more than 400 older adults, their families, our employees and community friends donated enough gifts to fill more than 1600 shoeboxes. They also volunteered to assemble and process the boxes for shipping.

*“Pray for my children, that they are safe, healthy and being loved the way I would love them.”*

*“Pray that I may learn how to forgive myself.”*

*“Pray that every aspect of my life will bring Him glory.”*

These and similar requests reach the hands and hearts of a dedicated group of women who meet biweekly with Chaplain Gene Sipprell for the Prayers for Prisoners outreach at Beacon Hill in Minnetonka, MN. The group receives dozens of prayer requests from women at the Minnesota Correctional Facility in Shakopee, MN. “We believe that God is using our time to enhance the spiritual well-being of the inmates,” Chaplain Gene said. “We pray that they come into faith or that their existing faith be strengthened.” Though no one in the group meets any inmates, the incarcerated women know that someone is praying for them. Chaplain Gene has heard from the prison chaplain that “more and more women are partaking in worship services and Bible study.”

Lu, a member of the prayer group, sees faces when she prays. She retired over 20 years ago after working as a correctional counselor at the prison. “I pray now and remember those I once worked with,” she said. “We can alleviate their worries if they know someone is praying for them,” said Lu. “God listens.”



“Liberty will reach beyond Presbyterian Homes.”  
~Loretta Anderson

# Growth & Innovation

*Exploring and creating new approaches to improving the quality of life for older adults.*

**Loretta Anderson**, Director of Continuing Education and Customized Training at Minneapolis Community and Technical College (MCTC), sees applications of Liberty’s principles to the college’s health curriculum and their eventual impact on the long-care care of older adults throughout Minnesota. Loretta has been involved in the development of the Liberty curriculum as manager of a \$400,000 state grant to the college in partnership with PHS.

The purpose of Liberty is “to give personalized attention to the well-being of each resident, while enhancing their independence and dignity.” To that end, Liberty offers 10 courses for PHS resident assistants to become Liberty household specialists. The creation of small households within care centers is intrinsic to the Liberty concept.

Liberty courses, taught at several PHS sites, focus on situations staff encounter working in a PHS care center. Nutrition, family dynamics, nurturing the spirit, memory care and falls prevention are some of the topics intended to enhance residents’ lives.

Loretta believes that many concepts developed at PHS can eventually be shared with other nursing care providers throughout the state. While observing classes, Loretta says she can see the “transformation of employees as they understand they can incorporate this training into each day.” She sees them gain confidence in their abilities. “When Liberty takes hold you can feel it,” she said.

## EMPIRA FALL PREVENTION – \$73,000

Injuries caused by falls are a prime culprit for diminishing quality of life and increasing medical care costs. In 2001, PHS and its partners formed Empira, which trains staff in methods to prevent falls. Empira measures its effectiveness against national benchmarks and shares the outcomes. In 2008, the Minnesota Department of Human Services awarded Empira a three-year grant to create an evidence-based fall prevention program. PHS augments that grant annually.

## EDUCATION – \$34,571

We support educational advancement for our staff to enhance their knowledge and skills, with the goal of providing the best care to older adults. The Educational Reimbursement Program funds work-related credits toward an associate, bachelor or graduate degree at an accredited institution. The Nursing Scholarship Program offers financial assistance to employees who seek a nursing license. PHS reaches beyond our communities to share knowledge with our peers, nurturing a culture of cooperation that improves care for older adults wherever they live.

## LIBERTY, PERSONALLY DESIGNED LIVING - \$103,000

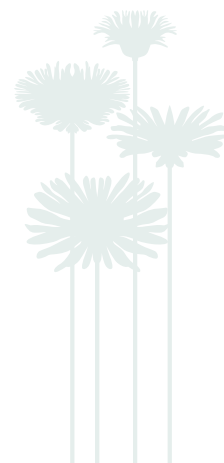
Liberty, Personally Designed Living™, is the person-centered model of care for all Presbyterian Homes care centers and many of its assisted living communities. Residents declare their preferences for sleep and wake times, meal choices, and activities that make them smile. Liberty training programs for resident assistants are offered through the Minneapolis Community and Technical College (MCTC). PHS partners with MCTC by providing trainers, materials, classroom space and administrative support.

# Our Commitment to the Greater Good

As the stories in this report have shown, our mission serves as the guiding principle for an organizational culture in which volunteer service, altruism and partnership with the larger community flourish. Our values inspire our staff, residents, families and friends in daily service to older adults and people of all ages. With the grace of God, we will continue this service for many years to come.

*The chart below summarizes the hours, talent, goods, space and financial support we have provided.*

COMPASSION	\$2,761,941
SERVICE	4,417,612
PEOPLE	33,120
STEWARDSHIP	5,023,499
CHRISTIAN MINISTRY	1,270,977
GROWTH & INNOVATION	589,621
<b>TOTAL</b>	<b>\$14,096,720</b>



As an organization that began with a gift 58 years ago, we are thankful for the people who join us in answering the upward call to love God and neighbor with all their heart, mind and strength.

*“This service that you perform is not only supplying the needs of the Lord’s people but is also overflowing in many expressions of thanks to God.” ~ 2 Corinthians 9:12 (NIV)*