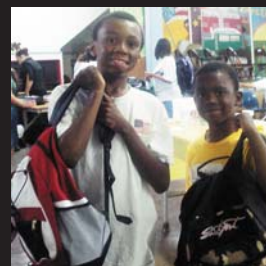




LUTHERAN SOCIAL MINISTRIES of NEW JERSEY

2009 REPORT to the COMMUNITY



Never underestimate the capacity of one agency...



Defining Social Ministry – Today and In The Future

LUTHERAN SOCIAL MINISTRIES of NEW JERSEY ANNUAL REPORT 2009



2009

MESSAGE from the PRESIDENT/CEO

“Tell us what you do,” is often the first reaction that people have when we talk about Lutheran Social Ministries of New Jersey. People want to know about the great range of programs that we have, but more importantly, they want to know what defines us. Who are we today and where are we going?

The answer to that question is found in our mission focus, our health as an organization and in our great hopes and plans for the future. LSM/NJ is not the same organization that it was five or ten years ago. Many of our programs have the same goals they have always had, but the way that we go about it is quite different. LSM/NJ has moved from a point of trying to keep our programs alive and active to a whole new place in which LSM/NJ is using its programs to define what social ministry is, both for today and for the future. Social ministry, the way LSM/NJ does it, is creating new definitions, both in its relationship with society and with the church.

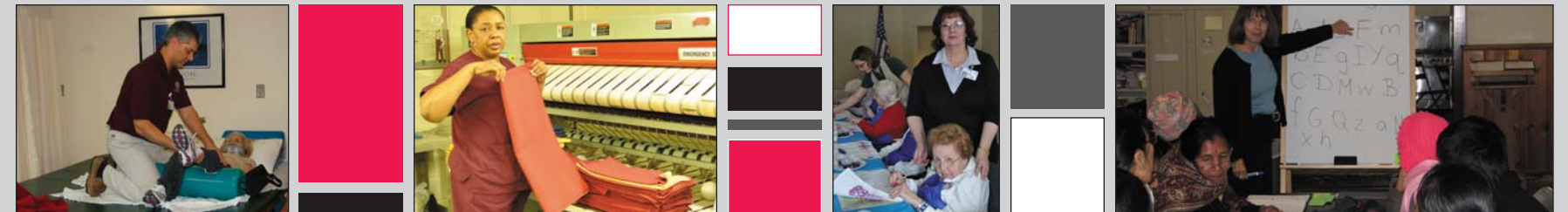
While our Mission Statement has not changed in the last fifteen years, what drives our work at LSM/NJ has gone through a wonderful upheaval. We have gone through a process of rediscovering and affirming our mission. In recent years, how that mission is lived has taken on a whole new dynamic. A key to what has happened is found in a phrase in our Mission Statement; “in response to God’s love.” This phrase sets us apart, not simply in that we are faith-based, but also in how we define our role for today and tomorrow. If we were simply another social service organization, our role would likely be a reaction to a need in the world or an opportunity to help. Reactions can be sincere motives, but they are different than “in response to God’s love.” Our work is a response to grace rather than a response to need. In many ways, the response may look similar, but at its heart, it has a very different energy. An example of this can be seen in how our new PACE program was conceived and developed. If our PACE program were only a response to a need, we likely would not have had the drive and the courage to go in this direction. In God’s grace, we are free, not simply to respond to need, but to define a different way of responding. Grace redefines life so that we can be bold in our caring.

This defining response to God’s love is seen in how LSM/NJ is changing. We are engaging communities, government and the church in fresh new ways. We have an unabashed sense of business in how we do our work. We skillfully manage our huge range of programs through a central focus on mission. As shown in this report, we have a hope for the future that drives us into new ways of caring.

What defines us? Read about us in this report and you will see a wonderful response to God’s love.

With warm regards,

Jerry Nugent, President & CEO





WHO IS LUTHERAN SOCIAL MINISTRIES OF NEW JERSEY

MISSION STATEMENT:

Through the power of the Holy Spirit, and in response to God's love as revealed in the Gospel, the mission of Lutheran Social Ministries of New Jersey is to serve those in New Jersey who hurt, who are in need, or who have limited choices.

REACHING OUT:

Started as a children's orphanage in 1904, Lutheran Social Ministries of New Jersey has broadened its focus over the years to service the growing needs and changing faces of New Jersey's population. Serving those in New Jersey who hurt, who are in need, or who have limited choices is our purpose, our call, our mission. The breadth of our social ministry reaches out and touches so many. We boast a strong history of providing hospitality, healing and hope with the support of congregations and individuals from across the state. As an agency, we dedicate ourselves to establishing and maintaining strong relationships with the people we serve, the congregations and organizations we partner with, the communities in which we have a presence, our volunteers, our staff and those representing our government and other organizations.

RELATIONSHIP:

Lutheran Social Ministries of New Jersey is an affiliated agency of The Lutheran Church-Missouri Synod and The Evangelical Lutheran Church in America.

GOVERNANCE:

Lutheran Social Ministries of New Jersey is governed by a Board of Trustees including representatives from the clergy, churches, business and other sectors of the community throughout New Jersey. The Central Administrative Office is located in Burlington, New Jersey.

PEOPLE SERVED:

In 2009, Lutheran Social Ministries of New Jersey served 4,938 people through a diversified social ministry program addressing many critical human care needs in New Jersey. Lutheran Social Ministries of New Jersey services are open to all, regardless of religious affiliation or background.

- *Community Outreach Services – served 77*
- *Adoption - counseled 22 birthparents; conducted 21 searches to reunite adoptees with their birth families; and placed 3 infants and 3 children into loving homes*
- *Immigration and Refugee Program – resettled 233 refugees; provided English-as-a-Second-Language courses to 140 clients; and provided legal services and immigration representation to 520 immigrants.*
- *New Visions Homeless Day Shelter in Camden provided breakfast and lunch to approximately 175 people a day and provided them with access to shower and laundry facilities, a food pantry, a clothing closet, mail services, and assistance with finding jobs.*
- *Community Residential Services - served 87*
- *Special Needs Housing - served 94*
- *Affordable Family Housing - served 341*
- *Affordable Senior Housing - served 747*
- *Senior Health Care - served 615*
- *Continuing Care Retirement Community - served 544*

STAFF:

Over 615 dedicated professionals are proud to work for Lutheran Social Ministries of New Jersey throughout the state.

OUR PROGRAMS INCLUDE:

COMMUNITY OUTREACH SERVICES:

- **Adoption Program** - (Statewide) Serves birthparents, adoptees and adoptive parents.
- **Assisted Living Program** - (Trenton) Personal care services within Lutheran Social Ministries of New Jersey housing.
- **Community Partnering** - (Statewide) Partnerships with individual congregations to provide community outreach services.
- **Immigration & Refugee Services** - (Statewide) Immigration services, refugee resettlement and employment support, and English-as-a-Second-Language program.
- **Lutherans Feeding Friends** - (Statewide) providing emergency funds to replenish the shelves of Lutheran food pantries across New Jersey
- **Lutheran Disaster Response** - (Statewide) coordinating agency responsible for assessing and enabling the Lutheran Church's unified disaster response in New Jersey. The Church's disaster response is a cooperative ministry supported by the ELCA's Domestic Disaster Regional Fund and the LC-MS World Relief Fund.
- **New Visions Homeless Day Shelter** (Camden) - Facility provides Camden's homeless population access to breakfast and lunch, shower and laundry facilities, a food pantry, a clothing closet, mail services, and assistance with finding jobs.
- **Speakers Bureau** - (Statewide) Our staff is available to provide presentations to your congregation or organization.

COMMUNITY RESIDENTIAL SERVICES:

- Services for those with disabilities and special needs
- **Lutheran Home for Children-** (Jersey City) Emergency shelter serves 8 youth in crisis.
 - **Community Residences-** Serves developmentally disabled women at Piscataway Community Residence (Piscataway) and Sayreville Community Residence (Sayreville).

SPECIAL NEEDS HOUSING:

Combining compassion with common sense, Lutheran Social Ministries seeks ways to provide affordable housing to those with special needs in our communities.

- **Luther Haven-** (Asbury Park) Serves 9 residents with mental health needs.
- **Project Home-** (Jersey City) Transitional housing for 18 families.
- **Stepping Stones Commons** (Trenton) - Single room housing for 64 individuals with multiple needs.

HOUSING DEVELOPMENT:

- **Housing Development-** (Statewide) Pursue housing development opportunities within the State of New Jersey.





PROGRAMS CONTINUED:

COMMUNITY REDEVELOPMENT

- Lutheran Social Ministries of Camden – (Camden) 89 townhomes

AFFORDABLE FAMILY HOUSING

- Cadwalader Apartments – (Trenton) 21 rehabilitated apartments
- Elwood Driver Townhouses – (Trenton) 19 townhomes
- Mott Centre Street Apartments – (Trenton) 22 apartments
- Peapack- Gladstone Family Housing – (Peapack) 20 townhomes
- West Hanover Street Apartments – (Trenton) 17 apartments

AFFORDABLE SENIOR HOUSING

- Birchwood at Old Bridge – (Old Bridge) 88 apartments
- Circle F Senior Apartments – (Trenton) 69 apartments
- Luther Arms – (Trenton) 150 apartments*
Under new management effective March 2010
- Lutheran Senior Residence at Pennsauken – (Pennsauken) 70 apartments
- Mirota Senior Residence – (Whitehouse Station) 60 apartments
- Mount Olive Manor I & II - (Flanders) 110 apartments
- Roosevelt Solar Village – (Roosevelt) 20 units*
- South Plainfield Senior Residence-(South Plainfield) 100 apartments

* Professionally managed by Lutheran Social Ministries of New Jersey

SENIOR HEALTHCARE

- Lutheran Care at Moorestown - (Moorestown) 201 Skilled Nursing Beds which include: 30 Subacute Beds, 12 Residential Health Care Beds, 46 Assisted Living Beds.

CONTINUING CARE RETIREMENT COMMUNITY

- Crane's Mill - (West Caldwell) 282 Independent Living Apartments and Cottages, 48 Assisted Living Beds, 18 Memory Support Beds, and 66 Skilled Nursing Beds



“There is tremendous food insecurity in New Jersey,” explains Lee Zandstra, LSM/NJ’s Director of Community Partnering and Lutheran Disaster Response. “All the food pantries I visited in 2009 said that, over the past year, the number of people coming to them had increased by 50 to 100 percent. As a result, they all were having a hard time keeping food on their shelves.”

In response to this crisis, LSM/NJ established the program, Lutherans Feeding Friends, which Zandstra oversees. The goal of this initiative is to ensure that food pantries throughout New Jersey have the resources they need to provide immediate hunger relief to those most in need. The program accomplishes this aim by awarding grants of up to \$2,000 to food pantries across the state. To be eligible for a grant, they must be affiliated with the Lutheran Church.

To begin the application process, eligible food pantries must submit a simple, two-page grant request form. That is followed by a one-hour site visit to determine their level of need. This, says Zandstra, is the best part of the process. “It’s such a deep honor to see Lutherans working so quietly behind the scenes, and doing so much good across the state.” Once they are approved, grant recipients receive funding in four to six weeks from the time of their application.

Last year, no one who applied was refused. St. Michael’s Lutheran Church in Cherry Hill and Rose of Sharon Lutheran Church in Wrightstown were among the program’s first 19 recipients. Each was given a grant up to \$2,000 and encouraged to use the funds quickly. “These grants are not meant to be saved,” Zandstra explains, “and they don’t have to be used for

FEEDING THE HUNGRY IN NEW JERSEY



food. For example, one group bought a freezer. We leave it up to each food pantry to decide how best to use their money to help the people they serve.”

St. Michael’s used its grant to purchase fresh fruits and vegetables, often missing from the diets of people in need. Its food pantry, run by seven Cherry Hill churches, is open two days each week and serves more than 500 people per month. Most are from Cherry Hill, Pennsauken and Camden, and says Beth Gebhart, community outreach coordinator, “our largest populations are single parents with children, and the working poor.”



Similarly, Rose of Sharon bought food, but not just what was fresh. “We were in such desperate need,” says Pastor, Robert Russell. “Our shelves were so bare we had actually considered closing, but now, thanks to the money we got from Lutherans Feeding Friends, our food pantry is thriving. In fact, every time our shelves start getting low again, donations pick up on their own. It seems like our prayers are always being answered.”



Lutherans Feeding Friends is funded through donations from individuals, foundations and corporations. It also receives a portion of the proceeds from LSM/NJ’s annual golf outing, as well as Lutheran Foundation of New Jersey’s Food For Sharing fundraiser. With the ongoing generosity of others through in-kind donations and financial contributions, support for the program continues. So long as the need for it exists, Lutherans Feeding Friends will remain in operation. “However,” says Zandstra, “We don’t want this to be a lifetime program, and we look forward to the day we can end it because it’s not needed anymore.”





LIFE SUPPORTS SENIOR INDEPENDENCE

Lutheran Senior LIFE is part of the nationwide program, PACE, an innovative medical and social care program that supports the independence of older adults with disabilities. Short for Programs of All-Inclusive Care for the Elderly, PACE is a community-based model of care funded primarily through Medicare and Medicaid. It was founded on the belief that, rather than being institutionalized, the elderly should be honored and taken care of in their own homes and communities.

PACE is open to individuals, age 55 and over, who have been certified by the state to need nursing home care. To assist participants, each PACE site employs an interdisciplinary team of experts, including physicians, nurses, nurse practitioners, social workers and an array of therapists. Many centers also have contracts with providers in their communities. These skilled practitioners, all trained in geriatric care, work closely together to ensure that participants get all the care and support they need, under the oversight of one provider.

Participants in PACE programs do not pay out-of-pocket fees or co-pays, which means they can access the care, services and medications they need without worrying about the cost. There are other advantages, too. Among them is a low doctor to patient ratio, which means care is very personal. Also, the health care team makes all appointments and transports participants back and forth, taking some of the burden off families.

“We do everything we can to help everyone involved,” says Debra Birkenstamm, Executive Director of Lutheran Senior LIFE. “Not only are we working to relieve the burden that falls to the younger generation, we also want to provide their loved ones with options that don’t involve their families. We offer them alternatives.”

Along with comprehensive medical care, PACE centers offer services such as nutritional counseling, prescription drug coverage, and dentistry.

They also host social activities. “To put it simply,” says Birkenstamm, “it’s a one-stop shop. We coordinate all their needs in one setting. This is a totally different kind of care for the aging, and it’s completely aligned with the mission of LSM/NJ.”

The new Lutheran Senior LIFE center in Jersey City has the capacity to serve up to 165 older adults from 14 designated zip codes in Hudson County. Seniors can come to the center two-to-three times each week. However, residents who prefer to stay home are not required to leave. “Our services are customized to meet the wishes and needs of each and every participant,” explains Birkenstamm and can be provided at the center, in the community and in participants’ homes.

PACE began in the early 1970s at OnLok Senior Services in San Francisco. Since then, the Centers for Medicare & Medicaid Services (CMS) have allowed replication of the OnLok model across the U.S. LSM/NJ’s Lutheran Senior LIFE center is located in Jersey City, with plans already underway to open a second PACE site in Hudson County.



A PLACE TO TURN FOR WARMTH AND HOPE

In 2009, LSM/NJ became the managing agent for New Visions, the only day shelter in Camden for women, men and children who are homeless, or at risk of being homeless. Close to 200 people come to New Visions each day. Most are between the ages of 20 and 65, with a few under 18 and more than a dozen over age 75. “We take everyone who comes through our doors,” says Kevin Moran, Executive Director of New Visions, “and we work closely with them to give them ownership over their lives.”

On their first trip to New Visions, visitors undergo an assessment to determine how the shelter can best meet their needs. Among other questions, intake coordinators ask how they became homeless and where they spend their nights. Over the past year, even on cold winter nights, many slept in Camden’s Tent City, located behind the exit ramp of Interstate 676. Others stayed on the street or in abandoned houses. During the day, however, most went to New Visions for warmth and food, and help to improve their lives.

New Visions gives patrons a hot breakfast and lunch, and access to showers and laundry facilities, a food pantry, phone, computer and mail service, and even a clothing store, built and maintained through donations. They also receive dental and medical care, including vaccinations. “Ultimately,” says Moran, “we provide people with a place where they can find dignity and compassion. Every day, we walk hand-in-hand with them to help them get back on their feet.”



One way New Visions helps patrons reestablish themselves is by offering them employment assistance and job training. Staff and volunteers help them develop resumes, teach them interview and grooming skills, and even write job referrals. They also take them shopping for professional clothes in the New

Visions clothing store.

More than 2,000 volunteers work at New Visions and, says Moran, they are essential to its operation. Among them are high school and college students, as well as members of church groups. They do everything from assisting with meal preparation to helping patrons track down birth certificates and other documents required for employment and government benefits.



“Overall” says Moran, “probably the best gift we provide our patrons is companionship. Once you put a name, a face and a story behind the people you meet on the street, once you break down the stereotypes so often associated with homelessness, you can’t help but get hooked. Their stories are so compelling and humbling.”

As LSM/NJ’s Vice President of Housing and Community Services, it is Peg Bucci’s job to ensure that New Visions is in compliance with licensing requirements. One thing she says she knows for sure is, “If New Visions Homeless Day Shelter didn’t exist, there would be almost 200 more people living every day on the streets of Camden without any assistance – including hot meals, shower and laundry facilities, as well as support. New Visions is a safe haven for them, and it screams out our mission of providing hospitality, healing and hope to those in New Jersey who hurt, who are in need or who have limited choices.”

Over the years, New Visions Homeless Day Shelter has been fortunate to receive financial contributions and grant funding to offset many of the costs associated with day-to-day operations. If you would like to make a contribution or organize a volunteer initiative, visit www.lsmnj.org to donate online or for volunteer information.





CHARITABLE DONATIONS & FINANCIAL DATA



LUTHERAN FOUNDATION of NEW JERSEY, INC.

Lutheran Social Ministries of New Jersey Years Ended December 31, 2009.

The Lutheran Foundation of New Jersey had a successful year in 2009, by launching its first signature fundraising event, *Food For Sharing*, inspired to bring together the community and all those who are advocates for ending hunger and homelessness in New Jersey. Several New Jersey organizations offered their financial support by sponsoring the event or by donating items for the evening's silent auction. Numerous members of the business community along with members of many Lutheran church groups attended the benefit. The evening offered attendees the chance to network, and gave them insight into two LSM/NJ programs providing assistance to those in need -- *Lutherans Feeding Friends* and *New Visions Homeless Day Shelter*. Proceeds from the event were distributed equally to these two life-ministering programs.

In 2010, the Foundation's dedicated roster of board members intend to extend LSM/NJ's outreach by visiting Lutheran congregations across the state and speaking to its members, in hopes to increase awareness of the various ways the organization helps those in need.

We are always humbled by the outpouring of support through contributions, event sponsorships, outright donations and volunteerism. We feel blessed to have such a committed base of donors, and value the relationships we have developed with all of our constituents. In addition to charitable donations and sponsorships, LSM/NJ also receives grant funding from various sources. In 2009, we received over \$1 million in funding to support many of our programs.

	<u>2009</u>
WE RECEIVED OPERATING REVENUES AND CONTRIBUTIONS FROM:	
Total (before reduction shown below)	<u>\$50,564,878</u>
Private Pay	27,989,315
Government: Medicaid, Medicare HUD	19,688,367
Charitable Contributions, Trusts, Bequests and Grants	2,887,196
OUR GROSS REVENUES WERE REDUCED BY:	
Contractual Allowances, primarily when the cost of services exceeds the payment from Medicaid and Medicare services	(4,357,725)
Charity Care of residents unable to afford services	(548,106)
WE HAD OPERATING EXPENSES OF:	
Total	<u>\$42,255,374</u>
Salaries and Employees Benefits	20,276,150
Utilities, Supplies, Insurance, Services, etc.	16,303,615
Depreciation and Amortization	3,755,972
Interest Expense	1,919,637

DONORS

We gratefully recognize the following individuals, businesses, corporations, foundations and congregations for their generous support of Lutheran Social Ministries of New Jersey and its various programs and services.

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. . . Today and In The Future





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