

# *Hospitality, Healing & Hope. . .*



LUTHERAN SOCIAL MINISTRIES *of* NEW JERSEY

2010 REPORT *to the* COMMUNITY



2010



## MESSAGE *from the* PRESIDENT/CEO

### *It's About People*

There is a lot of interest from others who have heard about what Lutheran Social Ministries of New Jersey does and want to learn more. In describing LSM/NJ, I could talk about the number of different programs, how many locations, or the size of our budget. But that would not tell them who we are. Who we really are is our people, the people we serve and the ever-growing number of people who work at LSM/NJ.

LSM/NJ is the sum total of all the people who are part of LSM/NJ and, very importantly, how they understand and believe in our mission. Last summer, as part of our strategy planning process, all of our management staff took part in a survey that asked about our current strategy and where we are headed for the future. What impressed me most in the forty or so responses was that nearly everyone expressed a deep commitment to our mission statement. They see this sense of mission as what drives us and what will bring us into the future.

When we have orientation sessions at our central office, my favorite part of it is when I get the opportunity to talk to our new employees about our mission and identity. These new employees are the ones who create the future of LSM/NJ. Some of the topics of my discussion are questions about how they discovered LSM/NJ and what they have learned since they became an employee. Here too, I am impressed that our constituents have quickly learned that we are different because of our sense of mission. It is exciting to them to be part of a cause that is bigger than any one of us.

Those who have experienced LSM/NJ's various programs have had their lives changed, in part, because of the mission of who we are. This year's Report to the Community captures just a few stories of the people who have been part of our history and who will be part of the future of LSM/NJ.

*"Things we have heard and known, things our fathers have told us, we will not hide them from their children; we will tell the next generation the praiseworthy deeds of the Lord."*  
Psalm 78:3,4

With warm regards,

Jerry Nugent, President & CEO





# Hospitality, Healing & Hope . . .

## WHO IS LUTHERAN SOCIAL MINISTRIES OF NEW JERSEY?

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### 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:

Lutheran Social Ministries of New Jersey is a social ministry organization that has cared for those who hurt, who are in need or who have limited choices for more than a century. Driven by our mission, our employees provide assistance and care to thousands of people and some of New Jersey's most disadvantaged children, indigent families and seniors, as well as the hungry and homeless. As society's needs change, we respond. Our purpose is to provide hospitality, healing and hope to those who need it most. God has called upon us to serve others with respect and dignity, and to help inspire a sense of self-worth so that they can go forth and spread the Gospel to others. We gratefully acknowledge the support of individuals, organizations and congregations who partner with us, as well as provide us with funding and their volunteerism, so that we can successfully continue our mission and serve those in need.

### 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 2010, Lutheran Social Ministries of New Jersey served 5,006 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 2,489*
  - *Adoption - counseled 13 birthparents; conducted 33 searches to reunite adoptees with their birth families; and facilitated 19 adoptions.*
  - *Immigration and Refugee Program - resettled 115 refugees; provided English-as-a-Second-Language courses to 65 clients; and provided legal services and immigration representation to 693 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.*
  - *Since its inception in 2009, Lutherans Feeding Friends has awarded grant funding to 34 food pantries across the state to replenish their shelves and/or purchase equipment for food storage.*
- *Community Residential Services - served 68*
- *Special Needs Housing - served 128*
- *Affordable Family Housing - served 425*
- *Affordable Senior Housing - served 588*
- *Senior Healthcare - served 645*
- *Continuing Care Retirement Community - served 678*

### STAFF:

Over 800 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.
- **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.
- **Lutheran Senior LIFE** - (Jersey City) Providing and coordinating home and health care services for the elderly.
- **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.
- **Lutherans Feeding Friends** - (Statewide) Providing emergency funds to replenish the shelves of Lutheran food pantries across NJ.
- **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.





# Hospitality, Healing & Hope . . .

## PROGRAMS CONTINUED:

### COMMUNITY REDEVELOPMENT

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

### AFFORDABLE FAMILY HOUSING

- Cadwalader Apartments - (Trenton) 21 rehabilitated apartments
- Chestnut-Monmouth - (Trenton) 13 apartments\*
- Circle F Senior Apartments - (Trenton) 69 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
  - 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
  - Zurbrugg Mansion - (Delanco Township) 27 units\*
- \* 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





## PISCATAWAY AND SAYREVILLE COMMUNITY RESIDENCES:

### *Women Find Hospitality, Hope and Family*

Piscataway Community Residence has been home to Joyce Mayers and three other developmentally disabled women since 1985. An additional three women moved in more recently, bringing the total number of residents in the group home to seven. Though all the women are developmentally disabled, one holds a job in the community. The other six participate every day in activities designed to improve their skills and build in each a strong sense of self worth.

The four women who live in Sayreville are more profoundly disabled than those in Piscataway. Each, however, with her own poignant history, has established a sense of place, and found a loving community in this warm and welcoming home.

“Every woman in our care,” says Coordinator, Maria Mancuso, “is an extension of our own families. They are all in our hearts, and we know by the way their eyes light up when they see us, we are also in theirs.”

Both Piscataway and Sayreville are unique and nurturing communities in which developmentally disabled women can fully and meaningfully participate in all dimensions of life. Both homes are safe and highly social, with families and

friends invited to visit often. Overall, the women who live in the homes enjoy deep friendships and the support of caring staff.

Robert Mayers, Joyce Mayers’ brother, says moving his sister into the Piscataway Community Residence was “one of the greatest things that ever happened in Joyce’s life. I can’t say enough for it. She’s very well taken care of medically and physically, and

she has improved there. She’s always in a great frame of mind. Over the years, she’s had many loving relationships with staff people who have sincerely cared about her and treated her with compassion and dignity.”

Gwen Character, one of a dozen direct care aides who work in Piscataway, spends every weekday with Joyce and the other women who live there. “We all have a special bond,” she says, “and over the weekend, I miss them so much.” One of Character’s favorite activities each year is an overnight trip to the Sight & Sound Theatre in Lancaster. “We’re like one big family on vacation,” she says.

“This is very different from the way life used to be for women with disabilities,” Mancuso explains. “Most were kept hidden and either institutionalized or cared for at home, but now, the women who live in the Piscataway and Sayreville Community Residences have found peace in their souls. LSM/NJ’s vision, along with the care and dedication of the staff and the women’s families, have created these rare and special places where lasting friendships develop. We share in each others’ happiness and sorrow. We invigorate each other.”

Character says now, her life is with these women, who teach her something new every day. “As long as I’m on this earth,” she says, “this is where I want to work. All of us are learning and growing and thriving together, and I can tell you, I’m getting more than I’m giving.”







# Hospitality, Healing & Hope . . .

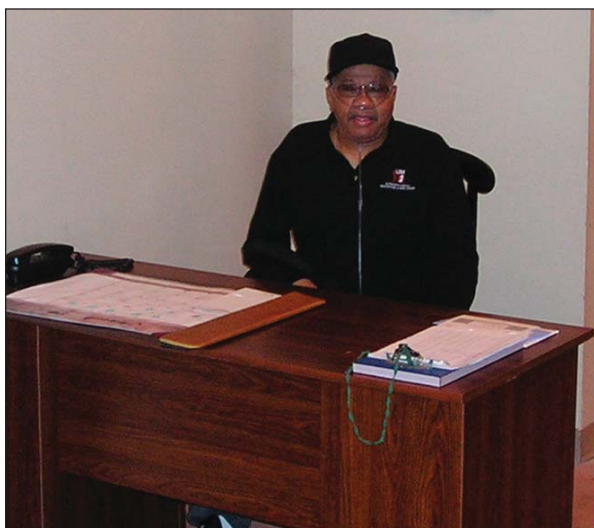
## AFFORDABLE SENIOR HOUSING: *Residents Offer Help and Hospitality*

When Carole Romano moved into Mt. Olive Manor, she brought with her a long history of caring for people. “I grew up in a family of doctors,” she explains, “and spent years caring for terminally ill cancer patients. Helping people was born in me. I’ve always been like that.”

Now, Romano voluntarily assists her neighbors, an activity both familiar and important to her. “If someone needs me,” she says, “I’m there for them.” In fact, Romano’s nursing skills are so well known in Flanders, the local police and paramedics know her by name. So do the families of other Mt. Olive Manor residents, who often ask for her help in looking after their loved ones.

What LSM/NJ has come to realize is that many of its residents across the state take pride in their housing community and provide hospitality to their neighbors because they value the environment they live in. Many, like Carole, feel a sense of ownership within their building and view their neighbors as members of their family.

Romano is just one of many residents who make others feel welcome and at home. Mary Baker, a resident of Mirota Senior Residence, is another. Like Romano, Baker has used the skills she developed at work – as a supervisor for National Cash Register -- to develop fast friendships with her neighbors. “I’ve always worked with people,” she says, noting that it is the people who make a community feel like home.



Not only has Baker been instrumental in bringing Mirota residents together to socialize every day, she also does what she can to help those in need. “I’ve made a lot of good friends here,” she says, “and I’m really going to miss everyone.” Sadly, Baker is moving out of Mirota in order to help her daughter. “If I have the chance,” she says, “I’m definitely moving back.”

William Brown, who has lived at Circle F Senior Apartments for more than a decade, says he will never leave his home. “I love the atmosphere of this building, and everybody here is a friend. It’s a good place to live. In fact,” he adds with a laugh, “I joke with my kids that, when I finally do leave, it’ll be feet first.”

For roughly eight years, Brown has voluntarily assisted to sit at Circle F’s front desk each night, admitting visitors and welcoming all who walk through the door. The rest of the day and night, he strolls at regular intervals through the building’s hallways, looking for anything out of the ordinary. With him, he tows a portable oxygen canister, his legacy from years of work in the steel mills.

“It feels as though this whole building is my home,” says Brown, “and I protect it like it is.” His payment, he says, is the gratitude of others. “When people tell me they appreciate what I do, that means more to me than money. It’s not about the service. It’s all about the people.”





## LSMNJ'S NEW VISIONS HOMELESS DAY SHELTER:

### *Helping The Homeless Find Hope*

Not long ago, Camden native, Kevin Cooper, found a Bible on the ground. He was walking home from Sacramento Loaves and Fishes, an organization that offers survival services to the homeless, where he had just helped cook lunch for 600 hungry guests. He opened the Bible to Ephesians 6:16: In all circumstances, take up the shield of faith with which you can extinguish all the flaming darts of the evil one. "Isn't that something," Cooper laughed. "I felt like that Bible was talking to me, reminding me to keep busy and keep my eyes on God."

Like the people he helps every day, Cooper knows how it feels to be homeless. At the age of 48, with a history of unemployment, drug abuse and homelessness, he turned for help to New Visions Homeless Day Shelter in Camden. It was there, he says, where he first "experienced a passion for people going through the trials and tribulations of life. So many of them had given up, and I realized that was not what I wanted to do. The people at New Visions cared so much about me. They lifted me up and encouraged me. They made me feel like I'm worth something."

Since he first walked through the doors of New Visions, Cooper says his eyes have seen things he never thought he would see, and his feet have gone places he never thought he would go. "My life is beautiful now," he adds. Among the many positive changes he has experienced, Cooper has reunited with his father, a retired veteran and executive chef, from whom he had been estranged since birth.

Cooper gives particular credit to Kevin Moran, Executive Director of New Visions, for helping to change his life. It was Moran who first noticed Cooper's skill in the kitchen, and recommended him for the Culinary Arts Training Institute, run by Cathedral



Kitchen in Camden. Now a graduate of the program, Cooper says, "my heart is in the kitchen. Cooking is my favorite way to get in touch with people."

In addition to meeting the basic needs of guests, including children, New Visions strives to cultivate in them feelings of dignity and worth. "We try to build individual relationships," Moran explains. "We talk about their lives, and their interests and goals. We had 45,282 people come through here in 2010, and so many of them had lost their capacity to dream. We work hard to instill in them all a sense of belonging and community."

New Visions offers guests breakfast and lunch, shower and laundry facilities, a food pantry, clothing closet, mail services, and employment assistance. "These different services," says Geano, a frequent visitor there, "give me hope." Ronald, another guest, agrees. "They do positive things for us, like giving us information about housing, helping us write resumes, and engaging us in conversations."

Though Moran admits that success is hard to measure, his wish is that guests at New Visions at least hope for better lives. "There are so many people here who care, so many small acts of kindness. We have seen many people move from a state of homelessness to a place of dignity, a place of worth, and a place of allowing themselves to get back on their feet. We try to help guests believe they can change by surrounding them with a positive support system. We encourage them to follow their dreams and help them get their lives back on track. The bottom line is, if no one had helped Kevin Cooper, he would not be where he is today."



# Hospitality, Healing & Hope . . .

## CHARITABLE DONATIONS & FINANCIAL DATA

Lutheran Social Ministries of New Jersey Years Ended December 31, 2010.

### WE RECEIVED OPERATING REVENUES AND CONTRIBUTIONS FROM:

	2010
Total (before reduction shown below)	<u>\$54,934,114</u>
Private Pay	31,871,782
Government: Medicaid, Medicare HUD	20,150,506
Charitable Contributions, Trusts, Bequests and Grants	2,911,826

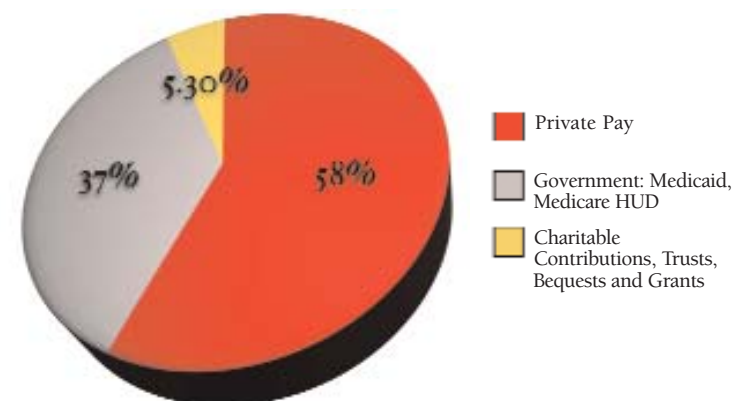
### OUR GROSS REVENUES WERE REDUCED BY:

Contractual Allowances, primarily when the cost of services exceeds the payment from Medicaid and Medicare services	(4,887,593)
Charity Care of residents unable to afford services	(480,731)

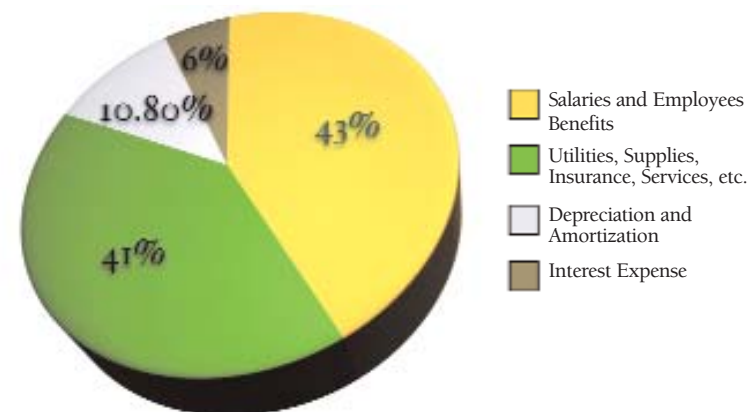
### WE HAD OPERATING EXPENSES OF:

Total	<u>\$52,238,894</u>
Salaries and Employees Benefits	22,220,355
Utilities, Supplies, Insurance, Services, etc.	21,368,828
Depreciation and Amortization	5,642,552
Interest Expense	3,007,159

### 2010 OPERATING REVENUES & CONTRIBUTIONS



### 2010 OPERATING EXPENSES



NOTE: THE ABOVE SCHEDULE WAS PREPARED FROM INTERNAL FINANCIAL STATEMENTS & WAS NOT AUDITED.



LUTHERAN  
FOUNDATION  
of NEW JERSEY

## THE LUTHERAN FOUNDATION OF NEW JERSEY



2010 proved to be a financially successful year for the fund development department at LSM/NJ and the Lutheran Foundation of New Jersey. Collectively, they raised more than \$1.4 million through philanthropic donations, event sponsorships and grant funding to assist and support LSM/NJ's various programs and services. The funds raised are supporting areas of need including hunger and homelessness, as well as the Good Samaritan Fund, which covers healthcare costs for seniors at Lutheran Care at Moorestown and Crane's Mill Continuing Care Retirement Community who can no longer afford to pay for their own healthcare expenses.

The 2nd Annual Food For Sharing event was held in November, and once again gathered advocates from organizations, corporations and congregations across the state to end hunger and homelessness in New Jersey. The evening was filled with great food, great company and stories of hope and healing. Proceeds from this event went directly to two LSM/NJ programs, Lutherans Feeding Friends and New Visions Homeless Day Shelter.

For the first time, The Lutheran Foundation of New Jersey hosted a concert in July featuring Philadelphia-based Singer/Songwriter/Guitarist, Jeffrey Gaines. Through his soulful lyrics, Jeffrey

helped shed light on the hundreds of homeless men, women and children living on the streets of Camden. He helped us raise awareness within the surrounding communities, in the hope that others will embrace the cause and help support LSM/NJ's program, New Visions Homeless Day Shelter in Camden.

Lutherans Feeding Friends, a grant-based program that provides emergency funds to Lutheran food pantries across the state, raised nearly \$36,000 in 2010 and nearly \$90,000 since its inception in 2009. More than 30 food pantries have received funding to use in various ways to feed those in need in their communities.

Other events, including two golf outings, two brick dedications and a 'non-event' for Immigration & Refugee Services provided various corporations, organizations, and individuals to join together and support the Foundation as event sponsors or in-kind donors.

If you, your organization, or congregation would like to offer support to the Lutheran Foundation of New Jersey, either through financial contributions or volunteering, please visit [www.lsmnj.org](http://www.lsmnj.org) or contact our Development Office at (609) 699-4115.







# Hospitality, Healing & Hope . . .

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*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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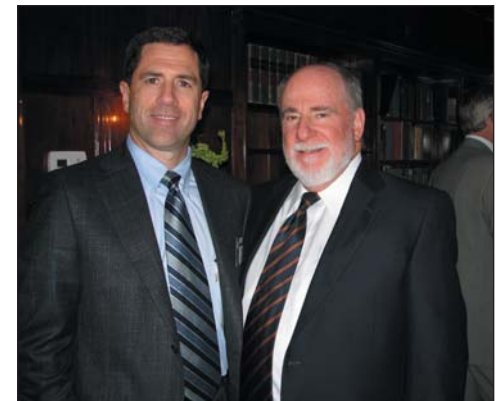
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Gloria Dei Lutheran Church in New Milford  
Good Shepherd Lutheran Church in Blairstown  
Good Shepherd Lutheran Church in Glen Rock  
Grace Evangelical Lutheran Church in Phillipsburg  
Grace Lutheran Church in Teaneck  
Holy Trinity Episcopal Church in Collingswood  
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Holy Trinity Lutheran Church in Somerset  
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 Christ Lutheran Church Women in Whiting  
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 Messiah Evangelical Lutheran Church in Parlin  
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 St. Mark Lutheran Church in Morristown  
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 Township  
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# Hospitality, Healing & Hope . . .



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 Collingswood  
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 St. Mary's Episcopal Church in Haddon Heights  
 St. Matthew Lutheran Church in Moorestown  
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St. Paul Lutheran Church in Beachwood  
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