



DONOR & COMMUNITY IMPACT REPORT



MISSION

SpiriTrust Lutheran®, 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

SpiriTrust Lutheran 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 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 promise 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.

MESSAGE FROM THE PRESIDENT/CEO

2016 was an "anniversary" year for our agency. We marked 65 years of providing exceptional services across multiple service lines to those in need.

65 is the age that many people choose to retire from full time work. Retirement communities are an integral part of the services SpiriTrust Lutheran provides. But "retiring" isn't anywhere in our plan! As an agency bringing healing, hope and wholeness to, at last count, more than 25,000 individuals, we are going full steam ahead, working more than full time to bring vitally needed services to 23 counties across Pennsylvania and Maryland.

In the recent past we added assisted living and memory support care at our Sprenkle Drive campus in York. We've begun the planning for skilled care and memory support care at our Chambersburg campus. We've partnered with "Friends Life Care", another faith-based agency in Pennsylvania, to provide a new level of in-home care, what's often referred to as a "continuing care retirement community without walls". And, our board has approved a new vision that includes some bold moves into new affordable housing models throughout our communities.

At 65 or so, individuals have earned the right to slow down a bit. But at SpiriTrust Lutheran, our planning for the future never slows down. The needs of those we have been called to serve throughout these decades haven't slowed down – in fact, just the opposite. So, we continue to heed the call to serve, bringing our experience and skills from the past to bear on the needs of the present and the future.

We could not heed that call without YOU. Your support, your partnership, is reflected not just in the listing of donor's names, but even more, in the stories of the impact your support is making. They are in fact YOUR stories.

Thank you for allowing us to serve in your name. Thank you for enabling our spirit of service and our legacy of trust. Thank you for all you have done in this 65th year of our life together.

Robert L. Rundle

President & CEO, SpiriTrust Lutheran

65 years of providing exceptional services to those in need...

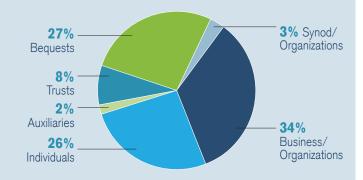


Robert L. Rundle

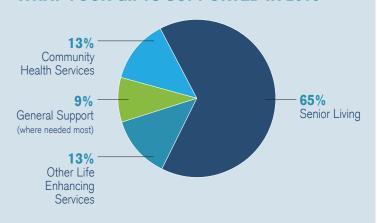
PHILANTHROPIC GIVING | COMMUNITY IMPACT

In 2016, donors such as you, contributed more than \$3.3 million to support the work of SpiriTrust Lutheran[®]. Volunteers also donated more than 109,000 hours of services. Thank you for the difference you make!

SOURCES OF SUPPORT IN 2016



WHAT YOUR GIFTS SUPPORTED IN 2016



HOW YOUR DOLLARS ARE BEING SPENT

In addition to philanthropic dollars contributed by you, SpiriTrust Lutheran provided more than \$6.9 million in benevolent care to those in need in our community in 2016.



FAST FACTS

YOUR support, YOUR time and YOUR efforts have made a huge impact on the SpiriTrust Lutheran community.



SpiriTrust Lutheran **welcomed 1,046 new residents** to our six senior living communities this year.



SpiriTrust Lutheran **served 24,095 clients** and residents this year. Our client population increased by 13%!



SpiriTrust Lutheran Home Care and Hospice employees **drove a total of 52,163 miles** to care for our clients. This is the equivalent of two trips around the world!



Home Care & Hospice census **rose 9%** last year, which totaled **199,109 client visits**. This allowed those we serve to recuperate in the comfort of their own home after a lengthy illness or surgery.



Volunteers donated more than **3,600 hours** to the Volunteer Income Tax Assistance (VITA) program to serve **5,806 individuals** through the preparation of **3,957 tax returns**.



Life Enhancing Services served more than 9,200 clients this year. Thanks to our Cornerstone Dinner sponsors who help to make this possible.

MESSAGE FROM THE FOUNDATION

Friends,

If you're paying attention, you will notice a subtle but important change in this year's report. It's small, but hard to miss. It's right on the cover in fact. The change is about what we actually call this report. In the past, it has always simply been our "annual report". But this year, we are calling it our annual "donor and community impact" report.

As the saying goes, what's in a name, or in this case, a name change? The answer is "a lot." As Mark Twain once said, the difference between almost the right words and the right words is like the difference between a lightning bug and lightening! Reporting to you and the community at large on the annual contributions of our donors has always been and still is very important. But what are those donations really about? Is it just about the dollars and cents (important, though, as dollars and cents may be)? Or is it about something more?

It most certainly is. And the "something more" is, in a word, IMPACT. The financial contribution of our friends isn't about figures on a balance sheet. It's about the human figures we encounter at SpiriTrust Lutheran every day -25,000 of them at last count - and how the balance of these people's lives often hinge on the services we are providing.

If you're a donor reading this, you will find your name — as you should — listed in the final section of this report. For the financial gifts you have given us, we are profoundly thankful, and are gratified to be able to acknowledge those gifts in this way. But the truth is that you will also find yourself in the stories at the beginning of this report — in Anne and Ben Hoover's story, Dick and Ruth Jean Unger's story, and Mary Ellen Fairbairn's story.

You will find yourself in these stories because their stories are about the impact that we have made, together, on their lives and on 25,000 other lives this past year. Their stories, in other words, are your stories.

For all of that, for all that you do for us and with us in service, for the impact you have made possible, my deepest thanks.

Peace and all good,

Pr. Glenn D. Miller

President, SpiriTrust Lutheran Foundation

Vice President of External Relations, SpiriTrust Lutheran



Pr. Glenn D. Miller

STOPPING THE HURT

For most individuals, being called names, being yelled at and criticized extensively, even violently, would be considered far beyond the bounds of "normal" behavior. But, in a home where domestic abuse is common, that tension and vulnerability is a normal accompaniment to everyday life. Words filled with hurt are strategically placed to build tension, which is designed to lead to an explosive incident that reduces the victim to cowering in fear. Abusers thrive in this type of environment.

According to the Pennsylvania Coalition Against Domestic Violence, York County ranked third in Pennsylvania with the most domestic violence fatalities and experienced a 114% increase in the fatality rate in 2015. SpiriTrust Lutheran®, through its Domestic Abuse Solutions program, has been at the forefront of rehabilitating abusers and restoring families for decades.

"It's about a sense of entitlement," explains Juanita Jones, program coordinator of SpiriTrust Lutheran Domestic Abuse Solutions. In 1988, specialized programs were created to assist and support abusers' willingness to change their abusive behavior. The programs are a way to approach oppression in relationships by helping the abuser understand and realize what life is like for the victim, and to help the abuser to overcome their feelings of entitlement. With these programs serving 1,137 participants in York County last year alone, it's easy to see the need.

While a majority of these programs are mainly geared towards rehabilitating men, SpiriTrust Lutheran has implemented a program for female



Fewer than 7% of participants are likely to be repeat offenders after completing the program.

abusers as well. Jones notes that men and women who become abusers are often victims themselves of domestic abuse. "It takes a community effort to deal with this issue and we must remain realistic and demand accountability," says Jones. Key indicators show that fewer than 7% of program participants are likely to be repeat offenders after completing the program.

With the help of our donors, SpiriTrust Lutheran Domestic Abuse Solutions is able to help abusers to live a life of non-violence. We would like to thank our donors who have made such positive, successful programs in our community possible. Because of you, we are able to serve many individuals and reduce violence in our community. Thank you for making this happen through your partnership with us!

REMEMBERING WHAT MATTERS

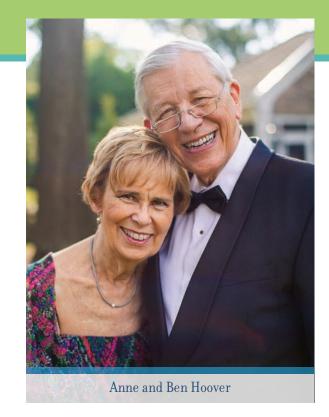
"Anne and I always said we are better at working than playing," remembers Dr. Ben Hoover. Anne and Ben are both well-known and highly respected in the York community for their work — Ben is a retired physician and Anne is a longtime champion of the StrandCapital Performing Arts Center, working in a number of professional and volunteer positions, including serving three years as chair of the board of directors and as the interim chief executive officer twice.

Anne and Ben met through his sister while he was in medical school. "I wasn't interested in any of my little sister's friends and Anne didn't want to date a doctor," recalls Ben. However, their relationship blossomed after he escorted Anne to an annual event in York. They were married three years later and now have three grown children and four grandchildren.

increasingly worried about Anne's health, and as a physician, he could see where things were going. The turning point came one day when she became confused and walked out of their home on a frigid day without her coat, ending up at a friends' home.

"Anne was so smart that she was able to mask her disease for a while," Ben recalls. But eventually, she began coming to terms with what was happening and confided in her family and close friends.

The Alzheimer's disease diagnosis was not surprising to Ben or Anne – Ben was board certified in internal medicine and geriatrics and Anne recognized her own symptoms. But that knowledge didn't make it any less devastating. As Anne's condition continued to deteriorate, Ben knew that something needed to change, that he and Anne needed help.



facilities and the peaceful enclosed garden, the agency provides Ben and his family peace of mind

knowing that Anne is both safe and exceptionally well-cared for. The Village at Sprenkle Drive has been home ever since.

The new Memory Support Care Residence at The Village at Sprenkle Drive is just the latest example of our agency's 65-year history of providing the best care possible for York County. SpiriTrust Lutheran is forever grateful for the York community's remarkable support in helping to make this Community possible. Our donors' partnership and commitment is what allows SpiriTrust Lutheran to provide care to friends like Anne and her beloved Ben every day.

Coupled with the beautiful secure facilities and the peaceful enclosed garden, the agency provides Ben and his family peace of mind.

Anne and Ben have shared a wonderful life – from family and community to travel, the arts and civic engagement.

About 10 years ago, Ben began to notice that Anne was struggling with everyday tasks, such as balancing the family's checkbook – something that had always been a strength. Over the years he became

During Ben's accomplished professional career, he came to respect the established reputation of SpiriTrust Lutheran® in nursing excellence. After learning about all the options for supportive care, including Memory Support care, Ben chose SpiriTrust Lutheran®, The Village of Sprenkle Drive to provide Anne's care. Coupled with the beautiful secure

SpiriTrust Lutheran Key Priorities for 2017 and Beyond

FRIENDS LIFE CARE

Designed to help you remain independent in your own home at any age, Friends Life Care helps you maximize your savings and prepare for unexpected changes in health, while providing innovative options to help increase vitality and longevity. If and when care is needed, your own personal "CCRC without walls" will provide that care via a trusted SpiriTrust Lutheran network of caregivers.

COMPLETING OUR FAMILY OF SERVICES IN CHAMERSBURG, PA

Funded in part by a multi-million dollar fundraising campaign, SpiriTrust Lutheran®, The Village at Luther Ridge will add a modern, 40-bed skilled care center and a comforting memory support care neighborhood. Of those 40 beds, 8 to 10 short-term rehabilitation beds will be dedicated to compliment the already existing and widely-respected, independent-living residences for seniors.

Plans are well underway as SpiriTrust Lutheran staff and volunteer leadership work together to make this dream a reality. Look forward to more announcements as planning continues.

GIVING... IN MORE WAYS THAN ONE

An Interview with Dick Unger

Dick and Ruth Jean Unger, like so many of their generation, have always understood what it means to give back. Even when they were younger raising their four children, they made philanthropy, particularly to their church, a priority.

Later in life, blessed with the fruits of a successful life, they took that commitment to a new level through the establishment of a donor advised fund.

"It's probably not an exaggeration to say that in establishing the fund, we increased our overall giving many times over" says Dick. "Now, rather than writing checks for everything we want to support or deciding which stocks to gift, I just go to the computer and hit 'send', and off it goes".

If the Ungers had stopped there, it would still be a great story of giving. But they didn't. Dick recognized that the donor advised fund wasn't only a convenience, it could also be a teaching tool. So, he established separate funds for each of his four children. And, then for his grandchildren. And, then for his great grandchildren. Today, Dick and Ruth Jean Unger have funded 24 separate donor advised funds, providing charitable gift potential for four generations of the Unger family and the charities they care about.

...providing charitable gift potential for four generations.



Dick and Ruth Jean Unger

"My kids are all pretty giving people" Dick says.

"And so I know they would have given to things even without this. But with these funds, it allows them to broaden their impact on their projects and causes."

Dick and Ruth Jean have been good friends to SpiriTrust Lutheran, to their communities of faith in Gettysburg and Florida and to a host of other worthy causes. But, what makes their story so unique is that in addition to recognizing the need to "give back," they've also recognized the need to pass that way of life onto the next generation. The next four generations actually. Like many others, they were already modeling what philanthropy truly means through their own giving. But they took it a step further — 24 steps further. Insuring that the Unger spirit of generosity continues for a very long time.

A CALLING TO SERVE

Volunteers have an immense impact on the people they are serving, but volunteering itself can have just as much of an effect on the volunteer. "It's a special feeling. It's a spiritual experience to be able to connect with others," explains Mary Ellen Fairbairn, a resident and volunteer at SpiriTrust Lutheran®, The Village at Luther Ridge.

For more than a year now, Mary Ellen has volunteered for SpiriTrust Lutheran® Home Care & Hospice. Both Mary Ellen's sister and mother received hospice care, so when Mary Ellen became a resident at The Village at Luther Ridge, she wanted to give back by volunteering at SpiriTrust Lutheran Home Care & Hospice. "I have felt a pull, or calling to do this. It's me giving back for the wonderful care they received," expressed Mary Ellen. So, when she got the call to visit with a new hospice client, she jumped at the

opportunity. Mary Ellen describes her time with him as a wonderful experience. "We talked for hours, and I learned so much about his remarkable life. He was filled with smiles, and you could tell he really enjoyed the conversation," she remembers.

would not be possible without the emotional and social support our volunteers provide, as well as the financial support of our donors.

After the death of Mary Ellen's hospice client, she

"I always seem to receive more than I give," says Mary Ellen.

SpiriTrust Lutheran Home Care & Hospice served 12,537 clients in 2016. The program provides individuals and families with professional, compassionate caregivers who bring skilled home health services, in-home care, hospice care, and grief counseling directly to the home. The exceptional level of care provided by the program

continued to visit with his wife offering her support. Hospice volunteers often develop an ongoing relationship with family members. She brought "bereavement bread" and offered to make a "memory bear" for her. Mary Ellen started her volunteer work with SpiriTrust Lutheran making memory bears, which are handmade teddy bears, made from the clothing of the person who has died. It is just one of several unique programs SpiriTrust Lutheran offers in order to meet and support the needs of our clients.

"I always seem to receive more than I give," says Mary Ellen. "Everybody that I have worked with has been so caring and supportive. I just love being part of the network of care."

SpiriTrust Lutheran Home Care & Hospice provides a full range of services that support independence, quality of life, and peace of mind to the people we serve. Volunteers are a key component of that service, offering their time, talents, and companionship to assist in the mission of providing care and comfort to those who place their trust in us.



TRANSFORMATIONAL DONORS

SpiriTrust Lutheran® donors change and impact lives every day. Gifts provide compassionate care and help for the most vulnerable. On behalf of those served through SpiriTrust Lutheran, thank you for your generosity.

FOUNDER'S SOCIETY

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

Harry B. and Marcella S. Fleck*

A gift from Harry and Marcella Fleck enabled SpiriTrust Lutheran to build the community center at The Village at Luther Ridge, where residents enjoy meals, play pool or games, exercise, use the library, or just socialize with other residents.

Gifts received from January 1, 2016 through December 31, 2016 are listed in the Community Impact Report. We strive to achieve the greatest level of accuracy possible. If an error is discovered, please accept our apologies and kindly contact the SpiriTrust Lutheran Foundation by calling 717.854.4425 or (toll free) 888.404.3500.

The P. H. Glatfelter Family

Five generations of Glatfelter family members have contributed regularly to the ministries of SpiriTrust Lutheran. Through their lifetimes, Philip H. Glatfelter II and Philip H. III have well exceeded \$1 million from estate gifts, and grants from perpetual foundations to the agency. Members of the current generations of the family continue to make SpiriTrust Lutheran and those we serve a philanthropic priority.

Carroll F. and Irene S. Hunt*

Carroll and Irene Hunt made significant gifts to SpiriTrust Lutheran during their lifetimes and left a generous gift in their estate. Their estate gift was used to benefit SpiriTrust Lutheran Senior Living.

Paul K. and Anna E. Shockey*

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

The United Way of York County

For decades, the United Way of York County has been making grants from its Community Chest to various programs of SpiriTrust Lutheran. Those grants well exceed \$1 million. Other United Way agencies across our territory have added significantly to that total. We are truly grateful for our partnership with our United Way agencies.

I support SpiriTrust Lutheran because I am a baptized Lutheran and wanted to help support the services that they provide to my community. I am a member of St. Matthew Lutheran Church in York and as a young girl I volunteered with the youth group at The Village at Kelly Drive. We would help residents on Sundays by assisting them to the Worship Service.

~DANELLE N.



 $Linda\ Heckman,\ resident\ of\ SpiriTrust\ Luther an ^{\$}\ The\ Village\ at\ Utz\ Terrace,\ preparing\ to\ kayak.$

PRESIDENT'S SOCIETY

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

Individuals

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Mr. and Mrs. Oren C. Bartenslager *
Mr. and Mrs. James V. Blouse *
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Mr and Mrs. Robert B. Campbell *
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Mr. Burnell M. * and Mrs. Ann C. Diehl
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Miss Amelia C. Winter *
Mrs. Trema S. Zimmerman *

Businesses

Alpha Media BNY Mellon Glatfelter Insurance Group M&T Bank Sodexo Senior Living
Thrivent Financial for Lutherans and its members

Churches

Christ Evangelical Lutheran Church, York
Lower Susquehanna Synod ELCA and its
member congregations
Memorial Lutheran Church, Shippensburg
St. James Lutheran Church, Gettysburg
St. Luke Lutheran Church, Chambersburg
St. Matthew Lutheran Church, Hanover
St. Matthew Lutheran Church, York
St. Paul Lutheran Church, Hanover

Foundations

The Boustead Family Foundation, Inc.
The W. Dale Brougher Foundation
The Foundation for Enhancing Communities
— Charles and Carolyn Wood Fund
The Anne M. and Philip H. Glatfelter, III
Family Foundation
The M&T Charitable Foundation
Alexander Stewart M.D. Foundation
Summit Endowment

Organizations

Auxiliary to SpiriTrust Lutheran,
The Village at Gettysburg
Auxiliary to SpiriTrust Lutheran,
The Village at Luther Ridge
Auxiliary to SpiriTrust Lutheran
York County
United Way of Adams County
United Way of Franklin County

LEGACY DONORS

HERITAGE SOCIETY

Recognizes individuals who:

- died in 2016 and left SpiriTrust Lutheran a gift in their estate
- notified the SpiriTrust Lutheran
 Foundation that they have made a
 bequest commitment to SpiriTrust
 Lutheran in their will
- committed to any other type of deferred or charitable estate gift for the benefit of SpiriTrust Lutheran.

Mr. Clarence T. Bartenslager *
Mrs. Alice J. Boeshore
Lyle Bowen
Mr. Robert A. Bowen
Mr. and Mrs. David L. Boyer
Fred V. and Lois E. Brandt
The Rev. Dr. John M. * and
Mrs. Elizabeth S. Brndjar
Ms. Alice Martin Brumbaugh
Mr. and Mrs. Robert E. Claycomb

Ms. Julia F. Cobb

Mr. Raymond C. Crawford Mr. and Mrs. Sterling L. Crone Ms. Elizabeth J. Dellinger Mrs. L. Lucille Demyanovich Mrs. Ann C. Diehl Mrs. Norma Schroll Diehl Mrs. Naomi D. Duncan Mrs. Helen I. Dunnick Mrs. Barbara J. Egan Skip and Linda Elliott Blair R. English and Jane English Rosanna M. Felix Mr. and Mrs. George W. Fishel, Jr. Mrs. Sandra J. Fisher Ms. Mary R. French * Mr. Clyde C. Frey * Mrs. Mildred J. Gabrielson * Ms. Patricia Gaffnev Norma J. Gates * Mr. John Golden Blanche M. Hake Mrs. Alice J. Haven

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Mr. and Mrs. Clifford C. Warren

Mrs. Mabel C. Werdebaugh * Mrs. Helen S. Wingert

Kim and Luther Zarfoss

Mrs. Evelyn J. Ziegler

Philanthropy to SpiriTrust Lutheran is essential to provide the high level of service our residents and clients have come to expect and cherish. Your thoughtful gift is meaningful and very much appreciated to continue our mission to serve others.

~ROBERT BOWEN | Chair, Board of Directors, SpiriTrust Lutheran

GOLD LEADERSHIP CIRCLE

Donors who contributed \$10,000 or more in 2016.

Individuals

Mr. and Mrs. Michael Boustead
Mrs. Elizabeth S. Brndjar
Angela L. Dohrman and
Jonathan P. Whitney M.D.
Mrs. Helen S. Hessler
Mr. Peter Kareha
Robert and Patricia Rundle
The Rev. and Mrs. Richard A. Seaks
Mr. and Mrs. Richard D. Smith
Mr. B. Robert Snyder
Mr. and Mrs. John M. Ulrich Jr.
Mr. and Mrs. Richard L. Unger

Businesses

Alpha Media
Collens-Wagner Agency Inc.
Flagship Rehabilitation
Glatfelter Insurance Group
McConkey Insurance & Benefits
Sodexo Senior Living
Thrivent Financial for Lutherans
Warfel Construction Company

Churches

Lower Susquehanna Synod ELCA, Harrisburg, and its member congregations St. Matthew Lutheran Church, Hanover St. Matthew Lutheran Church, York

Foundations

Margaret O. Bailey and Claudia E. Bailey Fund of York County Community Foundation The Boustead Family Foundation, Inc. The W. Dale Brougher Foundation The Anne M. and Philip H. Glatfelter, III Family Foundation The Arthur J. & Lee R. Glatfelter Foundation The Hahn Home Fund of the York County Community Foundation The Kinsley Foundation The M&T Charitable Foundation PNC Foundation Powder Mill Foundation Paul K. and Anna E. Shockey Family Foundation Alexander Stewart M.D. Foundation

Vanguard Charitable Endowment Program

Organizations

Auxiliary to SpiriTrust Lutheran —
Chambersburg Chapter
Auxiliary to SpiriTrust Lutheran —
Gettysburg Chapter
Auxiliary to SpiriTrust Lutheran —
York Chapter
United Way of Franklin County
United Way of York County

Trusts

Hermit H. and Mary B. Deardorff Charitable Trust W. Emerson Gentzler Trust Harry I. Gladfelter Trust Miriam E. Hahn Trust Charles J. Helb Trust Alice K. Kime Trust Lillian Esther Loucks Trust Agnes Coreda Shatto Trust

SILVER LEADERSHIP CIRCLE

Donors who contributed \$5,000-\$9.999 in 2016.

Individuals

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Mr. and Mrs. Norman F. Basso
Mr. and Mrs. Anthony P. Campisi
Mr. Richard G. Draude
Mr. and Mrs. George W. Fishel Jr.
Blanche M. Hake
Mrs. Donna L. Hocker
Mrs. Jean A. Klein
Eugene L.* and Patricia A. McKay
Ms. Greta W. Smith
Joe and Susan Wagman

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The Asbury Group Integrated Technologies
BNY Mellon
Cedar Ridge Golf Course
The Graham Group
Noelker and Hull Associates, Inc.
PeoplesBank, A Codorus Valley Company
Reinsel Kuntz Lesher LLP
RLPS Architects
Travel Time/Travel Leaders, Lancaster
Trinity Pharmacy Services
UCP Central PA
Waste Connections. Inc.

Church

Memorial Lutheran Church, Shippensburg

Foundations

Lester W. Jr. and Kathryn E. Bentz Fund of York Community Foundation The Foundation for Enhancing Communities — Charles and Carolyn Wood Fund

Organization

Exchange Club of Hanover, PA

Trusts

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BRONZE LEADERSHIP CIRCLE

Donors who contributed \$1,000-\$4,999 in 2016.

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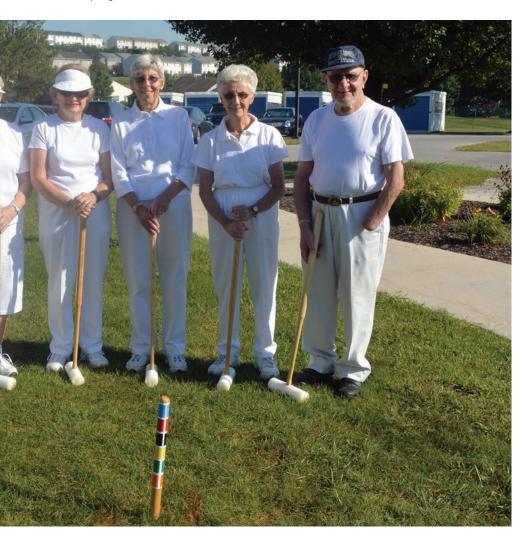
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