Ascentria Care Alliance Services

Children and Family Services
- Adoption Services
- Intensive Foster Care
- Teen Parenting Program
- Therapeutic Family Connections
- Unaccompanied Refugee Minors

Good News Garage

In-Home Care

Language Bank

Mental Health and Disability Services

Services for New Americans
- Human Trafficking Legal Assistance
- Immigration Legal Assistance
- Refugee and Immigrant Services

Services for Older Adults
- Laurel Ridge Rehabilitation and Skilled Care Center
- Luther Ridge
- Lutheran Home of Southbury
- Presentation Rehabilitation and Skilled Care Center
- Quaboag Rehabilitation and Skilled Care Center
EMPOWERING people with real solutions

There is no doubt about it. 2018 was a time of struggle in the human services sector. Cuts in government funding forced many nonprofits to cut vital programs and services.

Yet at Ascentria, we have responded with renewed determination. We became more innovative, improving operational efficiency while identifying new ways to deliver our wrap-around services with less government funding. And our goal was even more ambitious — to empower people by getting at the root cause of their problems — not with band-aids, but with real and lasting solutions.

That is easier said than done, but this year’s report theme, “Empowered by Ascentria,” exemplifies the real progress we are making to help more people move forward and thrive.

Such progress is seen in the success stories of our clients — individuals and families who use the opportunities and tools we provide to move toward independence.

You can read about Rita, a young single mom who has worked hard to turn her life around. And two heroic refugees, Purna and Pabitra who, with their young children, escaped persecution and poverty to make it to America and succeed here.

While Ascentria helps empower others, we too are empowered — by ideas like these:

The cycle of success. To break the cycle of poverty, we understand that one neglected need can prevent success in another area. For example, without training or education, one can’t get a good job. Without transportation, one can’t get to that job. And when helping clients improve their well-being, we consider many “social determinants” — because 80 percent of health outcomes are attributable to environment, behavior and socioeconomic factors.

The dignity of respect. We know we do the most good when we treat everyone with the greatest respect. It’s amazing how a small act can be so powerful. Respect unlocks the potential in people they didn’t know they have. It empowers our clients and staff to achieve more than they ever thought possible.

The urgency of action. When people need help, words alone are inadequate. Even if clients seem patient about their suffering, we must feel a sense of urgency, not just compassion. The philosopher, Ralph Waldo Emerson, expressed it best: “You cannot do a kindness too soon, for you never know how soon it will be too late.”

With today’s challenges, we rely on the generosity of our partners and donors more than ever. We’re doing this work together. Your support empowers us and enables us to empower others, despite the turbulence in our country.

Thank you for helping us fulfill the promise of these words — “Empowered by Ascentria” — today and in the future.

William Mayo
Board Chair

Angela Bovill
President and CEO

“Our cannot do a kindness too soon, for you never know how soon it will be too late.”

— Ralph Waldo Emerson
It’s easy to make the mistake of taking our blessings for granted. But when Rita thinks about her success, she feels tremendous gratitude to many people:

“I want to say a big thank-you to everyone…I really appreciate you!”

Rita is a teenage mother living with her two-year-old son at Ascentria’s Ruth House for teen parents in Brockton, Massachusetts.

“The staff helped me accomplish my goals of graduating high school, getting my driver’s license and Certified Nursing Assistant license, and becoming a better parent.”

While Rita achieved a lot in a short period of time, there was one thing missing that hindered her — owning a car. Fortunately, she was able to purchase a vehicle at a discounted rate through Ascentria’s Good News Garage JumpStart program.

“The car has been really helpful. Now I can look for work as a Certified Nursing Assistant and eventually move out on my own!”

Generous donors have created a fund that allows us to assist Rita and other teen mothers pay costs related to education, transportation and child care. This helps them to succeed on their own after leaving Ascentria’s program.

Volunteers age 50+ also help teen mothers through Ascentria’s Second Acts for Strong Communities mentorship program. Rita has been particularly appreciative of her mentor, Aviva.

Aviva said of Rita: “I’m invested in Rita because she works hard and is a great mom, and she has a positive impact on those around her. She deserves to do well!”

Rita’s future is bright because of Ascentria and the generosity of our partners and donors. And America’s future is brighter because of Rita.

See Rita’s inspiring video story at ascentria.org/Rita.
In 2008, Purna and Pabitra Neupane arrived in the U.S. with their son and daughter. They were the twelfth family from Bhutan resettled in Worcester by Ascentria.

Bhutan was an absolute monarchy and the ruler wanted to eradicate opposition. Starting in 1989, the king began evicting Bhutanese from the country. People peacefully protested, but the government cracked down. Many were shot dead; others raped, beaten, imprisoned, their property confiscated. Many were evicted at gunpoint.

Purna, along with Pabitra and her parents, fled the country in early 1992. “Through the Indian border, we both landed in a refugee camp in Nepal,” he explained. “That’s where we got married.”

The day after they arrived at the refugee camp, Purna started a high school for refugee children on an open river bank, teaching children under the trees.

The refugee camps were horrific. “People were pouring in every day,” Purna recalled. “There was no drinking water, no toilets, no health centers. There was cholera, dysentery and diarrhea.

“When our son was born in 1992, we didn’t have enough food, so I moved out of the refugee camp and started teaching in a Christian missionary school in a nearby city.”

After three years, they moved outside the camp. During that time Purna also studied at Indian universities, getting his bachelor’s degree in Sociology and Anthropology.

“In 2008 we started the process of coming to America. We went through all the vetting. On October 15, 2008, we landed at Providence airport, and were picked up by the Lutheran Social Services (LSS) driver, who brought us to Worcester. The second week, I started volunteering for LSS, which is now Ascentria Care Alliance. The following year I started working as an Ascentria school liaison, then in case management. Next, I moved to the Unaccompanied Refugee Minors program, where I’m now working.”

Pabitra got a job in case management for Ascentria. She now works as an employment counselor, helping refugees. “Ascentria helped me a lot, giving me hope and growing my skills.”

Purna praises his Ascentria colleagues. “They work overtime, day and night, to provide services to the maximum they can.”

As for the children, their son Vasker went to UMass-Dartmouth and graduated in Mechanical Engineering. He’s now an officer in the U.S. Air Force. Their daughter, Reshma, graduated from UMass-Dartmouth with a degree in Biology and will soon get a master’s in Public Health at Boston University. The family is grateful for all they have accomplished since arriving 10 years ago.

“I have to give back to this country,” says Purna. “I’m proud to be an American.”

See Purna and Pabitra’s inspiring video story at ascentria.org/Purna.
Strategic Plan 2018-2020: Creating a new path forward

Planning for positive change always begins with a vision, and Ascentria’s vision is ambitious: “We envision thriving communities where everyone has the opportunity to achieve their full potential regardless of background or disadvantage.”

Ascentria’s leaders are developing a new strategic plan to achieve our vision of equipping people to thrive.

Achieving that vision requires us first to recognize the “big picture” reality:

• Our nation’s system of human services is struggling.

• Healthcare and human services are often too complex and siloed to help individuals and families break the cycle of poverty. The programs provide band-aids but don’t cover all the services needed to move vulnerable people from dependence and poverty to independence and success.

• We need to revolutionize human services with a new model of holistic care delivery that addresses the full cycle of client needs — including social determinants of health. (See figure 1)

A NEW PATH FORWARD

One of Ascentria’s strategic goals will be to strengthen our infrastructure of people, skills, systems and processes. This will enable Ascentria to better partner with for-profit organizations, and sustain the kind of change anticipated in the collaboration of human services and healthcare.

Given the volatility of government funding, another of our strategic goals will be to manage Ascentria’s portfolio of businesses to reduce risk and decrease long-term dependence on government funding, while increasing our cash reserves to build flexibility and sustainability.

In addition, Ascentria leaders want to expand our external presence and build new relationships in order to lay the groundwork for influencing public policy, accessing alternative funding, growing social enterprise, and increasing the collaborations needed to transition to a customer-driven organization that can truly fulfill its mission.

WE NEED YOU

The critical investments and partnerships that we have are crucial to our ability to realize this kind of change. Without YOU, none of this would be possible. And candidly, we need more — deeper relationships, expanded partnerships and increased investments — in order to fundamentally change this system.

Join us on this ambitious path forward. Help us equip people to thrive. We need YOU now more than ever.

“For time and the world do not stand still. Change is the law of life. And those who look only to the past or the present are certain to miss the future.”

– John F. Kennedy

Social Determinants of Health

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<th>ADDRESS BY HUMAN SERVICES</th>
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<tr>
<td>Healthcare Access to care Quality of care</td>
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<td>Socioeconomic factors Education Employment Income Family and social support Community safety</td>
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<td>Health behaviors Tobacco use Diet and exercise Alcohol use Sexual health</td>
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<td>Physical environment Quality of environment Home and built environment</td>
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Only 20% of health outcomes are attributable to actual healthcare. 80% is attributable to environment, behavior, and socioeconomic factors — all of which are addressed by human services.

Source: Data from the Bassett Healthcare network and University of Wisconsin Population Health Institute, http://www.bassett.org/education/research-institute/population-health/
Ascentria recently acquired a skilled nursing facility in Brighton, MA. Presentation Rehabilitation and Skilled Care Center is the second nursing facility in the Boston area attained by Ascentria, joining Laurel Ridge Rehabilitation and Skilled Care Center in Jamaica Plain.

Presentation operates under the on-site management of an Ascentria partner, Sheehan Health Group, LLC, which is known for innovative senior care and shares Ascentria’s high quality standards. The nursing facility has an overall five-star rating from the Centers for Medicare and Medicaid Services.

The Benefits of Strategic Partnership

“These partnerships can combine the best of both — the efficiencies of business with the mission of the nonprofit.”

– Angela Bovill

The facility is in the heart of Brighton, and serves the Boston, Brookline, Allston, Newton, Watertown communities and beyond. Presentation’s services include a Center for Short-term Rehabilitation as well as traditional long-term care, rehabilitative therapies (physical, occupational and speech), social service, and care by ancillary providers such as podiatry, optometry, audiology, dentistry, geri-psych services, and hospice.

Ascentria administers a broad range of affordable residential and community-based programs to meet the full spectrum of needs of older adults and their families. Presentation complements those offerings as a 122-bed rehabilitation and skilled care center.

The benefits of a nonprofit/for-profit partnership with Sheehan enable Ascentria to expand its elder services while leveraging the combination of access to critical expertise and capital, which enables the facilities to operate above the average providers. This is good for both the residents and the organization as a whole.

“We are proud to work with Ascentria and we believe this partnership will bring additional benefits to Presentation due to Ascentria’s large continuum of services and dedication to its mission,” said Patrick Sheehan, manager of Sheehan Health Group.

Angela Bovill, Ascentria’s President and CEO, agreed: “One of the most exciting areas of innovation in our human services sector is the growing phenomenon of businesses partnering with nonprofits. These partnerships can combine the best of both — the efficiencies of business with the mission of the nonprofit.”
Ascentria’s Good News Garage expanded its Ready To Go transportation service in 2018 with a new pilot program in Worcester, MA.

Using five donated vans, Ready To Go drivers take low-income individuals and families to essential life activities on weekdays, including work, day care and education, at no cost to riders.

The program began in Vermont in 2000, where more than 30,000 rides are now scheduled annually. The Worcester pilot is the program’s first expansion outside of Vermont.

Ready To Go provides rides to recipients of Transitional Aid to Families with Dependent Children (TAFDC) and to former recipients who receive the state’s Transitional Support Service Stipends.

A lack of access to reliable transportation is a major impediment to upward mobility, and Ready To Go is helping to bridge that gap in Worcester.

Good News Garage (GNG), a member of Ascentria Care Alliance, is widely known for providing affordable and reliable transportation to families in need. In a November 13 ceremony at its Burlington, Vermont location, the nonprofit presented the keys to its 5,000th vehicle to a family from Rutland, Vermont.

With the room full of supporters and partners, GNG founder Hal Colston expressed satisfaction with the number of people the organization has helped since its founding in 1996.

Ascentria’s President and CEO Angela Bovill told the gathering: “Our ability to assist families is only limited by the number of vehicle donations we receive.”
Ascentria hosts discussion on lowering healthcare costs

Amidst growing worry about the rising cost of healthcare, Ascentria hosted a roundtable discussion at the State House in Boston that focused on efforts to leverage social determinants of health in order to lower healthcare costs and improve health outcomes.

Susan Dreyfus, president of Alliance for Strong Families and Communities, stressed the importance of data collection and analysis of the social determinants of health (including education, employment, income and family support) to better target healthcare spending.

Angela Bovill, president and CEO of Ascentria, and Nima Krodel, vice president of the Nonprofit Finance Fund, described frustrations with the siloed nature of service delivery. Cross collaboration between healthcare, human services, communities and the government is key to building a better culture of health for all. “We need to wrap services around the individual to provide holistic care,” said Bovill, “rather than put people into siloed programs that address only one distinct problem.”

The discussion was followed by an open conversation about investing in the value of human services upfront to achieve lower costs long-term.

Angela Bovill addresses the “Invest in Results” conference

Ascentria’s President and CEO Angela Bovill inspired a large audience of leaders at the Invest in Results conference. The November event was held at the Federal Reserve Bank in Boston.

In a compelling speech, Bovill advocated breaking the cycle of poverty by more holistically helping people move from dependence to independence. The title of her talk: “If it ain’t broke…never mind, it’s broke. Let’s fix it!”

She explained how governmental policies often left clients stranded in today’s economy — for example, teen parents — instead of empowering them with new skills and opportunities so they can achieve a better life.

In a panel discussion following her talk, Bovill cited Ascentria’s success with social enterprise, like Language Bank, and innovative partnerships with businesses that make expanded services for the elderly possible.

The Invest in Results initiative is co-sponsored by the Federal Reserve Bank of San Francisco and the Nonprofit Finance Fund.
Innovation Lab selects Ascentria to help empower vulnerable children

With a focus on innovation and outcomes, Ascentria was selected as one of eight participants in the “2018 Results Innovation Lab,” sponsored by Lutheran Services of America (LSA).

The Innovation Lab develops leadership across LSA’s nationwide network of member organizations.

Through the Lab, LSA seeks to dramatically improve the lives of 20,000 vulnerable children, empowering them to be healthy, productive and successful adults.

Sheila Weber, director of strategic initiatives for LSA, explained that “participants learn valuable results-based leadership skills, put those skills in action, engage in data-driven analysis, and make a meaningful impact with the child and youth population.”

Ascentria has two leaders participating in the Lab: Stephanie McCarthy, senior director of children and family services in Massachusetts, and Patrick Williams, vice president for quality and compliance.

“We’re excited to learn from, and teach each other, as a cohort,” said Williams. “Moving our programs toward our ‘Equipped to Thrive’ framework, we aim to see measurable differences in the lives of those we serve.”

Ascentria chosen for Harvard Business School Community Action Partners program

Ascentria Care Alliance was selected from a competitive pool of 34 applicants to receive a pro bono consulting engagement by the Harvard Business School Association of Boston Community Action Partners program.

Community Action Partners (CAP) is a volunteer organization of Harvard Business School and Kennedy School alumni, helping greater Boston-area nonprofits apply management skills to their business challenges. Each year, CAP volunteers provide an average of 8,000 hours of consulting, equivalent to approximately $1.5 million to $2 million in pro bono services to worthy nonprofits. CAP projects result in incredible impact for nonprofit clients and are a uniquely rewarding volunteer experience for alumni.

Ascentria was one of 13 finalists chosen for a consulting engagement.

“It’s exciting to have been selected to work with the Harvard CAP alumni volunteers,” stated Ascentria President and CEO Angela Bovill. “Their team brings a wealth of business knowledge, talent and experience that will be very beneficial to us as we evaluate, build and pilot a new service delivery model, in our goal to become more customer driven.”

“We are very pleased to work with Ascentria Care Alliance this year,” said Executive Director Kathy Le. “Ascentria is doing critical work for the greater Boston community. The nature of their business challenge, mission, and social impact makes them a very attractive partner for our alumni volunteer teams.”
Advocacy for migrant children taken from their families

As part of a national imperative, Ascentria Care Alliance joined many humanitarian organizations in protesting the Trump administration’s border policy of separating children from their parents seeking asylum.

“This nightmare is not over,” said Angela Bovill, Ascentria’s president and CEO, in an open letter. “The suffering goes on. So, please, do not look the other way.”

Bovill urged people to contact their elected representatives to protest the policy.

Ascentria’s Unaccompanied Refugee Minors program and the Division for Children’s Services provide foster care for youth with varying immigration statuses, from many countries, who do not have a parent or guardian to care for them.

Bovill urged people to consider becoming a foster family for a refugee minor, or contribute to the Unaccompanied Refugee Minors program. “We care deeply for the children in our care and those granted asylum after fleeing violence and persecution.”

Advocacy and Awards

Angela Bovill and Ascentria honored for leadership

Ascentria, along with President and CEO Angela Bovill, once again made the 2018 list of “Top 100 Women-Led Businesses in Massachusetts.”

This was the third straight year Ascentria and Bovill were ranked in the list, which is created by The Commonwealth Institute, a Massachusetts nonprofit that supports female business leaders.

Criteria for the list includes financial performance and having an impressive record of innovation and diversity.

“As an innovative nonprofit,” said Bovill, “it is important that our management and employees reflect the diversity of those in our care.”

The list was published in a special Boston Globe Magazine “Women and Power” issue on October 28.
Join Us and Get Involved

Your investment in our work with individuals and families will make a lasting impact!

Donate
Give the gift of hope and opportunity. Every donation matters! You can donate once or monthly. Choose to give stock or other securities, donate through your company’s matching gift program, and include Ascentria in your will or other planned gift. You can join the Ascentria Giving Society, donate a car, provide in-kind donations, or connect us to your company’s social responsibility program. There are many ways to give!

Volunteer
Do you have a talent, interest or expertise that you would like to share? Do you enjoy making a positive difference in the lives of others? If so, become a volunteer with Ascentria Care Alliance! Volunteering allows you to connect to your community and make it a better place.

Stay Informed – Advocate!
Follow Ascentria Care Alliance on Facebook, Twitter and LinkedIn and share our posts.
Visit our website, Ascentria.org to:
- Request a speaker from Ascentria to raise awareness and strengthen partnerships.
- Check out Ascentria’s Newsroom and Social Media Hub to get informed and advocate with us on current affairs.
- Sign up for our newsletter to learn about the impact our supporters are making.

For additional information, please contact our Development team at development@ascentria.org or call 774.243.3900.

Join Our Team
Ascentria employs enthusiastic, creative individuals who share our values and demonstrate a passion for what they do. If this sounds like you, join our team and make a difference in the lives of others.
Investing in Ascentria’s future, today

Last year, we introduced the Ascentria Giving Society — an annual leadership giving program designed to ensure the individuals and families we serve have the resources and tools they need to move forward in their lives. Unrestricted contributions of $1,000 or more through the Ascentria Giving Society support innovative direct service and social enterprise initiatives that are making Ascentria a leader in the human services field.

We greatly appreciate, and rely on, the support of these donors. Ascentria Giving Society members are funding the future of Ascentria, allowing us to continue to find innovative ways to empower people and strengthen communities through a holistic model of care.

We were thrilled to welcome inaugural members to the Society who gave our clients a path forward to success with unrestricted donations throughout the year. We celebrated their generosity at a special President’s Reception last fall, which included an art show, networking opportunities, a powerful speech by President and CEO Angela Bovill, and a moving testimonial by former refugee and famed Iraqi singer, Nazar Khaled. We look forward to welcoming new Society members this year!

If you would like to learn more about becoming a member of the Ascentria Giving Society, please visit our website at ascentria.org/ags.

“We give to organizations that are consistent with our values, knowing that our donations will make a positive impact. Ascentria captured our hearts when we saw its programs help individuals and families move from dependence toward independence. The unrestricted funds contributed through the Ascentria Giving Society allow clients to have hope and thrive.”

– Gail Bucher, Ascentria Giving Society member
In Recognition – Friends and Funders

We are grateful to donors who support our work at any level. Our list acknowledges the generosity of those who support our mission with cumulative giving of $100 or more.

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- Mr. Nicholas Russo
- Ms. Kimberly Salmon
- The Rev. Robert and Sandra Schipul
- Ms. Catherine Schoeneleber
- Mr. Patrick Sexton
- Mr. and Mrs. Paul G. Simoneau
- Mr. Jon B. Skov
- Ms. Winifred Spillers
- Ms. Christina Stover
- The Rev. and Mrs. George D. Stromeyer, Jr.
- Mr. and Mrs. Robert Swain
- Mrs. Anne Swanson
- Trinity Lutheran Church, Vernon, CT
- Mr. David and Mrs. Carol Vallett
- Mr. Michael R. Van Geons
- The Rev. and Mr. Venkatesh
- Mr. and Mrs. Jay V. Brishbo
- Mr. and Mrs. William A. Wade
- The Rev. Dr. Frederick G. Wedemeyer and Mrs. Kathleen Wedemeyer

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Mr. Dana W. Ramish and Ms. Ann Mooney
Mr. Austris A. Rankis
Mr. and Mrs. Edmund Reif, Jr.
The Rev. Walter H. Reuning
Mr. Douglas Romich and Ms. Patricia Tietbohl
Mr. Nicholas Russo
Ms. Kimberly Salmon
The Rev. Robert and Sandra Schipul
Ms. Catherine Schoeneleber
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Mr. and Mrs. Jay V. Brishbo
Mr. and Mrs. William A. Wade
The Rev. Dr. Frederick G. Wedemeyer and Mrs. Kathleen Wedemeyer
Mr. and Mrs. Jack R. Gradijan
Ms. Carol Gonzalez
Ms. Jean Gillespie
Ms. Karen D. Frank
Mrs. Carol Frago
Ms. Anna Fang
Ms. Judith A. Evans
Esther Circle, Harwich, MA
Patricia Enright-Pirrello
Mr. and Mrs. Paul Doscher
Mr. and Mrs. John A. Dooley, III
Mr. Todd Domke
Jake DePierro
Mr. Paschal DeBlasio and
Ms. Jo-Ann Beaudin
Jade DePierro
Michael and Laura Divito
Dr. Jonathan W. Dixon^1
Mr. Todd Domke
Mr. and Mrs. Bradford Cook
Mr. and Mrs. James Coyle
Ms. Jean Croll
Jedidiah Crook
Mr. Aaron Cummings
Mr. and Mrs. Richard Daubendiek
Mr. David H. De Vore
Mr. Paschal DeBlasio and
Ms. Jo-Ann Beaudin
Jade DePierro
Michael and Laura Divito
Dr. Jonathan W. Dixon^1
Mr. Todd Domke
Mr. and Mrs. John A. Dooley, III
Mr. and Mrs. Paul Doscher
Mr. Zach Dyer
Dr. Maj Eisinger
Patricia Enright-Pirrello
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Mr. and Mrs. John T. Fallet
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Mrs. Carol Frago
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Mr. and Mrs. Roberto M. Garzon
Ms. Alana M. Geary
Ms. Jean Gillespie
Ms. Carol Gonzalez
Mr. John Good
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Mr. Daniel Gregory
Ms. Eleanor L. Griesel
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Ms. Suzanne Howatt
Mr. Terry Irwin and Cynthia Irwin
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Ms. Lauren C. Payne
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The Wurster Family Foundation
United Way of Central Massachusetts

The above list reflects donors for the period July 1, 2017 through June 30, 2018. We recognize Ascentria Giving Society members during this giving period with a "^" symbol, and Brook Farm Society members with a "^1" symbol. Ascentria Care Alliance has made all attempts to ensure the accuracy of the information stated above. If we have inadvertently made any mistakes, please accept our apologies and contact the Development Department with your corrections at development@ascentria.org.
Dan Strelow has always believed in giving back

His connection with Ascentria as a volunteer committee member and past board member has led him to join the Ascentria Giving Society. Engaging with Ascentria in different ways has given Dan a true sense of how the mission is lived out every day by staff, clients, volunteers and donors. He sees firsthand how Ascentria is helping individuals and families achieve long-term success.

“Social services are changing,” he says. “Ascentria is being proactive, creating new initiatives that can improve outcomes for their clients.”

As an Ascentria Giving Society member, Dan is investing in the organization’s future, enabling Ascentria to pursue innovative ideas to better serve the community. He also uses his employer’s matching gift program so that his giving goes twice as far!

Dan believes in Ascentria’s mission and is particularly passionate about our children and family services. With four children of his own, Dan is moved when he hears of young people reaching independence because of Ascentria. He says, “It’s so inspiring to see how Ascentria has empowered people and changed their lives. I’m glad I get to be a part of it.”

Dan’s generous support has made a significant impact, and he encourages others to give back, too. “Think about all that’s going on in the world. You can do something good by supporting Ascentria!”

“Ascentria is being proactive, creating new initiatives that can improve outcomes for their clients.”

– Dan Strelow
Two ministries share a blended history

In 1918, Ascentria’s Lutheran Home of Southbury (LHS) began its ministry of caring for area seniors. Now, one hundred years later, the LHS mission and long-standing tradition of compassionate and personalized care continues. Throughout the last half century, St. James Church in Southbury, CT has served as LHS’ hometown congregation, resulting in the two ministries sharing a blended history.

Pastor Scott Nessel at St. James noted, “Leaders of our church have been part of LHS’ worship life. Our members have served on their board, been part of their guild and staff, volunteered, and given generously.” He added, “Over the years, when it came time to think about moving out of the house and into a nursing facility, quite a few members of St. James could not imagine going anywhere other than LHS.”

For many years, a focal point of St. James’ worship space has been a large wooden cross. The wood from this cross originated at LHS. Pastor Nessel explained, “With the cross being such an important part of who we are as Christians, it has always been a special link between St. James and LHS.” When St. James recently built a new worship space, the wooden cross became a focal point again. Pastor Nessel emphasized, “We wouldn’t have it any other way. The two faith communities truly are mission partners.”

Many guests were on hand to help LHS kick off its centennial year at a Proclamation Day event held on February 28, 2018. Watch for more celebration events in the fall of 2019!
By the Numbers – FY 2018 Financial Highlights

### Source of Funds

<table>
<thead>
<tr>
<th>FY 2018</th>
<th>FY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total:</strong> $85,175,193</td>
<td><strong>Total:</strong> $75,479,890</td>
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<tr>
<td>Program revenue</td>
<td>Program revenue</td>
</tr>
<tr>
<td>$81,093,283</td>
<td>$70,827,029</td>
</tr>
<tr>
<td>Contributions, grants &amp; donated vehicles</td>
<td>Contributions, grants &amp; donated vehicles</td>
</tr>
<tr>
<td>$2,996,773</td>
<td>$3,102,651</td>
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<tr>
<td>Other income</td>
<td>Other income</td>
</tr>
<tr>
<td>$1,085,137</td>
<td>$1,550,210</td>
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</table>

### Use of Funds

<table>
<thead>
<tr>
<th>FY 2018</th>
<th>FY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total revenue</strong></td>
<td><strong>Total revenue</strong></td>
</tr>
<tr>
<td>FY2018 $92.1*</td>
<td>FY2017 $75.1</td>
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<tr>
<td>Program services - Community services</td>
<td>Program services - Community services</td>
</tr>
<tr>
<td>$39,405,409</td>
<td>$29,544,744</td>
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<tr>
<td>Management and administrative</td>
<td>Management and administrative</td>
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<tr>
<td>$15,339,671</td>
<td>$13,704,693</td>
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<tr>
<td>Fundraising</td>
<td>Fundraising</td>
</tr>
<tr>
<td>$605,245</td>
<td>$771,874</td>
</tr>
</tbody>
</table>

### Total net assets

<table>
<thead>
<tr>
<th>FY 2018</th>
<th>FY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>$16.7</td>
<td>$10.5</td>
</tr>
</tbody>
</table>

*Includes sale of a property and unrealized gain on interest rate swap

The audited financial statements of Ascentria Care Alliance represent the activity of the parent organization and its thirteen wholly owned subsidiaries.
FY 2018 Program Highlights

500+ seniors served in our four MA and CT facilities offering independent living, congregate living, assisted living, and skilled nursing/short-term rehabilitation care.

75 developmentally disabled individuals served in our Lutheran Creative Living and Forsberg Independent Living programs in MA.

303 clients served by our 221 Maine staff. This included clients with mental illness and developmental disabilities in both in-home and residential settings.

1,162 SNAP-Ed clients received 850+ hours of food/nutrition and access education. (Supplemental Nutrition Assistance Program)

200 youth supported in our Unaccompanied Refugee Minors (URM) and DCS foster care programs. From this group, 35 URMs graduated from high school. Of the 35 graduates, 5 went on to a 4-year college or university, 16 to community college, and 10 to vocational schools or programs.

69 young mothers and their children supported through our residential teen parenting programs. Of these, 9 teen moms graduated high school or received their GED, 6 are in college, and 5 became licensed Certified Nursing Assistants. Five young moms were connected with mentors from the “Second Acts” initiative.

229 refugees resettled in MA and NH in FY18 by our Services for New Americans program. This is a 63 percent decline over FY17, due to reduction in the U.S. refugee admission cap.

792 legal cases represented by our Immigration Legal Assistance Program, including asylum clients, unaccompanied minors and survivors of violence, human trafficking and child abuse.

164 vehicles awarded to New England families through our Good News Garage program. To date, more than 5,000 reliable vehicles have been placed with families in need.

35,938 rides scheduled through our Ready To Go program in VT and MA. Ready To Go provides rides for clients to access essential life activities, including jobs, training and childcare.

375 clients in our In-Home Care program, ranging from 18 to 102 years of age.

299,000 hours of In-Home Care services delivered by approximately 270 personal care service providers during the last 12 months.

41,379 interpretation appointments filled by 270 interpreters speaking 57 languages through our Language Bank program.

78 youth served in our foster care programs. 14 new foster homes were collectively licensed and opened to care for youth.
Our Mission
We are called to strengthen communities by empowering people to respond to life’s challenges.

Our Vision
We envision thriving communities where everyone has the opportunity to achieve their full potential regardless of background or disadvantage. Together with our partners, we inspire people to help one another reach beyond their current circumstances and realize new possibilities.

Our Values
Faith in Action:
Courage • Compassion • Integrity