



2013 Social Accountability Report



Pastel Painting by
Independent Resident

Welcome to Concordia's first annual social accountability report! I hope the enclosed information will be informative, but more importantly that it will cause you to think differently about Concordia and our place in the Oklahoma City community. Certainly, our mission is first about serving our residents, however, our mission also includes partnering with our residents to meet unmet needs in the surrounding community.



Concordia has been participating in social accountability projects since we opened, but we have not done a great job of getting the word out about our efforts. Our tracking of social accountability in past years has been in the form of internal documentation, so I am very excited that this year we are able to share some of our story in print. I need to recognize Paige Mills-Haag, Fund Development Director, for her hard work in bringing this report to life as well as her dedication in establishing some of the programs that you will read about in this report. Her efforts have created opportunities that have benefited many and will continue to do so in the future. We have also included in this report a spotlight on one of our residents, Val Reed, who has a true servant's heart. I hope you enjoy and are inspired by her story of service and giving.

We are very proud of the work accomplished in 2013 but also humbled by the knowledge that for everything that has been accomplished, there is that much and more to work on in 2014 and beyond. We also hope that this report serves as a springboard for you to prayerfully consider where God is calling you to serve others. Maybe it is by joining us in some of our programs or maybe it is in another capacity. Either way, what is important is to remember to listen for and answer God's call.

Then the righteous will answer him, "Lord, when did we see you hungry and feed you, or thirsty and give you something to drink? When did we see you a stranger and invite you in, or needing clothes and clothe you? When did we see you sick or in prison and go to visit you?" The King will reply, "Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me." (Matthew 25: 37-40).

May God Bless You,

Danny Eischen

Concordia Life Care Community, owned by Lutheran Senior Citizens, Inc., a 501(c)(3) not-for-profit organization, is committed to upholding Christian values while meeting the current and continuing needs of seniors of all beliefs in a safe, secure and caring environment.

Lutheran Senior Citizens, Inc. (LSCI) is comprised of representatives of its (10) ten member churches located in Oklahoma City and surrounding areas. LSCI was organized in 1959 for the purpose of, among others, providing senior housing and related services in the Oklahoma City vicinity and continue to be committed to meeting local seniors' needs. From the visionary efforts of Lutheran leaders more than 50 years ago, to the opening of Concordia Life Care Community in 2007, we have built our foundation on people helping people and continue to serve seniors and the aging population both inside and beyond the walls of our

Hugs Project



Who We Serve:

Concordia Life Care Community serves seniors and the aging in Northwest Oklahoma City and surrounding areas. As part of our mission and Social Accountability Plan, we are focused but not limited to, serving seniors and the aging population within our local community and the (10) Lutheran member church communities.

Annually, Concordia Life Care Community, documents outreach efforts to address senior and elderly issues above and beyond day-to-day services to our residents and families. Leadership members maintain records of charitable services and community programs. In 2013, Concordia provided benefits to residents, families, employees, partner agencies, and seniors and elders in the greater community.

Concordia Life Care Community also provides benevolent care to residents through the Good Samaritan Fund. This fund helps



Wellness On Wheels



Dunk Tank



Special Olympics



through no fault of their own, and may need assistance to remain in their home. Thanks to the generosity of residents, families, board, churches, staff and donors, current financial needs are being met.

In 2013, Concordia launched (3) three key programs to address unmet needs in the community we serve, including gaps in service and barriers to receiving needed care or services in these areas:

Mobile Meals Program – Our program serves (12) homebound seniors living within a 5-mile radius of Concordia. Nutritious meals are prepared by Concordia’s Dining Staff and delivered by volunteers every Saturday.

Wellness on Wheels Program – This health and wellness ministry provides free vital health checks to include blood sugar checks, blood pressure checks, answers to general health questions, medication consultation, and general health education to participants through health and wellness clinics. Clinics are coordinated and staffed by Concordia’s professional nursing, marketing and development staff, and offered to area churches, nonprofits and civic organizations to serve seniors and elders in Oklahoma City and surrounding areas. More than 175 seniors were served through this program in 2013.

Durable Medical Equipment (DME) / Furniture Program – A Concordia program in partnership with Sunbeam Family Services and Home Instead Senior Care. DME and furniture donations are accepted by Concordia, and benefit Sunbeam clients as they transition from shelter into more permanent housing, as well as clients served through the Oklahoma Housing Authority (and other charities, as identified). Concordia provided DME and furniture to (4) seniors through this program in 2013.

In 2013, Concordia Life Care Community’s employees and residents provided more than 10,000 volunteer hours to address unmet needs in the community to include, but not limited to:

- Volunteer efforts for Moore Tornado Clean-up
- Program Sponsor for “Be A Santa to a Senior” Program
- Volunteer efforts for The Special Olympics Program
- Participation in the Color Me Rad Race
- Volunteer efforts at Oklahoma City Thunder Game
- Recipient of Certificate of Environmental Accomplishment from participation in the Shred-It shredding and recycling program.
- Participation in Hugs Project. Residents collect items



soldiers and armed forces members.

- Residents signed over 300 books with messages of encouragement to send to soldiers. Wrapped survival bracelet gifts to include in care packages. Approximately (10) residents from Memory Support, (10) residents from Assisted Living, and (30) residents from Independent Living participated
- Concordia resident made hats for newborns at area hospital throughout the year and mail care packages overseas
- Monthly Educational Lunch & Learns
- “My Legacy Matters” financial education seminar
- Financial Planning Assistance available for residents through Thrivent Financial for Christians
- Transportation for residents
- Alzheimer’s Screening Site for Alzheimer’s National Memory Screening Day
- Grief Support Groups
- Community Health Screenings
- Participation in Recycling Programs to benefit Ronald McDonald House Charities of Oklahoma City. Residents recycle soda can flip lids to donate to their Flip Lid Program to benefit children who are ill and receiving medical care and their families. Residents raised more than \$6,000 through donations to this program
- Sponsor for Sunbeam Family Services Annual Luncheon for the Senior Companion Program
- Sponsor for Mercy Hospital Annual Golf Tournament
- Sponsor for the Academy of Senior Professionals luncheon
- Concordia leadership members serve on multiple boards and committees for state, local and



Clothing Closet



- Concordia Memory Support residents drew pictures which were bound into a beautiful book and donated to the Oklahoma City Alzheimer's Association to be auctioned at their Annual Gala
- Collection of cans of food and toiletries donated to St. John's Lutheran Church in Moore for tornado victims
- Host Site for a Regional Plant Operations Task Force Retreat
- Professional training provided to three advanced CMA students to learn finger stick, blood sugars and insulin administration; three LPN leadership students. All students were from Francis Tuttle Vo-Tech Programs
- Provided Clinical rotations for four students in preparation for CMA Advanced Diabetic Care
- Residents donated to Concordia's clothing closet to provide clothing and small housewares to Goodwill and area churches.
- Director of nursing donated (20) special paintings to Lee Elementary School
- Community dunk tank fundraiser to benefit Oklahoma City Alzheimer's Association
- Community services and education on diseases and care for the aged or support groups

Donor Spotlight featuring Concordia Resident, Val Reed

It may be safe to say that Concordia Resident, Val Reed, has never met a stranger. She is friendly, outgoing and loves living at Concordia. Val has been a resident at Concordia Life Care Community for nearly 3-1/2 years. When asked what she likes best about Concordia, Val shared, "Living at Concordia affords me peace of mind about my future care. The family-like atmosphere, the camaraderie, the friendliness, the opportunities for Bible studies and the Christian attitude of residents contribute to an interesting and hope-filled life."



Val Reed considers her faith and her family among her richest blessings in life, and her family and extended family are very special to her. She has four children; one daughter and three sons, who are all married. Her son Skip Fritze is retired from the FAA; her daughter Cheryl Bredeson is retired from teaching; her son David Fritze serves as Executive Editor of Oklahoma Watch; and her son Mark Fritze is a Doctor. Val is blessed with twelve grandchildren (two sets of boy and girl twins),

his assistant secretary while he served as Chaplain for the Oklahoma District of the Lutheran Church – Missouri Synod. When my youngest child, (of four) began high school, I became a Real Estate Broker, for just under 30 years, as well as managing a real estate office in Oklahoma City,” she said.

As a lifetime volunteer, Val has contributed to the lives of many people in various volunteer capacities. Val shared some of her volunteer experiences, saying “I volunteered at the Topeka State Hospital, retraining lobotomized patients in the 1950’s. I also served as a Red Cross volunteer for 10 years in the 1960’s at OU Medical Center. One of my greatest joys as a volunteer has been serving as a docent at Oklahoma’s National Cowboy and Western Heritage Museum for twenty years, leading adult and children tours, assisting membership, serving as a Gallery Host, etc.” Val

has also served in the Lutheran Churches for many years as Zone President for the Lutheran Women’s Missionary League, Chair of the Lutheran Social Services Guild for Kansas and Oklahoma, and on many local parish Guilds and Committees. She played the violin in orchestras in Albuquerque during her youth, and as an adult in the St. Cloud Symphony Orchestra. Her voice has contributed to choirs almost all of her adult life, and she played hand bells in the Messiah Lutheran Church Bell Choir for 15 years, where she continues to be a devoted member of the church. Among her many passions in life, including faith, family and volunteerism, Val also enjoys music, reading, art and painting, and dancing (square dancing, line dancing and ballroom dancing).

Her volunteer efforts extend to Concordia as well. Val said, “I have been a member of the Board of Directors for Lutheran Senior Citizens, Inc., the governing Board for Concordia Life Care Community, since 1994. Two years ago I became an Honorary Member, yet still active for the Board. I served as Board Secretary for several years, as well as serving on the Search and History Committees.” Val began serving on the Fund Development Committee in spring 2013, and continues to help raise funds to benefit our community and residents, and raise awareness of Concordia’s outreach programs in the greater OKC community.

“ Giving to the Benevolent Fund gives me the satisfaction of helping to relieve that worry for residents. Concordia is built on the foundation of people helping people, and the Good Samaritan Fund is one way to accomplish this.”

-Val Reed

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-Val Reed

Val’s dedication to making a difference in the lives of others is an inspiration to those who know her. “Caring for and helping our neighbor in need is exactly what our Lord would do, and He would have us do,” she said. She joyfully contributes to Concordia’s Good Samaritan Fund, a benevolent care fund to provide assistance to residents who outlive their resources, through no fault of their own, and need assistance to remain in their home. Val stated, “Since our futures are uncertain and it’s possible for many residents to out-live their resources, it is highly proper and important to live with the security of having financial assistance available to residents in that event. Giving to the Benevolent Fund gives me the satisfaction of helping to relieve that worry for residents. Concordia is built on the foundation of people helping people, and the Good Samaritan Fund is one way to accomplish this.”

I'm interested in all the projects at Concordia, especially shut-ins or those in need. A telephone call or card-sending ministry interests me. I support the Concordia expansion that is planned for the near future. I also think of Concordia as being an important mission opportunity to share God's Word and comfort with others. Concordia's Community Scholarship Fund to benefit employees who wish to pursue education or professional certifications is an added asset for the employees, as well as the residents at Concordia," she said. Val is among donors who have thoughtfully and prayerfully planned a gift to Concordia. "Since we are living longer, many people have health and emotional needs that must be met. Only our Lord knows when that may be us who needs assistance and support. *'Do unto others as you would have them do unto you'* has always been a guide in my life. Our love for the Lord results in those actions of helpfulness and empathy for others," says Reed.

One thing we know for certain, Val Reed has a heart the size of Oklahoma and a sincere, compassionate presence that does not go unnoticed by those who are blessed to know her and call her a friend and neighbor. She values her faith in Jesus Christ, her wonderful family, honesty, integrity, and using the talents God has blessed her with for His cause and for the good of her neighbors far and wide. When asked what she is most proud of, Val's response is no surprise. She said, "I am thankful for the blessing of having loving Christian parents, and my family, including my church family. I would place God, family, friends and neighbors in order of importance to me." One thing she shared last, but certainly not least, was her passion for Concordia. "I feel exceedingly blessed to be here." And, Val Reed, Concordia's residents, families, board and staff feel blessed to call you our friend.

