

Annual Report 2014 - 2015





Annual Report 2014-2015

Official Publication of

Landis Communities

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LandisCommunities.org



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Vice President of Operations

Eva Bering

Vice President of Finance/CFO

Eric Bender

Vice President of Planning & Marketing

Linford Good

Vice President of Human Resources

Allen Heinly

Vice President of Business Development

Daryl Peifer

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Beth Trout

Director of Communications & Church Relations

Larry Guengerich

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Corporate Communications





Landis Communities

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Landis Communities

Corporate Structure



LandisCommunities.org

Coordinating body for affiliated organizations.

Grows out of the more than 50 year history of Landis Homes.

Committed to:

- Keeping Landis Homes strong and vital.
- Providing a number of affordable living options.
- Providing services at home.
- Developing creative partnerships in support of all of these areas.



a continuing care village by Landis Communities

LandisHomes.org



an affiliate of Landis Communities

WelshMountainHome.org



An affiliate of Welsh Mountain Home

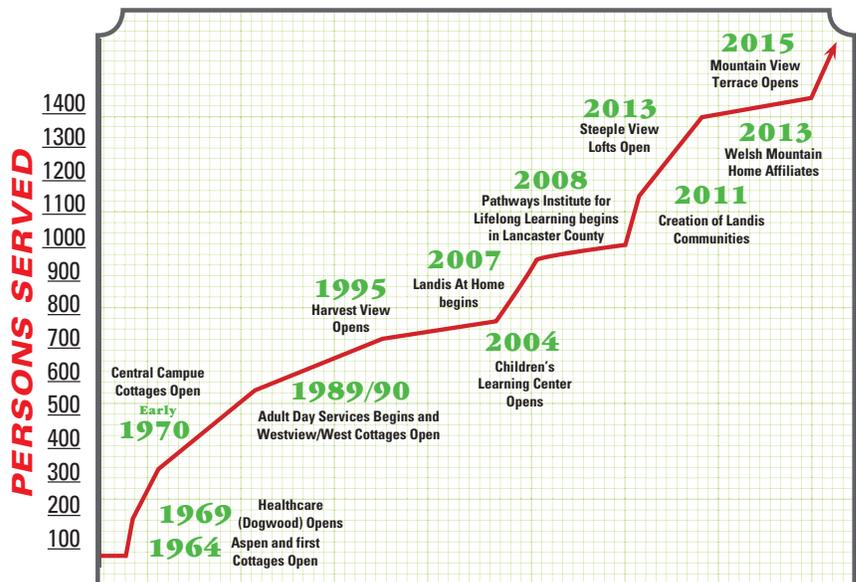
Quality Living Choices
by Landis Communities



SteepleViewLofts.com

Growing with Lancaster County

Since 1964



FROM **REPORT**
BOARD CHAIR & CEO

The Mission Statement of Landis Communities is straightforward. We are to be about "Following God's call to creatively serve the diverse needs and interests of older adults by developing opportunities and collaborative relationships." That is more than an aspirational goal. We strive to embed this into all that we do.

The organization's guiding values help us express this in tangible ways. We are guided by **Joy**. We are nurturing an atmosphere which is positive, hopeful and thankful, while delighting in serving others, fulfilling responsibilities and celebrating life. Recently this was made clear by some team members at Landis Homes. A couple was celebrating their anniversary, but each were living in different levels of care, due to their health needs. Team members helped one of the spouses plan a surprise for the other, leading to smiles and tears of joy for the other. Across Landis Communities affiliates, serving with joy is valued.

Compassion is another of our guiding values. A recent call to Landis at Home exemplifies this well. The family of a client in a wheelchair called late in the week wondering if it would be possible for the person to be brought to a family reunion that weekend. Even though schedules were already set, the team found a driver and aide who were able to drop what they had planned and make it possible for this person to be with their family.

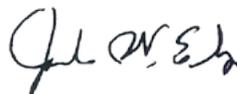
Integrity is critical to how we relate to all our clients and residents. That means following the myriad of rules and reporting requirements. In each

of the last two years, Welsh Mountain Home has had zero deficiencies when surveyed by those watching how they care for residents. That is a great accomplishment and shows the high level of integrity we all strive to reach.

Stewardship of all we have been tasked with managing is also a guiding value. Across the organization, we are using and exploring technologies that are able to monitor and control energy consumption. From motion sensitive lights to geothermal heating and cooling, we actively seek out ways to carefully use resources and maximize their effectiveness.

Community comes in many forms across Landis Communities. At Steeple View Lofts in downtown Lancaster, the residents have formed a Resident's Council. Recently this group held a Progressive Dinner where residents were able to meet neighbors and interact as they moved from floor to floor enjoying the food and fellowship.

As we share this report from the 2015 fiscal year, we are grateful for all the ways you are connected with Landis Communities. We look forward to continuing to live into our tagline of Enriching Lives throughout our comforting live at home services and feel at home communities. We welcome connecting with you at any time!



John Eby, Board Chair



Larry Zook, President/CEO



John W. Eby
Board Chairperson



Larry J. Zook
President / CEO

We are nurturing an atmosphere which is positive, hopeful and thankful, while delighting in serving others, fulfilling responsibilities and celebrating life.



Mission Statement

Following God's call to creatively serve the diverse needs and interests of older adults by developing opportunities and collaborative relationships.

The beginnings of Landis Communities grew out of Landis Homes strategic planning in 2008. That led to four areas of strategic focus: Keeping Landis Homes strong and vital, affordable living, services at home and creative partnerships. The creation of Landis Communities in 2011 put structure to this vision. That allowed affiliation with Welsh Mountain Home to occur in January of 2013, and Welsh Mountain Home then received funding allowing for construction to begin on their Low Income Housing Tax Credit apartments named Mountain View Terrace. Growth continued in 2013 with the opening of Steeple View Lofts in Downtown Lancaster. All of these, along with the increasing efforts in our existing operations, are pushing our umbrella of Live at Home Services and Feel at Home Communities to fulfill these strategic directions.

For the first time, Landis Communities now has a promotional video with information about all the parts of the organization. The video was done in conjunction with the Lancaster County Chamber of Commerce and Industry's Think Local efforts. The video can be viewed at www.landiscommunities.org/video

Increasingly Landis Communities is present at conferences and senior expos sharing about the range of comforting live at home services and feel at home communities. Team members strive to guide folks with questions to the parts of Landis Communities that provide what they are seeking.

Annual Statistics Fiscal Year 2014-2015	
Employees	
Full Time	25
Part Time	5
TOTAL	30



Landis Homes

BOARD MEMBERS

Dan Mast – Chair

Glen Moffet – Vice-Chair

Carol Bornman – Secretary

David Hernley – Treasurer

Joe Caputo

Sandy Harnish

Rachel Hess

Anna Grace Martin

Mission Statement

The ministry of Landis Homes is to serve aging adults and their families by honoring and enriching their lives in a community of Christ-like love.



Landis Homes – November 2014 wrapped up the yearlong celebrations of the 50th Anniversary Year of Landis Homes. Highlights of the year included release of the Growing Community: 1994-2014 book in July. Another important event was held Nov. 6 with the art show by Molly Kraybill, a celebration of friends through an outdoor luminary event and services of Thanksgiving in the Chapel.

Two persons received state awards for their involvements in Landis Homes over the past year. Ruth Johnson, who coordinates the Parkinson's Support Group, received the award for Volunteer of the Year from Landis Homes, and Eva Bering, Vice President of Operations, received the award for Leader of the Year from Landis Communities. They exemplify the value of service at Landis Homes and throughout Landis Communities.

Each year, Landis Homes holds Fellowship Day, a time for residents, volunteers, team members along with friends and family to gather and support the Benevolent Care fund at Landis Homes. In addition, the Landis Homes Auxiliary coordinates a Chicken BBQ with funds raised going toward special efforts, including money for improvements to the Leaman Woods at Landis Homes.

The 114 acre campus at Landis Homes is filled with natural wonders. From the restored stream bed running through campus that provides natural control for water runoff to the beauty of resident garden plot and flowers, it is a prime example of the Guiding Value of stewardship in all we do. From construction techniques and materials to reducing fossil fuel consumption and monitoring of electrical usage, this value is lived out every day.

A major focus of time during the fiscal year was work on the Campus Master Plan for Landis Homes and the decision to move forward on planning for the Learning & Wellness Center. The following pages serve as an introduction to this effort. Please feel free to remove it and share with others.

Annual Statistics Fiscal Year 2014-2015

Residents

Residential Living	614
Personal Care	101
Healthcare	100

TOTAL 815

Employees

Full and Part Time	538
--------------------------	-----

TOTAL 538

Benevolent Care

Number of Beneficiaries	87
Healthcare	58
Personal Care	24
Residential	5

TOTAL 87

Children's Learning Center

<i>(Average Monthly Enrollment)</i>	52
---	----

TOTAL 52

Volunteer Services

Resident Volunteers	311
Community Volunteers	167

TOTAL 478

Hours On Campus	36,458
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Hours Off Campus	12,783
------------------------	--------

TOTAL 49,241

BUILDING CONNECTIONS

Through Learning, Wellness and Community

The Board and Leadership Team of Landis Homes spent much time in 2014 reflecting on the past and preparing for the future. Reminders of our rich heritage came as we celebrated our 50th anniversary and remembered the work of Eastern Mennonite Missions (EMM) and our founders who dedicated their time and resources to establishing this community. Preparation for the future emerged with the creation of a new strategic and campus master plan.

An important addition to our campus resulting from the master plan will be a new three-story 103,000-square-foot mixed-use complex that will include new residential living atop a 57,500-square-foot premier Learning & Wellness Center.

The Learning & Wellness Center will bring to campus much needed classroom space for Pathways Institute for Lifelong Learning®, an active, vibrant wellness center that will include a heated lap and therapy pool, a state-of-the-art fitness room, and a commons area designed to provide a welcoming atmosphere for residents, visitors and friends.

The funding for the Learning & Wellness Center will come from bank financing and through Capital Campaign donations from community, friends, family members, business and ministry partners.



Learning & Wellness Center

Welcome All

A main reception area will create a welcoming atmosphere from the moment of arrival at Landis Homes. Residents and visitors will love the indoor connection between the east and west sides of campus.

Expand Learning

Fostering lifelong learning of people age 55 and older is something Landis Homes values. Our Pathways Institute for Lifelong Learning® classes continue to grow in scope and attendance, providing an excellent opportunity to open our campus to serve the greater Lancaster community.

LEARNING & WELLNESS CENTER



Main Entrance, Auditorium, Classroom, Art Gallery, Bistro

First Floor



Third Floor

Residential Living



Second Floor

LEARNING & WELLNESS CENTER

Floor plans to come



At **Landis Homes**, residents are using a new app on their computers, tablets and smartphones to access information about events, menus and other resources. More than 50 residents gathered to learn how this new software works. More than 180 residents are now using this new app.

CLC – The Children’s Learning Center at Landis Homes reorganized their space and program to create a full Older Toddler classroom.

This increased the number of 2-year-olds served daily from six to 12. By using available grant money, the Children’s Learning



Center upgraded their ability to communicate with parents by providing a laptop to each classroom. This tool is proving to be very helpful in keeping parents aware of what is happening in the classes.

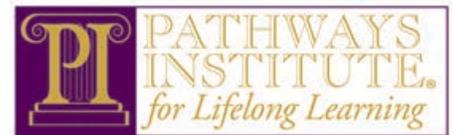
The Continuing Care Accreditation

Commission (CCAC) announced in April Landis Homes was reaccredited as a Continuing Care Retirement Community, CCRC, for a five-year period, extending through April 2020. Landis Homes voluntarily undergoes rigorous reviews and continuous to meet and exceed accreditation standards continuously since 1994, with surveys conducted every five years.



Accreditation confirms a retirement community meets the highest national standards for quality of health programs, resident life, financial strength and administration. Currently, fewer than 15 percent of all CCRCs in North America have CARF-CCAC accreditation. Landis Homes is one of just two CCRC’s in Lancaster County maintaining this accreditation.

Pathways Institute for Lifelong Learning® - Popularity of Pathways continues to grow. Each year there are two semesters. With the last two being Fall 2014, which drew 256



students, and the Spring 2015 session seeing 262. More than half of the students are not residents of Landis Homes, but come from the surrounding community.

In September 2014, Pathways Institute held its very first overnight trip to the Chincoteague Bay Field Station of the Marine Science Consortium at Wallops Island, VA. The excursion consisted of three days and two nights including presentations on marine life and local wildlife; history and geography of the island and a tour of the town of Chincoteague; a visit to the NASA Facility and exploration of the Chincoteague Island Nature Preserve.

Pathways Institute for Lifelong Learning® provides educational opportunities for anyone age 55 plus in

the area to learn new things. Here instructor Paul Miller shares facts about all 196 independent nations plus territories and possessions. In addition, the symbols of various flags were reviewed and discussed.



Adult Day Services



Adult Day Services – A clear highlight in the past year was the August celebration of the 25th anniversary of Adult Day Services. The event brought together current and former team members, leaders and families of current and former clients. It was a great time of remembering as well as thinking together about how ADS is making a difference in the lives of those who come each day.

Another highlight was having two Elizabethtown College Occupational Therapy students present for the Spring Semester. They worked on their fieldwork assignments in Eden East. Not only did it give them excellent training for their careers, it provided clients there with important interactions with young people. This kind of community connections is important to the work done in ADS.

Both of the Adult Day Services centers on the campus of Landis Homes play important roles in the lives of their clients and their caregivers. The games, creative projects and nutritious meals and snacks are part of each day. Here a client paints a ceramic piggy bank. For more than 25 years, this program, run in conjunction with the Lancaster County Office of Aging, has been offering a warm welcome and a caring, safe environment for persons who live across Lancaster County. The Eden East center is the county's only Adult Day Services program with staff specifically trained to work with those dealing with memory loss.



Cope Salt Company made a generous donation to the Adult Day Services. Cope appreciates the role non-profits have in the community, and created their AUTOGive program as a way to give back. Pictured left to right are: Heather Hayward, Cope Marketing Manager, Lynn Frick, Beth Trout, VP of Advancement at Landis Communities and KC Kramer, Brine Systems Manager at Cope. Lynn Frick is the Care employee who selected ADS as the recipient of the donation.



Annual Statistics Fiscal Year 2014-2015

Adult Day Services

Clients enrolled	
Eden East	36
Eden West.....	61
TOTAL	97





Landis at Home

BOARD MEMBERS

- Eva Bering – Chair
- Larry Zook – Vice-Chair
- Linford Good – Secretary
- Richelle Kegaris – Treasurer
- Allen Heinly

Mission Statement

*Serving you
wherever you
call home!*

Landis At Home – In addition to moving to a new location on the campus of Landis Homes, it was a busy year for this part of the organization. As part of an overall plan to provide their clients with the best possible results, they instituted a Quality Improvement Program (QAPI). This provided the chance to look carefully at charts and glean information from client surveys.

Another important part of their work was the creation of the new Landis at Home brochure. It features one of the first uses of the new Mission Statements they are using, “Serving You Wherever You Call Home.” This new brochure and Mission Statement are helping to spread the word about the many ways Landis At Home can help folks throughout their service region.

Team members at Landis At Home are increasing the range of services they are providing to clients. From helping with pet care to providing transportation to airports, family reunions and other events,

they are serving folks across the Landis Homes campus and in the surrounding areas of Lancaster County.



Annual Statistics Fiscal Year 2014-2015

Landis at Home

Clients Served	
Residents	243
Lancaster Community.....	58

TOTAL 301



Quality Living Choices by Landis Communities

BOARD MEMBERS

- Larry Zook – Chair
- Daryl Peifer – Vice-Chair
- Eric Bender – Secretary/Treasurer
- John Eby
- Chad Martin
- Johncey Mathew
- Elizabeth Nissley

Mission Statement

Enriching the lives of aging adults and their communities through diverse housing options.

QLC’s first project is **Steeple View Lofts**, 36 market rate rental loft apartments in the Gallery Row section of Downtown Lancaster, PA.

Steeple View Lofts has become a growing community connecting not only the residents of the building but also the surrounding businesses and schools. Nearly all the apartments are full and the residents have created their own Residents Council and have taken the lead in planning events for all involved.

People move to Steeple View Lofts for the apartments, but what they find is more than a place to live. From resident progressive dinners to holiday celebrations to spending evenings on the deck, it truly has become a community in the Gallery Row section of Downtown Lancaster.

Annual Statistics Fiscal Year 2014-2015

Steeple View Lofts

Residents	35
Employees	0.5



BOARD MEMBERS

- Dwight Groff – Chair
- Vernon Musser – Vice-Chair
- Dennis Weaver – Secretary
- Mary Leaman – Treasurer
- Lamar Benner
- Harold Eberly
- John Eby
- Robert Martin
- Elvin Sauder
- Phares Zeiset

Mission Statement

Welsh Mountain Home provides facilities, services, and programs for older adults and dependent persons. Welsh Mountain Home is committed to maintaining an atmosphere of simplicity and integrity with a Christian emphasis.

Welsh Mountain Home is a non-profit personal care home that has provided compassionate, affordable care for 90 years. Situated on 50 gently rolling acres in eastern Lancaster County, Welsh Mountain Home provides facilities, services and programs for older adults and dependent persons from all walks of life in an atmosphere of simplicity and integrity with a Christian emphasis.

Welsh Mountain Home was blessed this year by several generous donors. These gifts made it possible to construct a brand new kitchen and dining room.

The gifts to Welsh Mountain Home brought the kitchen and dining room up to modern standards and allowed the old spaces to be converted into needed offices as well as additional rooms, thus bringing resident population to 52 persons.

**Annual Statistics
Fiscal Year 2014-2015**

Welsh Mountain Home

Residents	47
Employees	24
Volunteers.....	20
Hours Volunteered.....	1040



Mountain VIEW Terrace

An affiliate of Welsh Mountain Home



Landis Communities first entry into providing rental housing for those wanting to live independently but who have modest financial resources was constructed this year. **Mountain View Terrace** is an affiliate of Welsh Mountain Home and will be managed by HDC MidAtlantic, an organization with significant experience managing these kinds of apartments. Mountain View Terrace is directly across the street from Welsh Mountain Home and contains 36 apartments.

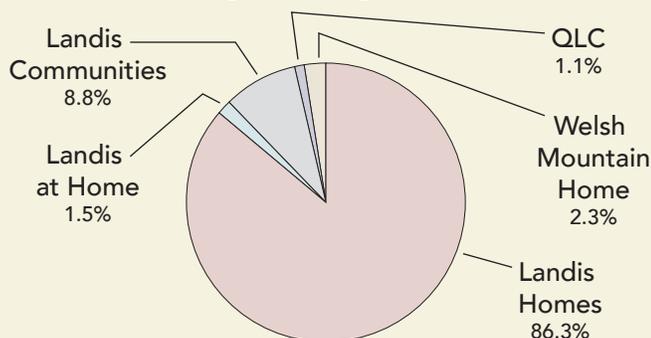


Balance Sheet and Statement of Operations for the Years Ending June 30, 2015 and 2014

	Landis Communities Consolidated 2015	Landis Communities Consolidated 2014	Landis Homes 2015	Landis At Home 2015	Landis Communities 2015	QLC 2015	Welsh Mountain Home 2015
Assets							
Cash and Investments	25,771,129	26,809,916	24,328,941	14,621	888,122	50,053	489,391
Property and Equipment, Net	74,499,730	66,386,227	71,195,484	-	92,112	114,538	3,097,596
Other Assets	7,038,183	5,195,488	7,253,594	59,496	2,357,292	34,846	682,730
Total Assets	107,309,042	98,391,631	102,778,019	74,117	3,337,526	199,437	4,269,717
Liabilities and Net Assets							
Long-Term Debt	46,052,203	40,356,744	46,052,203	-	-	-	-
Deferred Revenues from Entrance Fees	33,364,448	27,836,568	33,364,448	-	-	-	-
Other Liabilities	5,438,779	8,432,093	4,647,521	367,318	364,447	771,492	281,024
Total Liabilities	84,855,430	76,625,405	84,064,172	367,318	364,447	771,492	281,024
Net Assets							
Unrestricted Net Assets Beginning of Year	19,452,474	16,446,646	16,212,520	(84,560)	2,748,821	(423,981)	3,356,149
Operating Activity							
Total Operating Revenue	35,630,255	33,278,440	34,611,371	602,581	3,512,582	434,177	922,051
Total Operating Expenses	35,491,692	32,758,159	34,082,348	811,223	3,300,838	582,251	1,184,461
Operating Income (Loss)	138,563	520,281	529,023	(208,642)	211,744	(148,074)	(262,410)
Contributions and Bequests*	1,000,727	425,063	22,077	-	12,514	-	966,136
Other Non-operating income (Loss)	240,188	2,060,484	328,567	-	-	-	(71,181)
Increase (Decrease) in Unrestricted Net Assets	1,379,478	3,005,828	879,667	(208,642)	224,258	(148,074)	632,545
Unrestricted Net Assets End of Year	20,831,952	19,452,474	17,092,187	(293,202)	2,973,079	(572,055)	3,988,694
Temporarily Restricted Net Assets	534,137	1,244,442	534,137	-	-	-	-
Permanently Restricted Net Assets	1,087,523	1,069,310	1,087,523	-	-	-	-
Restricted Net Assets End of Year	1,621,660	2,313,752	1,621,660	-	-	-	-
Total Net Assets	22,453,612	21,766,226	18,713,847	(293,202)	2,973,079	(572,055)	3,988,694
Total Liabilities and Net Assets	107,309,042	98,391,631	102,778,019	74,117	3,337,526	199,437	4,269,717

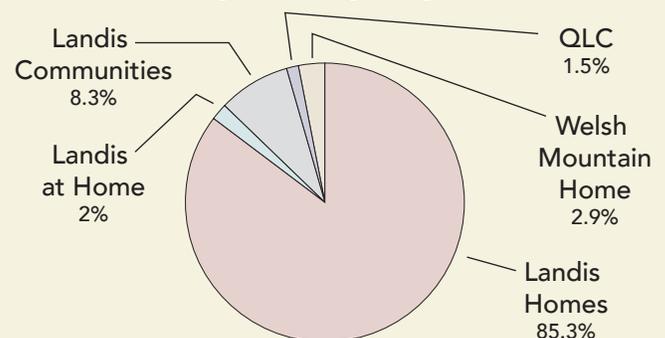
*Includes Donor-Restricted Contributions Used for Purchase of Property and Equipment

2015 Operating Revenue*



*prior to consolidating eliminations

2015 Operating Expenses*



*prior to consolidating eliminations



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Our Values

Guided by Joy.

Nurturing an atmosphere which is positive, hopeful and thankful, while delighting in serving others, fulfilling responsibilities and celebrating life.

Guided by Compassion.

Demonstrating Christ-like love and concern in our relationships, serving one another with grace, humility, gentleness and sensitivity in a manner which respects diversity and honors the dignity and worth of everyone.

Guided by Integrity.

Committing ourselves to be honest, sincere, trustworthy and accountable in relationships, communication and decision-making, with a respect for confidentiality.

Guided by Stewardship.

Devoting ourselves to faithful and responsible use of resources entrusted to our care, upholding high standards of performance and quality, striving for excellence and serving beyond expectations.

Guided by Community.

Relating with a spirit which is characterized by cooperation, teamwork, encouragement and mutual respect, valuing each person, affirming gifts and abilities, and seeking improvement through learning, creativity and openness to change.

