



**FAITH + INSPIRED**



**70** church partners helping spread the word of the Eliezer Fund. This is a special endowment fund available to assist servants of word in their later years.



**\$9.9 million** raised to support the LSS Christian Mission of Older Adults Living Life to the Fullest!



**94.72%** total occupancy for LSS senior living communities as of February 2019. This was the highest overall occupancy in nearly 15 years when LSS operated 1,464 units, compared to the 3,503 units we have today.



**56** new Certified Nursing Assistants (CNAs) who are being trained through LSS' federally recognized paid apprenticeship program. These scholarships pay 100 percent of training costs at the CNA Training Academy.



**PEOPLE FIRST**



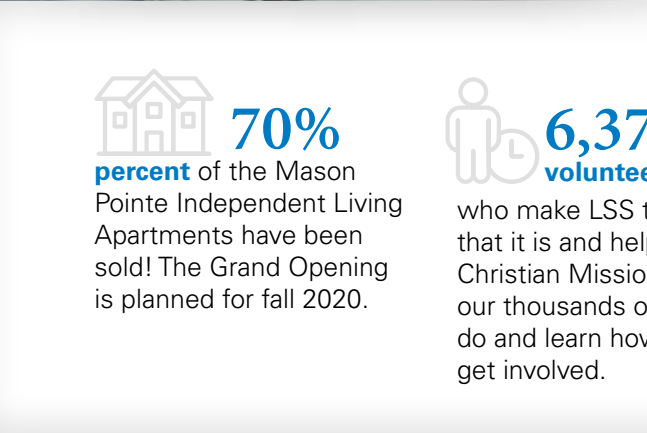
**SERVICE ★ EXCELLENCE**



**4.4 Stars** out of five stars average rating for all LSS care centers from the Centers for Medicare and Medicaid (CMS)!



**96%** customer satisfaction among LSS residents. This includes a 97 percent rating in Independent Living, 95 percent in Assisted Living, and 97 percent in Long Term Care.



**70%** percent of the Mason Pointe Independent Living Apartments have been sold! The Grand Opening is planned for fall 2020.



**6,374** volunteers | **74,945** hours donated

who make LSS the organization that it is and help us live out the Christian Mission. See the good our thousands of volunteers do and learn how you can get involved.

**RESPONSIBLE STEWARDSHIP**



**GENEROUS HEARTS**



**6** awards given to LSS teams and employees.



**\$4.8 million** raised for the new Lutheran Hillside Village Wellness Center. An additional \$573,000 has been raised for continued programming.

*All numbers are as of December 31, 2019.*

# 2019 WAS A SUCCESSFUL YEAR

for Lutheran Senior Services (LSS) by many standards, including a financial one. These accomplishments are thanks to the teamwork of the entire organization, which centered on wisely managing our resources to further our Christian Mission – *Older Adults Living Life to the Fullest*.

The leadership of LSS has been focused on improving the financial performance of operations at LSS. In 2019, the success from previous years was continued and the operating loss was reduced from approximately \$12,700,000 in 2018 to approximately \$11,600,000 in 2019.

LSS expects to have a negative operating income, which is generally offset by positive non-operating income consisting of investment earnings and contributions. The investment returns were negative for 2018, but these losses were offset by strong investment gains in 2019.

This improvement in operations along with a strong year in investment returns and contributions resulted in 2019 being a very strong year for LSS. The affirmation of our Investment Grade Credit Rating by Fitch Ratings was verification of the organization's financial stability.

As we present our 2019 annual report we are in the midst of the COVID-19 pandemic. It is too early to predict how we will fare during the crisis, but our solid financial foundation allows LSS the ability to focus first and foremost on the health and well-being of our residents and staff regardless of the potential financial implications.

	2018	2019
<b>Current Assets</b>	28,788,471	30,677,817
<b>Investments</b>	247,957,796	323,307,533
<b>Fixed Assets</b>	470,971,597	500,231,802
<b>Other Assets</b>	1,960,000	1,960,000
<b>Total Assets</b>	749,677,864	856,177,152
<b>Current Liabilities</b>	39,257,291	37,596,110
<b>Long-Term Debt</b>	436,600,095	517,590,327
<b>Other Liabilities</b>	278,754,187	295,091,172
<b>Net Assets</b>	(4,933,709)	5,899,543
<b>Total Liabilities</b>	749,677,864	856,177,152
<b>Operating Revenue</b>	240,912,063	250,328,773
<b>Operating Expense</b>	253,663,835	261,921,951
<b>Operating Income (Loss)</b>	(12,751,772)	(11,593,178)
<b>Other Non-Operating Income (Expense)</b>	(17,684,594)	23,239,355
<b>Restricted Activity</b>	1,787,900	(812,914)
<b>Total Change in Net Assets</b>	(28,648,466)	10,833,263

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## SENIOR LEADERSHIP TEAM

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