



Here I Am, Lord

2022 Community Benefit Report

 St. Paul Elder Services, Inc.



*Here I am, Lord. Is it I, Lord?
I have heard you calling in the night.
I will go, Lord, if you lead me.
I will hold your people in my heart.*

Mission:

We are a Catholic, Franciscan-sponsored community dedicated to enriching the life experience.

Vision:

We will continue to provide excellent care and innovative services through the efforts of dedicated professionals, volunteers, and contributors.

Values:

Our mission and ministry flow from the gospel values of dignity, compassion, respect, hospitality, and stewardship.





In 2022, our incredible volunteers donated 6,271 hours of their time to serving our residents, patients, and clients, which equates to approximately 3 “full-time equivalents.”

From passing water pitchers to shredding paper to caring for our grounds, our volunteers consistently answer the call to serve and allow the Lord to lead them here, and we are eternally grateful for their generosity of spirit.

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Here I am, Lord!

2022 was quite the year of personal stories and family needs, but also triumphs over hardships, which we are blessed to have helped facilitate. Although many who come to us are hesitant to ask for help, and still others shed tears due to their difficult circumstances, the Lord put me in a place to help them, and turned my heartache for them into a kindness in action that lifted their burdens.

Here I am, Lord is a fitting title to our report. The Lord leads us and guides us to those who need help, and we respond by assessing the situation and determining how we can avert a crisis. Along with providing grants and loans to cover financial needs, we address the matters at hand holistically by encouraging counseling and providing the logistical and spiritual support that those in need are so often lacking in their lives. In one instance, one of our brand new associates, who had already experienced tremendous loss in his life, was informed that his mother and sister had passed away in a car accident out east. His grief was incapacitating, so we felt compelled to assist him with funding and making travel arrangements, all while praying for him and keeping him talking about his emotions.

Others have been impacted by the affordable housing crisis and found themselves in need of help with security deposits and rent after unforeseen circumstances arose, or they risked becoming homeless. Life can be so challenging, but we are here for the members of our St. Paul family to find their way and to start over again. I am grateful for having the Providence Fund available to assist our residents, staff, and those in our community suffering emergencies. We have a purpose to be the hands and feet of Christ. Kindness is needed in our world like never before. St. Paul Elder Services is here to serve and support people. We will trust God to put us where we need to be.

*Lord, what do you want of me, today? Do you see the needs out there, as I pray?
People are dying and going home to Heaven, We are gifted to know where they are heading!
Thank you for their presence in our lives, Thank you for making them wise.
May we learn from them on how to live; May we value the importance to give...*



The providence fund is a selfless benefit offered to SPES Employees. Unfortunately, my family and I had to utilize the fund. To be honest, I didn't know how awesome the program really was. It helped me and family out greatly. We had some medical and unexpected home repairs that were necessary to get done. I feel if I didn't ask for help we could have compromised everything my husband and I have worked so hard for over the last 20 years. The overall experience has opened my eyes to our finances and made me realize how we can better manage our budget to maintain financial stability. Saying thank you to the people who fund and offer the Providence Fund feels insufficient. It is beyond words what you all have done for my family.



I want to thank you from the bottom of my heart and let you know how much these funds will truly mean to me and my family. With receiving this money, we are able to get stable housing again after being homeless for the last month or so. This is such a weight off our shoulders and truly helps us to sleep at night. Without receiving this, we wouldn't be able to secure this opportunity for a home. It's truly been a blessing for us to be able to get this place due to the current housing market. Thank you so much for making a dream of ours come true. Through this situation, we have been able to connect with an amazing landlord who is a very caring man and is also willing to continue to work with us to put our family on the track to being successful. I don't know what we would do without the support from St Paul and the hospitality you guys have welcomed us with. Again my family thanks you from the bottom of our hearts.

The Providence fund has been there to help people like me who are in need. Unfortunately, I found myself unable to get a loan from a typical lender, not to mention my interest rates would have been very high. The Providence fund has allowed me to take out a loan interest-free, with a payment plan that works with my budget, allowing me to save more money and thus helping me get back on my feet. Thank you so much, I am so grateful to work in a community that has things like the Providence fund to help people in need!



Thank you from my family to yours for this financial help. Sometimes life happens, and this has helped my family tremendously. I was able to stay on budget without dipping into my already strict budget. Thank you for making our day a little brighter.



Recently, I was struck down by a sudden devastating illness. I was placed on a ventilator and flown to Froedtert Hospital, Milwaukee. I was there 30 days and underwent 9 surgeries; this left me spiritually broken and unable to work.



I had been an employee of St. Paul Elder Services for 10 months and unfortunately did not qualify for FMLA; I exhausted my sick days and ETO, but not my needs. I found myself consumed with worry about how I was going to maintain my rigorous schedule of medical appointments 3-4 times per week, plus providing gas for my daughters to come and help me with home care.



I remember learning about the Providence Fund during orientation, but wasn't sure if I qualified, because I was unable to work. I spoke to Sr. Delores, and upon inquiring about my needs, she provided me with gift cards for gas and food. It truly eased my burden. I feel blessed for the Providence Fund and for being an employee of St. Paul Elder Services. They have embraced me and made this trying time more bearable.



As many other aging services providers—including faith-based and Catholic organizations—are downsizing or closing their skilled nursing facilities in an effort to eliminate the financial hemorrhage that atrociously insufficient Medicaid reimbursement rates has caused, and yet others have implemented policies by which residents are discharged once they deplete their private financial resources, the poor and the vulnerable who are need of long-term nursing home placement have suffered due to dwindling access to care and services.

As a Catholic organization, serving the poor and vulnerable has been an integral function of our ministry though, and indeed a tangible way that our mission is brought to life. Although we have suffered massive losses on caring for Medicaid recipients, both through traditional Medicaid reimbursement in our nursing home and through the Family Care Medicaid waiver program in our assisted living facilities, St. Paul Elder Services has always remained committed to finding ways to offset those losses through diversifying our portfolio of services, such that we can continue to meet the needs of those who are not blessed with financial resources significant enough to pay for the exceedingly high costs of long-term care and assisted living.

To be sure, our average daily loss on caring for a Medicaid recipient in our skilled nursing facility every day has exceeded \$100 for many years, and in our assisted living facilities, that loss has exceeded \$50 per day per Family Care recipient. Given our census and payer mix, that loss totals over \$2.5 million dollars annually, which we have to make up in the operating performance of our more profitable revenue and cost centers. As tall of an order that is, we are always up to the challenge and always find a way, as Catholic social teaching requires it. Whether it's through our short-term rehabilitation programs, our hospice service, or our portfolio of home- and community-based services, we work diligently to maximize revenues, manage expenses, find efficiencies, and achieve what profit margin we can, so that our bottom line is healthy.

The result of our efforts and that commitment is that we are able to offer dozens of individuals access to high quality long-term care and services who otherwise may be relegated to the system of "haves and have nots" that has prevailed in aging services, where choice is non-existent, care is mediocre at best, and quality of life is an afterthought. We are proud that, no matter a resident's or patient's source of funding, they all get equal time with our staff, equal ability to direct their own care, and equal rights and life enrichment opportunities.

~Sondra Norder, President & CEO

As a non-profit aging services provider in Wisconsin, SPES is a member of LeadingAge Wisconsin, which is the “trade association” that exists to support and advocate for the needs of organizations like ours, and those we serve and employ. SPES has historically been a very active member of LeadingAge Wisconsin, with Executive team members serving on its Board of Directors and numerous other task forces, committees, and work groups. Over the last year especially, as we have sought to leverage the support that aging services providers have received as a result of the disproportionate impact Covid19 has had on us, we engaged in numerous advocacy efforts with persistence and fervor. By using our collective voices and saying “Here We Are,” while demonstrating how we continue to answer the call to serve Wisconsin’s aging population, our efforts paid off in very tangible ways, and relatively speaking, were monumentally successful. A few of the highlights include:

- Building off the work of the Governor’s Task Force on Caregiving, which influenced the Governor’s long-term care recommendations, the Association and its members worked with the Legislature and the Governor to secure passage of historic Medicaid rate increases for nursing homes, totaling approximately \$356 million dollars. Final 2022–23 Medicaid Nursing Home Rates provided an overall average increase approaching 25%, compared to average rate increases of 2–3% historically (and compared to average increases of 17% in the previous biennial budget, reflective of unprecedented needs related to the pandemic).

- After initially rejecting our calls for the Wisconsin National Guard (WING) to assist with nursing home staffing, in January 2022, the Department of Health Services agreed to help deploy WING-based caregivers to nursing homes that agreed to admit more patients from hospitals. Twenty-three facilities were identified to work with WING caregivers through end of April 2022, including St. Paul Home, and due to the great experiences WING caregivers have had, 109 of them have now expressed interest in pursuing a new career in long-term care.

- LeadingAge Wisconsin negotiated and signed an affiliation agreement with Cinematic Health Education, securing for members/subscribers a significant discount on the virtual didactic ReadyCNA training program that could be offered at member facilities throughout the state who were in need of their own training program. Member facilities with existing CNA training programs developed 138 policies, procedures, checklists, quizzes, posttests, and other supporting documentation to help member/subscribers interested in submitting an application to the state to offer their own CNA training program. To date, 31 new CNA training programs are in development as a result.

We are grateful to be part of such a wonderful Association and to work with our colleagues to further the mission of non-profit aging services throughout the state, and we are proud of the accomplishments we have had together on such important issues facing us.



Quantifiable Community Benefits: 2022

Benefits For The Poor

Unpaid Cost of Public Programs - Medicaid	22,239	Resident Days	\$2,441,913
Unpaid Cost of Public Programs - Family Care	12,385	Resident Days	\$1,201,558
Total Quantifiable Benefits for the Poor		\$3,643,471	

Benefits For The Broader Community

Community Outreach	8 Types	\$372,828
Cash/In-Kind Donations	Persons Served: 1,372	\$246,697
Providence Fund Grants		\$64,844
Total Quantifiable Benefits for Broader Community		\$684,369

Total Quantifiable Benefits : \$4,327,840

2022 Total Expenses: \$24,520,811

Total Quantifiable Benefits = 17.6% Total SPES Expenses

After three long years of having to forego large gatherings that risked being Covid super spread events, we were finally able to hold our annual Associate Appreciation Banquet in November, where we honor all of our associates with milestone work anniversaries during that year. Because we had not held a Banquet since 2019, we celebrated all of those associates with milestone anniversaries in 2020, 2021, and 2022.

We were thrilled to honor five associates with 35 years of service, two associates with 30 years of service, two associates with 25 years of service, seven associates with 20 years of service, eight associates with 15 years of service, twenty-five associates with 10 years of service, and forty-six associates with 5 years of service! Additionally, we gave honorable mentions to twenty-seven associates who have more than 10 years of service, but who were not in milestone years. The total number of years of service combined between these honorees was almost 1300 years! We are so blessed that, when asked to serve, our associates so graciously and selflessly say "Here I Am, Lord," and that they continue to let the Lord lead them in their ministry here year after year.



Then I heard the voice of the Lord saying, "Whom shall I send? And who will go for us?" And I said, "Here am I. Send me!"



We were also so pleased to award this year's "SPES Award" to one of our standout associates. The SPES award stands for "Selfless Pursuit of Exceptional Service," and is given to an associate who consistently exemplifies our core values of dignity, compassion, respect, hospitality, and stewardship, while demonstrating mission-driven, person-centered support to all they serve. The 2022 SPES Award was bestowed on Jodi Pendergast, who joined our organization in 2011 as a health unit clerk, then became our purchasing agent, and now serves as our Associate Resources Specialist.

The following is a segment of the message shared about Jodi during the banquet:

Jodi is an outstanding example of our Franciscan values and how they selflessly apply them to all she serves. In fact, SELFLESS, HELPFUL, and ACCOMMODATING were words repeatedly used to describe Jodi. As a true advocate for SPES and its mission, Jodi lives it every day with amazing talents that go far beyond a position title or role. Jodi is unbelievably helpful to whoever reaches out. She takes every opportunity she gets to help someone and makes them feel like it is the most important thing for her to take care of at that moment. Everyone is greeted personally by name with a good morning or hello. Jodi's presence at SPES is a blessing. Never will you hear a complaint come out of our her mouth. She lives our mission wholeheartedly and is a gift, with her big heart and her goal to make others' days brighter. We would be lost without Jodi!

In recognition of this honor, Jodi received a formal portrait that will permanently be displayed at SPES, \$500 designated to her charity of choice, a \$100 gift to her, and a beautiful award to display acknowledging this honor. We remain grateful to Jodi and how she holds our people in her heart, as so many of our other associates do as well.



Beyond the residents and patients we serve on a residential or inpatient basis in our nursing home and assisted living facilities, we have a robust portfolio of home- and community-based services through which we serve hundreds more individuals. We are pleased to report the following utilization of our various outreach programs in 2022:

- St. Paul Hospice & Palliative Care served 71 patients throughout the year
- Club Gabriel Adult Day Services averaged 29 clients per month
- St. Paul at Home (personal care agency) averaged 6 clients per month
- PERS Emergency Communication (similar to LifeLine) averaged 43 clients per month
- Foot & Nail Clinic averaged 50 clients per month
- Memory Loss Support Groups served over 20 individuals throughout the year
- ElderMatch linked between 2-3 elders per month with volunteers
- Memory Connections hosted on average 9 clients per month
- Memory Reflections hosted on average 7 clients per month
- St. Paul's Transportation Program provided on average 635 rides per month
- Our Community Education Series events were attended by over 270 community members

We were also able to provide approximately 95 meals per month to the Fox Valley Memory Project MindWorks program, and we were able to resume our Meals On Wheels program in September, following a hiatus throughout the Covid19 pandemic.



Community Support, Fundraising, and Involvement

- Thompson Center on Lourdes
- Alzheimer's Association
- Between the Lines Book Club
- Neuroscience Group
- Fox Valley Memory Project
- Center for Suicide Awareness
- Loaves & Fishes Food Pantry
- Catholic Charities
- Electric City Experience
- Make-a-Wish
- Goodwill Industries
- American Medical Directors Association
- LeadingAge Wisconsin

*I won't fear what tomorrow brings, with each morning I'll rise and sing
My God's love will lead me through, You are the peace in my troubled sea*



My Lighthouse, my lighthouse, shining in the darkness, I will follow You!