



# St. John's United

## 2020 ANNUAL REPORT

### GAINAN COMMONS

SJU expanded its presence to downtown Billings by acquiring the Gainan building and property through use of a planned giving tool that benefited both the Gainan family and SJU. President and CEO David Trost said, "Having a presence downtown has been a strategic priority of ours for a while. It's important to our mission not to be confined to one location but to serve our community and its members wherever the need is." SJU Home Health & Hospice and the testing laboratory have located within Gainan Commons. Additional development and occupancy will follow.

### COVID-19

Challenges that were generated in 2020 by the coronavirus pandemic were momentous. Guided by an appointed Incident Command Team, St. John's United (SJU) was nimble, though, to adapt practices and protocols for providing care, services, and safety to residents, patients, and children. Health screening stations were established for entrance into our communities and buildings. Staff were redeployed to take on new tasks and provide for the well-being of all. Volunteers sewed protective masks and personal protective equipment. Although this public health circumstance caused a diminishment to census and consequential revenue loss, the financial health of the organization was sustained through CARES Act funding, Montana state grants, and private foundation grants. Strategic organizational aims and efforts were also remarkably advanced through the year in spite of the pandemic.

### DIAGNOSTIC TESTING LABORATORY

In response to the need for fast and reliable COVID-19 testing, SJU launched its own laboratory within the newly acquired Gainan Commons building, downtown Billings. The lab has capacity to perform up to 1,000 tests per day and, depending on expanded schedules, demand, and human capital, could triple that volume. The missional purpose of the lab is to serve the needs of neighboring institutional care settings together with those of SJU residents, patients, and staff. In addition, SJU awarded a grant to Montana State University Billings (MSUB) to establish the Montana Pooled and Environmental Testing Laboratory (MPET) in the interest of enhancing surveillance protocols for COVID-19. MSUB will utilize SJU's lab and licensed staff for both testing and research.

### CHAPEL COURT APARTMENTS

Construction of the Chapel Court Apartments was completed in December. This affordable housing project for SJU residents includes 54 apartment units, a new building entrance, a new coffee shop, a new beauty shop, a refreshed commons, and new public restrooms.

### HOME HEALTH & HOSPICE

SJU's Home Health & Hospice, a joint venture of SJU, Billings Clinic, and Big Sky Senior Services, continues to grow. In 2020, health care was provided to 545 patients and hospice care was provided to 117 patients in Yellowstone County.

### MISSION RIDGE REMODELING

Food, beverage, and dining areas for residents were reconstructed this year to include a new coffee shop and bistro, a new casual dining space, and a new fine dining space. The convenience store was remodeled and chapel expanded. The entrance lobby will soon be refreshed with new lighting, flooring, paint, and furnishings. Mission Ridge is a joint venture of SJU and St. Vincent-SCL Health.

### NURSING APPRENTICE FELLOWSHIP

In June, SJU launched a new Nursing Apprentice Fellowship program that aims to develop nursing care professionals to serve in SJU communities, hospitals, and other health care contexts. This program will provide college tuition payment and health care work experience at SJU for students pursuing LPN, RN, and BSN degrees. The program will be sustained through endowed funds which were fueled this year by a \$1 million gift and a \$500,000 matching challenge gift from the Bruno and Evelyne Betti Foundation of Lacey, WA. Stockman Bank contributed a \$50,000 matching challenge gift. Billings Clinic and St. Vincent-SCL Health each contributed \$100,000 gifts.

### ST. JOHN'S UNITED FAMILY SERVICES

The SJU Family Services mental health counseling team offered three times the number of consultative sessions to SJU employees in 2020 as compared to 2019. The team provided individual sessions and workshops via a secure private teleconference platform and in person-visits when safe to do so. The Family Services adoption team facilitated four agency placements, eighteen contract/international adoptions, and counseled over forty expectant mothers and their support persons with professional, non-coercive education and services. In 2021, Family Services will receive a three-year grant from Lutheran Services in America to launch direct services to families in the crisis program, with the goal of reducing the number of children entering foster care in Montana.

### AT HOME

In 2020, SJU's At Home services more than doubled the number of members served since launching in 2019. Within a first year survey, 83% of members affirmed improvement to their health; 92% affirmed an improved quality of life and reduced stress; and 100% affirmed desire to recommend these services to others. The most utilized At Home service this year was free grocery shopping. The most loved event was a socially distanced trip to the Billings Zoo. With an additional grant award, At Home was also able to provide over 100 personal emergency response systems to elders for twelve months at no cost.

### PHILANTHROPY

Our thanks to volunteers and financial donors who continue to sustain SJU with love and support. Total St. John's Foundation assets are now over \$9 million. SJU Volunteer Services was experiencing a terrific year until COVID-19 arrived, but will resume again when possible.

**For volunteering, please contact our Director of Volunteer Services at (406) 655-7727.  
For financial donations, please contact our Foundation Gift Planner at (406) 655-7783.  
For on-line volunteer registration or donations, go to [www.stjohnsuned.org](http://www.stjohnsuned.org). Thank you!**



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### NEW NAME AND LOOK

In March 2019, St. John's announced its new name, tag line, and logo. The three interlocking diamonds are colorful icons that represent the three major areas of life that St. John's serves — HOME, HEALTH, and FAMILY — with FAITH always at the center. The SO MUCH LIFE TO LIVE tagline expresses St. John's aspirational approach to providing an array of human services. Amidst changes in name and look, HOPE, DIGNITY, and LOVE remain the three missional foundations that St. John's rests upon. St. John's also aspires in vision to be a source for providing HEALING, MEANING, and PURPOSE every day for every age.

### HOME HEALTH & HOSPICE

St. John's United Home, Health and Hospice, a joint venture of St. John's, Billings Clinic, and Big Sky Senior Services, continues to grow. In 2019, health care was provided to 609 patients and hospice care was provided to 126 patients in Yellowstone County. Inquiries are welcome as St. John's United expands its reach with these valued services.

### MISSION RIDGE REMODELING & COMMON GROUNDS

In November 2019, a \$2 million remodeling and expansion effort began within dining areas, the convenience store, and the chapel at Mission Ridge independent living apartments. Included within this effort was the grand opening of Common Grounds, a state of the art modern coffee shop and specialty drink area. When remodeling work is completed in 2020, residents and guests will enjoy a greater variety of food and beverage options, inclusive of casual dining and fine dining venues. They will also have access to an efficient Point of Sale system to place orders and make purchases. Mission Ridge is a joint venture of St. John's United and St. Vincent-SCL Health.

### CHAPEL COURT APARTMENTS

In June 2019, a portion of the original St. John's building was demolished and new construction began on a \$10 million, 56 unit, affordable housing project. Completion date and resident entry is anticipated by year-end, 2020. Future residents will enjoy twice the size of previous units, inclusive of lower fees. In November 2018, the Montana Board of Housing awarded St. John's \$8,023,000 in Low Income Housing Tax Credits to fund this project. An additional \$1.47 million was also received from the National Housing Trust Fund and a local bank grant.

### ST. JOHN'S UNITED FAMILY SERVICES

In March 2019, Lutheran Social Services of Montana was officially renamed St. John's United Family Services. With a new name and fresh look, staff has been diligent to update materials and identifiers. Regardless of these transitions, our commitment to the health and welfare of infants, individuals, and families has not changed. In 2019, eleven newborns were placed into adoptive homes. Six families are ready and waiting in our domestic program. Forty-six households worked with us for search and reunion services, contract international adoptions, or private adoptions. Over seventy birthmothers and their support persons have received professional, compassionate education and counseling during the challenging seasons of their lives. We are ever grateful for financial support from individuals and congregations. These gifts truly sustain our ministries. The Dave Thomas Foundation for Adoption has renewed our grant into 2020. Therefore, our Wendy's Wonderful Recruiter will continue to help children within the Montana foster care system find their forever home. Our mental health services are growing to serve the needs of elders, their families, and employees within St. John's United communities. In 2019, over 243 individuals benefited from counseling services, trainings, workshops, educational groups, and resources.

### AT HOME

In June 2019, St. John's United launched its new AT HOME services. AT HOME is a community of like-minded active adults who want the benefits found at an independent living community and priority access to a family of supportive services, all while staying at the place they call home. Benefits to all members include: Continuing Care Coordination, 24/7 Emergency Response System, Home Maintenance, Social Engagement Opportunities, Fitness Club Access and Wellness, Transportation Services, Concierge Services, and Vacation Services. Optional membership services include Housekeeping, Grounds, and Prepared Meal plans. St. John's was honored to be selected as recipient of a \$500,000 Lutheran Services in America Great Plains Senior Services Collaborative grant to fund the launch of AT HOME.

### PHILANTHROPY

Our thanks to generous volunteers and financial donors who continue to sustain St. John's United with love and support. Seeds of Kindness annual funding for charity care achieved record investment by employees and stakeholders in 2019. Legacy Circle donors and planned giving increased endowed funds. Total St. John's Foundation assets are now approaching \$7 million. St. John's Volunteer Services are strategically expanding. In 2019, 350 registered volunteers and many unregistered volunteers kindly offered 9076 hours of service and care.

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