



THE JOURNEY CONTINUES...

Celebrating 80 Years of Excellence in Senior Care



2018 ANNUAL REPORT

Lisner-Louise-Dickson-Hurt Home



Dear Friends,

Reflection is a powerful tool. We use it to remember a touching moment, a decision we might have made differently, and as a guidepost to assist us in planning for the future. It becomes a journey through the past, an opportunity to re-evaluate, and to venture into the years ahead with clearer vision and strength. As we prepare to celebrate our 80th anniversary of service to the elders at the Home, we cannot help but reflect upon the lives we have touched and how those moments have changed each of us for the better.

Our long-standing commitment to providing excellent senior care services in the DC community is without parallel and, likewise, our hopes, goals and aspirations for the future are steeped in the desire to do the right thing, make a difference, and always enrich a life. Empowering low and modest income seniors to live life to the fullest is not simply a statement of mission, it is an all-encompassing purpose and philosophy grounded in the belief that each journey is worthy and valuable.

Commemorating the Home's 80th anniversary fills us with pride; however, we must always remain focused on how we can continue to make a beneficial impact on future generations of seniors. With a wealth of memories and experience that touch each of us, we look to secure the Home's legacy as we move forward to meeting the changing needs of our elders with strength, commitment and caring. It is because of each of you that we are able to continue our journey, knowing that, together, we are making a difference in the lives of those we serve.

Sincerely,



L. Ward Orem, MA, LNHA
CEO



Susan M. Hargreaves, MSA, LNHA
Administrator

Highlights of the Year



Received the District's "Mission Possible Collaborative Outcomes Congress 2018 Committed to Excellence Award." This annual award is given to teams that have demonstrated a dedication to implementing excellence in the quality of care given to their residents, including our record for improvement in reducing antipsychotic drug use and our immunization program.

THE JOURNEY CONTINUES...

Celebrating 80 Years of Excellence in Senior Care

We've all heard the phrase "practice makes perfect." While perfection is obviously not attainable, it is still true that, the more you perform a task, the more proficient you become at that task. For us as individuals, it can be anything...improving your golf swing, your cooking skills, your Italian; for organizations, it involves setting a standard for performance that exceeds expectations, in whatever the endeavor, and then achieving that standard. The renowned Greek philosopher Aristotle once said, "We are what we repeatedly do. Excellence, then, is not an act but a habit." We at the Lisner-Louise-Dickson-Hurt Home have made excellence a habit for nearly 80 years now. Ours is an organization where problem-solving, teamwork, and leadership results in ongoing improvement. At the core of excellence is passion...passion is what deeply moves us, it's the fire from within that motivates us, stirs us deeply, and compels us to action. Passion gives us the ability to be touched, moved, and inspired. In this annual report, we'd like to tell you a few stories about our residents, either past or present, who have made a memorable impact on those of us who have had the privilege of caring for them over the past 8 decades. These are our "passion pieces," recollections that resonant with us across the years and remind us of why we do what we do every day. These are the voices of some of those whose work at the Home sets the standard for service excellence in meeting the needs of low and modest income seniors of the District of Columbia.

The work of the Home has endured for 80 years and will do so for another 80 years and beyond with your continued financial support. The need for the Home's programs and services has no expiration date. We provide health and life care to those who cannot do so for themselves either physically or financially. We believe in what we do and trust that those of you reading this report will share in that belief and recognize that we are deserving of your donations. Please join us on our journey of excellence by reading and enjoying the remembrances contained in the following pages.

LLDH HOME VISION & MISSION STATEMENT

We strive to be a champion for economically disadvantaged elders of DC, working to alleviate their hardships in a manner that recognizes their self-worth and promotes their dignity and independence. The mission of the Lisner-Louise-Dickson-Hurt Home is to provide extraordinary health and life care services to low and modest income seniors of the District of Columbia, empowering them to live their lives to the fullest.



Brought the work of the Engineering Department in-house



Purchased new, high efficiency kitchen equipment for the main kitchen with proceeds from a grant received from the Walter Brownley Trust



Exhibited artwork from the Home's Resident Art Program at a month-long exhibit at the Arts Club of Washington

“With blazing orange hair, she came into my life here at the Home. While cracking a joke and having a “nip,” she always looked for that “silver lining” that often eludes so many of us when things are not going as we had hoped. She laughed hard and kept me on my toes, challenging me to explore yet another avenue to find the joy in life and the beauty of a new day. Despite her many medical issues and difficulties, her outlook remains ever present in my life all these years later. As the song from the musical “Wicked” suggests, “...because I knew you, I have been changed for good.”

“We had a resident who came to the Home for short-term rehabilitation following a hospitalization and ended up staying after realizing that going back to her own home wasn't a safe plan. What I remember the most about her, aside from her dry and quick sense of humor, was the strength and independence she showed during her transitions through the different levels of care here at the Home. Though she realized she needed more assistance with daily living tasks, she remained a strong self-advocate who never hesitated to make her needs and preferences known. She was a living example to me of the importance of independence for our residents as they age-in-place here at the Home. Her autonomy was evident from day one until her passing. I hope my memories of her will be a guide as I work to serve our residents at the Home with care and dignity.”



“Be a yardstick of quality. Some people aren't used to an environment where excellence is expected.

– STEVE JOBS

“Over the many years that I have worked at the Home, I have learned so much from the residents because they share many of their secrets, problems, and memories about their younger days. I can think of one resident in particular who made quite an impression on me. I came to this country as a young woman and did not know a lot about politics. This resident had been very involved in the political process of the state where she lived. She taught me how important it is to educate yourself, know your candidates, and get out and vote. It is a privilege that you shouldn't take for granted. Knowing many of the residents as well as I have has also given me a new perspective on aging. I'm not afraid to get old and I have more humility and patience than I had as a young woman. From the moment I started working here, I fell in love with the residents. I appreciate their trust in me and, thanks to them, I know that I can look forward to whatever time is left for me here on earth without any fear.”



Received the “Service in Excellence Award” from the National Nursing Home Quality Improvement Campaign for 2018



Maintained our 5-star rating from the Federal Centers for Medicaid and Medicare Services, the highest attainable

"I began my employment at the Home about 5 years ago, and one resident in particular embraced me as though I was her son. Just to illustrate, the second day after my new employee orientation, I was giving morning medications to the residents. I was going slowly since I wasn't familiar with everyone and their individual needs at that point; several of the residents became upset and annoyed. This "special" resident felt my embarrassment and called out to the others, "Everyone stop it, he is new, give him a chance!" The other residents responded positively to her words and became more calm and patient. I will never forget that day and how much I appreciated her kindness and support."



"I had a very touching experience with a resident who initially was admitted into the community residential facility, then transferred to the nursing facility for long term nursing support, and ultimately moved into hospice care. With her dying breath, I remember her saying that if she had to do it all over again, she would still choose the Home and that she would not have done anything differently. The daughter of another resident who has lived here for over 20 years shared with me that her mother has been happy here since her first day. She tells her friends that she never would move her mother from the Home as she feels proud to be here, happy and enthusiastic about her life."



“ Excellence is to do a common thing in an uncommon way.

- BOOKER T. WASHINGTON

"She came to the Home in desperate need, barely understanding English and with very little in the way of a support network. We bonded as I watched her study and learn to speak English and pursue US citizenship. She became an amazing volunteer, helping others every step of the way and never wavering from her goals. Her determination and generosity of spirit taught me that no obstacle is too great to overcome. She has inspired me to never give up and to find joy in giving to others."

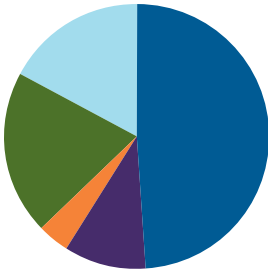


Recognized by "US News and World Report" as one of the "BEST NURSING HOMES" in the United States. The Home excelled in the overall rating as well as in the rating that measures the quality of short-stay care, making us "high performing" in both key areas

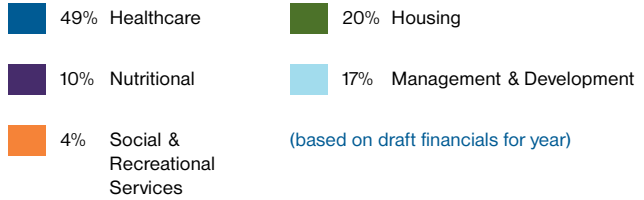
Honored to have Coralie Odoms, a volunteer at the Home, receive the 2018 District of Columbia Health Care Association Volunteer of the Year Award

2018 FISCAL YEAR

July 1, 2017 - June 30, 2018



PROGRAM OPERATING EXPENSE



(based on draft financials for year)

In fiscal year 2018, the Home spent over \$12,000,000 in fulfilling our mission of service to elders in need. During the course of the fiscal year, we touched the lives of nearly 200 seniors by providing them with the programs and supports noted in the above chart. The Home's annual income from all sources is never enough to cover all of our total expenses; typically, our operating deficit runs approximately \$2 million a year. Our focus must therefore remain on generating sufficient financial support from private and corporate foundations and from individuals such as yourselves to help reduce this deficit and ensure the sustainability of the Home for years to come. As you can understand, your gift truly makes a difference and is so deeply appreciated.

BOARD MEMBERS

(As of July 2018)

The Abraham and Laura Lisner Home

Matthew Frumin, President
Pat Johnson, Vice President
Marnie T. Kagan, Treasurer
Christine Hobbs, Secretary
Robert Cooper
Tom Dillon
Barbara Ingraham
Patricia Johnson
Carolyn Nazdin
Haydn Richards
Christopher Tawa
L. Ward Orem (ex-officio)

The Louise Home (Affiliated 1976)

Philip O'Donoghue, President
Philip Israel, Jr.
Virginia Pascoe

The John Dickson Home (Affiliated 1985)

Terence W. Collins, President
Judith Bair
Arthur Elgin
Jean Hartman
Barbara Ingraham
Patricia Johnson

The Henry and Annie Hurt Home for the Blind (Affiliated 1993)

Terence W. Collins, President
The Rev. Dr. William Hague
Barbara Ingraham

Shoemaker Home Board (Affiliated 2006)

Terence W. Collins
Stephanie deSibour
Edward Dillon
Margaret Eastman
Barbara Ingraham
Patricia Johnson
Judith Martin

Emeritus Board of Directors

Mr. David Povich
Mr. B. Bernei Burgunder, Jr.
Mrs. Eva Nash
Mr. Matthew Tobriner
Ms. Gretchen Wharton



Lisner-Louise-Dickson-Hurt Home
5425 Western Avenue, N.W.
Washington, DC 20015
(202) 966-6667 www.ildhome.org



THANKS TO OUR GENEROUS DONORS

JULY 1, 2017 – JUNE 30, 2018

FOUNDERS SOCIETY

\$100,000 & Above

Anonymous
The John Dickson Home
The Henry and Annie Hurt
Home for the Blind
The Louise Home
The Elizabeth R. Shoemaker
Home

VISIONARY

\$10,000 – \$24,999

Aid Association for the Blind of
the District of Columbia
Walter Brownley Trust
Morris and Gwendolyn Cafritz
Foundation
John Edward Fowler Memorial
Foundation
Mr. and Mrs. Matthew Tobriner

LEADER

\$5,000 – \$9,999

DC Commission on the Arts
and Humanities
Hamilton Insurance Agency

BENEFACTOR

\$1,000 – \$4,999

Advisory Neighborhood
Commission 3E
Allied Pharmaceutical
Services, Inc.
Bank of America
Bollinger Energy Corporation
Bradley Arant Boult
Cummings LLP
Brightstar Communications, Inc.
Mr. and Mrs. Bruce Carlton
Peter Carlton
Cristita Conaco*
Cooper and Crickman, PLLC
Mr. and Mrs. Robert Cooper
Enginuiti, Inc.
Ergo Solutions, LLC
Mr. and Mrs. Matthew Frumin
Mr. and Mrs. Scott Hargreaves*
Hertzbach & Company, P.A.
Christine Hobbs
P. Chrisman Iribe and
Martha C. Holland
Ole Villadsen and
Margaret Howell
Hysong Funeral Home
Mr. and Mrs. Jonathan Kagan
KeyBank Foundation
Mr. and Mrs. Louis Kleiman
Mr. and Mrs. Steven Kuhn
Lisner-Louise-Dickson-Hurt
Home Family Council
Lisner-Louise-Dickson-Hurt
Home Resident Council
Medline Industries, Inc.
Mrs. Eva Nash
Mr. and Mrs. Joel Nazdin
L. Ward Orem*
PetConnect Rescue
Mr. and Mrs. David Povich
Radiation Physics, Inc.
Haydn Richards
S. Kann and Sons Company
Foundation
Dr. Marta Anne Schneider
Mr. and Mrs. James Simon
SK Advisors
Jeremie Sterlin
Barbara O'Hanlon and
Christopher Tawa
Vincent Thomas
Mr. and Mrs. Sam Woodall

PATRON

\$500 – \$999

Mr. and Mrs. Brian Abel*
The Arts Club of Washington
Bay City Pest Management
Co., Inc.
Dr. and Mrs. James Brodsky
The Catholic University of
America Columbus School
of Law
Mr. and Mrs. Tom Dillon
EuroMotorcars
Beth Fluto
Mr. and Mrs. David Gichner
Mr. and Mrs. Barry Haase
HPSI Purchasing Services, LLC
Jackson and Campbell, P.C.
Mr. and Mrs. Leonard Johnson
Teddi Lopez
Mr. and Mrs. Frank Lundblad*
Debra Lyle*
Janean Mann
Mr. and Mrs. Harry Martin
Mr. and Mrs. Adrian Morchower
Coralie Odoms
Maureen Parker
Payroll Network, Inc.
Lisa Rajah*
Mary Ratchford
Rabbi and Mrs. Jonathan Roos
Veronica Damesyn-Sharpe and
Kenn Sharpe
David Stahl and Ginny Gibson
Janet Carter
Jan Feldberg and Joe Thornton
Mr. and Mrs. Joseph Voith
Jacqueline Washington
The Washington (DC) Alumni
Chapter of Kappa Alpha Psi
Fraternity, Inc.
Steven Weinberg
Mr. and Mrs. Joseph Witcher
WUSA*9

FRIEND

Up to \$499

Mr. and Mrs. Mark Acton
Suzanne Ahern
Alma Alcema
Mr. and Mrs. John Allem
Chris Alvear
Amazon Smile
Sonia Angus*
Aquagy Watersolv, Inc.
Ruby Arcena
Debra Bacon
Paula Barrie
Mr. and Mrs. Philip Beauregard
Mr. and Mrs. David Beck
Robin Berlin
Michael Beto
Betsy Biben-Saligman
Alan Blanc*
Luis Blandon
M. Bocalandro
Patricia Brannon
Mitch and Caden Brooks
Regina Brooks
Jennifer Brown
Mr. and Mrs. Bill Buchanan
Thomas Burton*
Rita Butler-Trewick
Mr. and Mrs. Raymond Cahill
Mr. and Mrs. Peter Calafiura
Mr. and Mrs. Ben Carter*
Florena Carter
Janet Carter
Ronnie Clapp
Susanne Cooley*
Maureen Corrigan
Margaret Crawford
Clifton Cunningham*
Richard Dangel
Suzanne Dean*
Hazel Dos Santos*
Joan Dunn*
Margaret Eastman
Mr. and Mrs. Arthur Elgin
Jodi Eyigor*
Mr. and Mrs. Jim Finkelstein
John Freymann
Linda Gaskins
Cindy Gertz
Mr. and Mrs. Sam Gessner
Rita Gibson
Suzanne Slater and
Laurence Gold
Anna Greene*

Shoshanna Grove
 The Reverend and Mrs. William Hague
 Tondalaya Hamilton
 Lisa Harfoot*
 Mr. and Mrs. Mark Hargreaves
 Mr. and Mrs. Andrew Harris
 Virginia Heckhaus
 Lois Hochhauser
 Mr. and Mrs. Fred Horowitz
 Christopher Hunt
 Sheryll Hunt*
 Mr. and Mrs. Stephen Ingraham
 Philip Israel, Jr.
 Lee Jarrett*
 Mr. and Mrs. Alan Jensen
 Gail Jernigan
 Sydney Jones
 Aldeane Josephs
 Carol Joyner
 Judith Karo
 Gail Kearney
 Marlena Keenan*
 Tony Khater
 Mr. and Mrs. Vaughn Kimbrough
 Mr. and Mrs. Kenneth Klink
 Mr. and Mrs. Bryan Kurtz
 Mr. and Mrs. Alan Ladwig
 Lease Accelerator
 Derek Leebaert
 Katie Leman
 Mr. and Mrs. Christopher Lerner
 Carol Lewis
 Nancy Liebermann
 Consuela Lopez
 Frances Mahncke

Lynn Majied
 Megan Mattero
 Lisa Max
 Brian McCarthy
 Mr. and Mrs. Corky McDonald
 Ron Meisburg
 Margaret Mellon
 Mr. and Mrs. Robert Miller
 The Honorable and Mrs. James Nathanson
 Mr. and Mrs. Patrick Nichols
 Edith Njofri*
 Meg Parme
 Deirdre Parrot
 Mr. and Mrs. Llewellyn Pascoe
 Barbara Patterson
 Brian Yates and Betsy Paull
 Glenn Pearson
 Mr. and Mrs. James Phillips*
 Jonathan Plater*
 Stuart Plattner
 Aquila Powell
 Dana Prinkey*
 Lisa Rajah*
 Nathaline Richardson
 Monica Richmond*
 Mr. and Mrs. Barton Richwine
 Walker Roberts
 Mr. and Mrs. Victor Rosenberg
 Mr. and Mrs. Michael Rowan
 Jacqueline Saint-Amour*
 Michael Samuels
 Gertrude Sapp
 Marc Satrazemis
 Mary Savoy
 Carol Schwartz

Marion Simmons
 Sally Greenberg and Abbe Smith
 Sonoma Restaurant & Wine Bar
 Nicole Spinner
 The Honorable and Mrs. Walter Stadler
 Richard Steinwurtzel
 David Stonner
 Alfreda Thomas
 Solanges Vivens
 Deborah Walker and Larry Harvey
 Marc Wall
 Reverend Annie Watson
 Vanessa Watson
 Ruth Wattenberg
 Christy White
 Catherine Wiggins
 Danielle Williams*
 Ethel Williams
 Shaun Williams*
 Landon Wilson
 Andrea Winkler

**A special thank
 you to all of our
 in-kind donors**

TRIBUTE LISTINGS
In Memory of

Emita Nelson
 Leah Talley and C. Fletcher
Nathaniel Bacon
 Linda Gaskins
Mary R. Carlton
 Bruce and Mary Carlton
Hattie Ellis
 Ethel Williams
Amanda Gripper
 Margaret Crawford
Lillian Johnson
 Desiree Johnson
Eleanor Jordan
 WUSA*9
Roy Koppersmith
 Lease Accelerator
Judith Rolston Nellum
 Mr. and Mrs. Alan Jensen
 Mr. and Mrs. Michael Rowan
Freda Wright
 Lisa Rajah

In Honor of

Matthew Frumin
 Rabbi and Mrs. Jonathan Roos
L. Ward Orem
 Mr. and Mrs. Mark Acton
Mr. and Mrs. Matthew Tobriner
 Mr. and Mrs. James Simon

*current or former employee



“The noblest search is the search for excellence.”
 — LYNDON B. JOHNSON