







Cassia

AN AUGUSTANA/ELIM AFFILIATION

Meet Cassia:

A New Name for a New Organization

When Augustana Care and Elim Care joined together, we faced a crucial question. What would we call our new organization? How would our new name reflect our values and vision? To ensure a wide range of stakeholders and employees were included, we partnered with Varsity, a strategic communications firm.

Initially, leadership came up with about 200 words which reflected our work and missions. Those words were narrowed down to about twelve choices and shared with more than 900 people through focus groups and surveys.

The new name, **Cassia**, was chosen by a majority of those surveyed. The name was inspired by a Biblical anointing oil made from the Cassia tree. It evokes both organizations' commitment to healing, wholeness and our quest for solutions that help those we serve to live well. According to sources familiar with ancient oils, Cassia is said to symbolize the heart of a servant.

Our new logo was created to convey a drop of oil. Within the drop is the familiar form of the cross, which embodies the strong Christian heritage of the new organization. Stained glass colors within the logo are also designed to reflect this heritage. In addition, our name signifies our commitment to compassionate service to all people, as modeled by Jesus Christ.

Overall, we believe both name and logo convey our desire to help the people we serve over hurdles so they can live fuller lives. Hearty thanks go out to everyone who helped select our new name!





A Letter from Our CEO and CEO Emeritus • • • • • • • • • • • • • • • • •



CEO Emeritus Tim Tucker and CEO Bob Dahl

In this first year of our affiliation, there are a lot of "firsts" to share!

Welcome to our first gratitude report. We replaced the word "annual" with "gratitude" to remind us every day of how all this is even possible.

It is because of you, our supporters, that we can help those we serve. In these pages, you can read about the significant impact you made on older adults in our communities.

Another "first" was the decision to pay tribute to donors online, instead of within this report—which would have doubled its size. We hope you find the online lists more user-friendly and reflective of a wiser use of funds. Please visit cassialife.org/donors.

A PDF of this report is available at cassialife.org/gratitude-report.

Financial information is available on request by writing to philanthropy@cassialife.org.

We're excited to begin a new journey with you—generous donors, residents, families, staff and partners. This past year, our two organizations began the process of coming together. We will continue to honor past traditions as we approach a stronger future.

Why did we create a gratitude report instead of an annual report this year? We want to express our sincere gratitude for your generous support, making our efforts possible on behalf of those we serve.

Our theme is **Stronger Together** because the affiliation offers more opportunities to partner with you to create new programs and help existing ones grow.

ner with health care organizations to address complex medical issues—and keep up with changes in assisted living to them.

You are essential to this process, which is why we're sharing stories that could not have happened without your generosity and partnership. The stories highlight the remarkable similarities between our organizations:

- Both bring younger and older generations together
- Both put spiritual care at the heart of our communities
- Both create programs to serve those with low incomes
- Both offer adult day services to help older adults stay in their homes longer

The affiliation also allows us to part- Moving forward, we'll continue the work you depend on us to do. While former Elim Care CEO Bob Dahl assumes the role of CEO for our newly combined organization, former Augustana Care CEO Tim or health care regulations and respond Tucker remains in a senior executive position as CEO emeritus. Tim will assist with the affiliation and work on specific strategic initiatives.

> We are excited to unveil our new name, Cassia, created with input from a wide range of stakeholders. Thank you again for making all of us stronger, together.

Timothy S. To. CEO Robert Dahl CEO Emeritus Timothy Tucker

Bringing Older and Younger

also get to know older adults.

Grandma's House opened in 2001 to provide child care in a welcoming family older adults and young children together to enrich both generations' lives.

Arrive on any weekday at Grandma's Today, children call Redeemer's older residents and House Childcare and you'll find young patients "grand friends." One such friend is Herbert children enjoying stories, music, and Kauffman, who is recovering from a serious illness. more. As Grandma's House is part of Children visit him often and created a birthday card Cassia's Redeemer Health and Rehab Herbert keeps in a place of honor. "Children are Center in Minneapolis, children there magic," he says. "They motivate me to stay positive in my own life."

Lead Teacher Christopher Hoff, whose six-year-old daughter attends Grandma's House, has worked atmosphere. Founders wanted to bring there 11 years. "The children, including my daughter, are fascinated by residents' stories," says Chris.

Generations Together

Across town at Augustana Regent in Burnsville, resident Jan Sullivan tutors Apple Valley High School students learning English as a second language. Some students have become nursing assistants through the school's Science, Technology, Engineering and Math Program.

The program involves a partnership between Apple Valley High and Cassia to offer career opportunities for students interested in health care careers. "We get to know them and they get to know us," says Jan. "That brings us all closer and makes everything possible."

In 2018, 1,500 students participated in learning programs, internships or projects. Two students participated in our residence program, which allows them to live alongside residents and learn more about the unique needs of older adults.



A day at Grandma's House

Numerous studies confirm that intergenerational programming enhances the quality of life for older generations—while they in turn offer mentoring attention younger people often lack.

Your donations, financial and otherwise, support programs that delight older and younger generations—and allow high school students to explore new careers in health care.

Reducing Anxiety

 A_s the number of people over the age of 75 with him—but woke up every day multiplies, the likelihood increases that they will outlive their savings. Residents or clients who worked hard throughout their lives may have to cut down on food, medication and other basic needs to survive. Your donations help them find more long-lasting solutions.

Naomi* had been at Cassia's Open Circle adult day Housing and Services Bridge Program center five days a week for the past five years. When her son moved to Arizona for work, Naomi moved

wishing she was at Open Circle.

Naomi returned to Minnesota to live with her daughter and attend Open Circle. Because she stopped using elderly waiver, which paid for adult day services, she had to reapply. Cassia's allowed Naomi to attend Open Circle until her funding came through.

for Residents in Need

The Bridge and Benevolence programs provide temporary financial assistance to residents in need, so no one has to leave or go without necessities due to financial hardship.



Bridge and Benevolence Programs help reduce anxiety

In the past year, Elim Care's Benevolence program helped a resident we'll call Janet* with rent so she could afford basic expenses such as food and supplies. Janet believes God is working through donors who give generously to help older adults stay in communities that provide socialization and care.

Both the Bridge and Benevolence Programs are shining examples of how donors enable us to come together to benefit older adults, whose wisdom, talent and experience adds so much to our lives.

*Names have been changed to protect the privacy of program recipients.

More than 2.000 volunteers contributed their time and love to those we serve in the past year.

Your donations offer people like Naomi and Janet security, peace of mind, and community.

Our Values

Compassion Caring, sincere and empathetic service

to our residents, families, staff and

community

Integrity Honest and ethical behavior in all

relationships and interactions

Excellence Constant pursuit of quality

outcomes and actions

Innovation Persistent exploration of new

ideas to enhance the lives of

those we serve

Stewardship Responsible and wise use of

human and financial resources

Unity One mission while honoring

our diverse heritage

Respect Honor, appreciation and

courtesy for everyone we meet

Collaboration Working together to achieve

a common goal



Mission

To foster fullness of life for older adults in the spirit of Christ's love



SUSTAINING

Baird

CliftonLarsonAllen LLP

Tamarack Habilitation Technologies, Inc.

CORPORATE

Custom Medical Solutions
Northland Securities, Inc.

FRIEND

Interior Floor Covering Services

MatrixCare

Nelson-Tremain Partnership

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PARTNER IN HONOR

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Compass Capital

Management, Inc.

MatrixCare

Medica

SageView Advisory Group



Creating Supportive Communities through Adult Day Services



Barbara Riddle attends Cassia's Buffalo Adult Day Center because "it helps you concentrate on positive things," she says. Barbara enjoys exercising, art projects and meeting new friends. "Staff members are not only caring. They are always there when you need them," she adds.

In addition to activities onsite, Buffalo Adult Day Center offers outings such as restaurant visits, a special favorite. "We don't see participants as clients, but as family," says Director Mary Rodeski. "We hope they see us that way, too."

Del Baas at Open Circle

When Del Baas hit his head after a fall, he was in a coma for three days. Though he survived this episode, his health was still in jeopardy.

Del was diabetic and addicted to Oxycontin and Percoset due to hip pain. In addition to drinking a lot, he was overweight. When his doctor suggested attending Cassia's adult day center Open Circle, Del agreed to try.

Through his experience at Open Circle, Del says, "I have been able to find my-self here." He lost weight, stopped drinking and using drugs like Oxycontin, and started writing and painting. His 18 years of past experience as a chef enable Del to cook for staff and friends at Open Circle. Best of all, Del has renewed belief in himself and life. "If it wasn't for this place," he notes, "I wouldn't be alive."

Cassia served more than 13,250 people (besides residents/patients) through community services in 2018—including adult day programs, caregiver support, child care, hospice/home health care, home modifications, Meals on Wheels, outpatient therapy and technology training.

Adult day services at Cassia offer programs, recreation, personal care, respite and social connections to individuals with memory loss or other needs. Members can find authentic connections and a sense of purpose and renewal.

Your generosity as donors and volunteers helps people like Del and Barbara stay in their homes longer and live each day more fully and joyously.

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Healing Spiritually

When Barbara Egli and her husband Werner moved to Cassia's Minneapolis campus, "we fell in love with the community," she recalls. When Werner passed away, Barbara found support from the chaplain and the community, which helped her deal with the pain of losing someone she loved.

Her experience motivated Barbara to join an effort with other generous donors to create an accessible garden in honor of residents, staff and volunteers. The garden contains two new benches, one of which is in honor of Werner. This renewed gathering place offers a community gardening experience for residents.

"I'm happy to be here," says Barbara.

"We are more than just neighbors. We are family."

as Well as Physically

Providing spiritual care to those who need it is an essential part of life at Cassia. When Milaca Elim Care and Rehab Center resident Marilyn Anderson's husband Bob passed away, the couple's adult children worried about their mother traveling to his funeral. They asked Chaplain Dale Clifton if there could be an on-site service—and he and the staff quickly agreed.

The service celebrated Bob's life with music by means of a string band. "It was the most wonderful thing you did for Bob and my family," said Marilyn, who passed away in fall 2018 and whose service was also in Milaca Elim's chapel.

Cassia served about 6,400 people at our health care centers in 2018.



Spiritual care staff helps residents and families celebrate their joys and deal with anxiety, grief and difficult transitions. Our goal is to provide unconditional support whenever it is needed.

We are grateful to you, our donors, partners, staff and residents, for supporting spiritual care throughout our communities.

Unity, Not Uniformity Providing Spiritual Care in Our Communities

People are asking whether spiritual care will change at Cassia. The short answer is no—but we're sharing more detailed responses from Elim Care board member and Superintendent of the North Central District of the Evangelical Free Church Brian Farone and Augustana Care Board Chair Gary Wilkerson.

In the past year, Brian, Gary and other leaders—including Vice President of Spiritual Life Dave Kiel (formerly at Elim Care) and Vice President of Spiritual Life Nancy Carlson (formerly at Augustana Care)—have been getting to know each other. Although each organization offers its own unique identity, both value the same ideals:

- Bible based Gospel teachings
- A history of Christian tradition
- Love for people that extends out into the community

Our affiliation will strengthen spiritual care to all people, drawing upon the heritages of the Evangelical Lutheran Church in America and the Evangelical Free Church. "Our work is really about serving others," says Gary. "We serve best in diversity."

"It doesn't matter whether you are a member of a particular church," Gary continues. "We serve people of all faiths who want a spiritual connection. That's why we are here."

"Historically, we never served only Christians," Brian points out. "We served the broad community." That means caring for people of all faiths and offering worship services for a variety of denominations. "If this affiliation had to be about uniformity, we could not do it," adds Brian.

"Our work is really about serving others—we serve best in diversity."



Superintendent of North Central District of Evangelical Free Church/Elim Care board member Brian Farone (at left) and Augustana Care Board Chair Gary Wilkerson

"At the same time, we come together in shared service," Gary says. "We concentrate on shared values that make us similar in our approach to loving people and caring for those who need it."

Each organization's approach to spiritual care will remain the same, says Brian. Both he and Gary invite you to keep asking questions, knowing we'll find the answers we seek—together.

Cassia served more than 22,500 people in the past year.

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More than 2,900 residents lived in Cassia housing or locations where we provided services last year.

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