

1.) What problem were you addressing?

As an organization, we understand just how vital it is to address the unique and personal spiritual needs of every single individual. That is why we created a non-denominational Resident Spiritual Care Program for those seniors living in our independent affordable housing communities. This grant assisted us to begin implementation of this program within Pennsylvania for our 959 residents spanning 17 facilities.

2.) What change did you expect to create? What were the desired objectives, outcomes and outputs of the program and progress made toward each during the reporting period?

The major change we are working towards is to ensure spiritual care is a component of the health care provided to our seniors across our portfolio. This is our goal because we believe that while there is a framework for addressing other determinants of health, without addressing the spiritual aspects of an individual we are not supporting the whole person. We further believe social connectivity and emotional outlook on life will be enhanced as spiritual needs are addressed. Below are our desired outputs and outcomes from the Pennsylvania Resident Spiritual Care Program. We are proud of how have been able to pivot this program which was intended to take place through in person interactions during COVID-19:

Resident Spiritual Care Program Outputs:	Progress Towards Outputs:
959 residents will have access to a Volunteer Spiritual Care Coordinator	959 residents had access to a weekly devotional, a daily message of inspiration and hotline to call at any time to talk to a chaplain available to offer nondenominational support. In person support was delayed due to COVID-19 restrictions, however we are pleased to report we have been able to provide in person support (through proper safety protocols) to 429 residents so far at 5 communities. Our goal is to expand to the remaining 12.
A Regional Lead will be hired and trained to oversee the Resident Spiritual Care Program in Pennsylvania	After much research and difficulty associated with closings of congregations during COVID-19 (our main resource for identifying qualified candidates), a Regional Lead was hired October 2020 and has contributed significantly to the program.
25 Volunteer Spiritual Care Coordinators will be trained in Pennsylvania	To date, 12 Volunteer Spiritual Care Coordinators have been trained and are serving at 5 of our communities in Pennsylvania. Additional prospective coordinators are being vetted and we expect that there will be another cohort in the coming months.
An Advisory Task Force will be established	Due to closings of congregations/faith communities, this output was no longer applicable towards program goals.

Resident Spiritual Care Program Outcomes:	Progress Towards Outcomes:
60% of residents who participated in the program will indicate that their spiritual needs are being met	We have adjusted due to the unanticipated barriers faced by COVID-19 and are proud of the support and creative solutions we have developed. We have provided all 959 seniors access to spiritual care through establishing the hotline, weekly devotionals and daily message of inspiration. These measures have supported residents to remain healthy and well during an incredibly difficult time. Staff of the buildings have also tremendously benefitted by having access to this support due to increased stress and overwhelm from the past year. We plan to survey residents who have received in person support at the one-year mark (April 2021) to see how this program has impacted these measures. Our program will continue to be enhanced in the next year as we are able to expand to provide more in person support to additional communities and we will continue to complete surveys to compare to our previous year's data.
60% of residents who participated in the program will indicate their relationships increased through social interaction opportunities	
60% of residents who participated in the program will indicate that their emotional outlook on life enhanced through greater personal peace, hope and sense of purpose	

3.) How did you measure success –both quantitative and qualitative? A chart of objectives, actions, and results is helpful. Include numbers and demographics of people touched by the work. Explain your organization’s efforts toward diversity, equity and inclusion.

Success will be measured through the number of seniors assisted through this support as well as survey outcomes to demonstrate the impact on resident lives in regards to spiritual needs, increased social relationships/interactions, and enhanced emotional outlook and a greater level of personal peace, hope and sense of purpose. Our Regional Lead has had immense success in recruiting and training 12 Volunteer Spiritual Care Coordinators to date providing vital in person support to 429 residents at 5 of our Pennsylvania communities. Surveys of those assisted through this in person support will be administered April 2021 and we will report on these impact measures. This will provide a baseline for us as we rollout the tablet initiative and recruit and train more volunteers to ramp up the in person support we are able to provide in the upcoming year. Success however is not merely measured by numbers and we believe the greatest picture of success is through the personal and profound impact made on each senior’s personal life journeys and addressing each community’s needs. For example, the support from the Resident Spiritual Care Program proved critical at our Riverview Manor community located in Pittsburgh, Pennsylvania housing 99 residents. In the fall of 2020, the Service Coordinator contacted our Regional Lead because there had been a COVID-19 outbreak in the building. She asked for the Regional Lead’s help to provide spiritual care to the residents during this scary time. The Regional Lead received a list of residents and made wellness calls to support the residents as needed whether that be through prayer or a listening ear. The Regional Lead helped to provide encouragement and guidance during this trying time for residents. Months later in February 2021, Riverview Manor held a vaccine clinic which many residents were fearful and unsure of participating in. The Regional Lead provided comfort and calmed residents’ concerns about the vaccine. By her receiving the vaccine and sharing a specifically designed devotional - her example and explanation helped many residents to make the decision to get vaccinated. Initially, only 8 residents had signed up but, in the end, 75% (approximately 74 residents) made the decision to participate. This support has truly made a significant difference in so many lives by encouraging and caring for residents during a period of time where spiritual care is so desperately needed.

At National Church Residences, diversity and inclusion means that we love, respect and value everyone. National Church Residences makes all programs and services accessible to, and seeks input from, people from diverse races, ethnic backgrounds, genders, sexual orientation, spiritual beliefs, and cultural preferences, including those who speak different languages as we develop and deliver services. We also provide language interpretation from a number of service providers as needed. National Church Residences is committed to ensuring that all who wish to be served by National Church Residences and those who serve through National Church Residences feel a sense of belonging as evidenced by our Business Case and Vision for Diversity and Inclusion included on our website. We realize efforts towards diversity, equity and inclusion are always ongoing and are committed to this growth. In the past year, we have created a new department to specifically address this issue as well as an Anti-Racism taskforce with participation throughout the organization. The Anti-Racism taskforce shares a weekly update with all staff every Friday. We are continuing to find ways to increase our organization’s efforts each and every day.

4.) Please note any collaborations that supported your work and/or ways that you leveraged resources. How did the project engage and empower staff from all levels of your organization?

Our Regional Lead has reached out to numerous congregations and established partnerships with many of these including First Church Assembly of Erie, Mount Ararat Baptist Church, Valley View Presbyterian Church, Covenant Church of Pittsburgh, Tree of Life, Susquehanna Conference United Methodist Church, Central Baptist and 3 Rivers Praise and Worship. Through these partnerships, we are cultivating a base of Volunteer Spiritual Care Coordinators to provide support at our Pennsylvania communities and so far have trained 12 Volunteer Spiritual Care Coordinators who are currently supporting 5 of our Pennsylvania communities. We plan to continue to establish partnerships with local congregations and ministries and various faith backgrounds so seniors have access to support in the way that fits their belief system.

All staff residing in our Pennsylvania communities have been positively impacted through this program. The staff know that the Regional Lead in the area is available to assist not only with resident needs, but the needs of staff as well. Whether this involves coming to the building to provide wellness visits for residents so the staff can focus on their duties, or providing guidance and spiritual support for overburdened and burned out staff who have been tirelessly dedicated to ensuring safety and care of residents over the course of the year – the Regional Lead has been a true asset in empowering and supporting our staff who are balancing their own personal burdens with intense work burdens. For example, meetings

with staff to discuss resident needs on two occasions turned into hour long support sessions where the Regional Lead was able to provide prayer and spiritual care for the whole person.

5.) Please share any unanticipated outcomes or barriers encountered. Indicate any changes in the program's goals, strategies, personnel or timelines and reasons behind the changes.

Our overall plan has not changed and our program is needed more than ever before, however we quickly realized we must pivot this program to find new ways to build relationships with faith communities and to provide care to seniors through alternative methods that ensure safety yet still provide urgent spiritual support such as the 24/7 hotline, weekly devotionals and message of inspiration seniors can call into listen to daily. We have learned so much from our experiences this year such as the precise costs of adding/training each new volunteer (~\$200) and how to effectively reach both residents and staff in need of spiritual care through the use of technology. Due to many residents lacking internet access and with us being unable to enter the building for so long due to restrictions, utilizing phones to remain connected and deliver/coordinate services was significant. Due to our Program Lead's perseverance, a Regional Lead was hired October 2020. With the hiring of the Regional Lead we moved forward with our revised plan of establishing a tablet pilot program at 3 of our Erie communities and 6 of our Pittsburgh communities first. We are currently in the midst of developing this program in order to provide connection to seniors who have been isolated from family and friends as a safe way to build trust and relationship with seniors that will allow us to provide spiritual care.

6.) How do you plan to share and replicate your results?

We currently have 8 Regional Leads in Ohio, Georgia and Pennsylvania. They meet regularly to discuss results of their respective programs and share successes and ways to continually improve the program. Additionally, United Church Homes (an organization which also provides affordable housing for seniors) is a close partner of our organization and currently does not provide spiritual care within their affordable housing. Our Program Lead is sharing the results and steps we are taking with our Resident Spiritual Care Program so they can look to incorporate spiritual care within their housing communities as well.

7.) Include a project financial statement (budget and actual) for the reporting period. Please explain significant variances from the original budget and reasons for variances (with corrective measures if overages) as well as plans for future sustainability.

We have used \$20,029 of the \$30,000 grant received from Friends Foundation for the Aging. We have used less of our budgeted amount for the Regional Lead salary due to the challenges of hiring during the pandemic and we have not been able to engage an Advisory Task Force. In our 2021 request, we have included the remaining funds and if our re-request is granted, we will use the remaining funds in our program. As we continue to build relationships in Pennsylvania, we are cultivating prospective donors for future sustainability.

8.) Feedback on your interaction with FFA would be helpful. How have we helped? Made it harder? What else can we do to facilitate your work?

We are so grateful for the support of Friends Foundation for the Aging. Friends Foundation for the Aging truly is a one of a kind in the fact that you are fully invested in learning about the Resident Spiritual Care Program and contributing to its success and impact. We are so appreciative of the meetings we have had with Susan and the insight and connections she provides as we navigate administering this program to our residents.