Lutheran Services in America
Working Partnerships – Members Perspectives

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The Evangelical Lutheran Good Samaritan Society

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Mission, Strategic Direction, Vision: Working Together

Our mission defines our obligation to follow the path of Christ.

We are called to share God’s love in word and deed.

Our vision describes an outcome that matters.

We know we are effective when each person we serve feels loved, valued and at peace.

Our strategic direction offers an opportunity to touch people’s lives.

We do so by being a leader in supporting well-being.
Society Strategic Plan

• Post-acute rehabilitation services
• Home- and community- based services
  - Home health agencies
  - Hospice
  - Private duty
• Senior housing
  - Housing with services
  - Assisted living including memory care
  - Affordable housing
• Innovation for Well-being
Collaboration Types

- Risk Bearing Partnering
- Informal Partnering
- Joint Venture Partnering
- Merger
- Co-Develop
- Management Only
- Acquisition
Collaborations in Post Acute

- Risk Bearing Partnering
- ACO’s/Alternative Pmt Models
- Care Collaborative
- Informal Partnership/Contracts
- Managed Care
- Physician Groups
- Joint Venture
Collaborations in HCBS

• Informal Partnerships/Contracts
  - Skilled/Care
  - Affordable Housing
  - Senior Living
  - Assisted Living

• Joint Ventures

• Acquisitions
Collaborations in Affordable Housing

• Co-Development
• Managed Only
• Joint Venture
• Acquisitions
Collaborations in Skilled/Rehab, Housing w/services and Assisted Living w/Memory Care

- Informal Partnerships
- Joint Ventures
- Co-Development
- Management Only
- Acquisitions
Collaborations in Innovation

• Informal Partnerships or Contracts for Monitoring Services
• Physician Groups for Monitoring Services within a Medical Home
• Virtual Services Direct to Consumer
Innovation for Well-being
LivingWell@Home Monitoring Service

- Telehealth technology
- Sensor technology
- Medication management technology
- Personal emergency response system
Innovation for Well-being
Living Well@Home Monitoring Service

Client’s Home
Remote Monitoring
Technologies

Health Information
Wellness Coaching

The LivingWell
Center
Good Samaritan
Society Headquarters
Daily Monitoring

Health Information

Define/Adjust
Monitoring Preferences

Provider’s
Office/Healthsystem
Care coordination
Primary care
Patient referral

Data

Proactive Care and
Intervention

Care Coordinator

Client and Caregiver
and/or Advocate

Care Coordinator

and Physician
Elements of a Successful Collaboration

• Honest evaluation of each others skill sets
• Share heritage, share values, share mission
• Leadership’s willingness to invest time and energy
• Requires quality leadership and management staff from both organizations
Elements of a Successful Collaboration, Cont.

• No longer about competition – but doing good together
• Belief that preservation of the faith based/non-profit organization is important to this country
• Recognize need to partner to survive or grow in other areas early on and not wait until too late
Thank You
Lutheran Social Service of Minnesota

Jodi Harpstead, CEO
Altair ACO

• Pioneer Community Services Accountable Care Organization for people with disabilities
• 6 partners with residential and employment services
• 1 family practice physician group
• Incentive plan with State of MN in works to share Medicaid savings
Altair ACO

- Came together as stakeholders in "My Life, My Choices" design strategy effort
- Submitted Innovation Grant proposal to CMS
- Chose partners from previous collaboration who were all innovative and shared values
- George Klauser left one of the partner organizations as CEO to serve as ED of ACO
- CEO meetings, Steering Committee meetings of senior leaders, and working groups
Altair ACO

• Partners came together to share one best practice each
• All the partners have adopted two of the common best practices and common metrics
• Launched with LSS donor money, partners about to share costs on fixed annual basis
• Ultimately, this has a revenue stream from State of MN Medicaid
Youth Design Partnership

• Also came together around a design strategy effort "Not Even One Night" to end homelessness for youth
• Partners already part of advocacy coalitions in youth and housing
• Includes LSS of MN, Catholic Charities, and one other MN non-profit
• Includes Twin Cities United Way and one private family foundation
• Includes two people from the State of MN working to end homelessness
Youth Design Partnership

• Completed preliminary design work two years ago
• Stopped to go get $10 million into State's Homeless Youth Act
• Finished design this year
• Bringing resultant design to State agencies to inform their work
• Partners applying for Homeless Youth Act revenue to implement parts of design
Youth Design Partnership

• LSS of MN also partnering with Saint Paul and Duluth Synods of the ELCA
• LSS of MN also discussing partnering with Luther Seminary
• LSS of MN also planning to roll out youth host homes through Lutheran congregations
Lessons Learned

• Only partner with those who share your values
• Only partner with those you like
• CEO relationships will make or break the partnership
• Have a second team of leaders implementing the effort, because the CEOs won't get it done
• Keep talking about the terms and conditions and the money until everyone is satisfied
Lessons Learned

• Some partners may be more equal than others.
• Use stakeholder meetings to inform the rest of the community about what's up so the partnership doesn't feel exclusive.
• When changing public policy, partnerships are more influential than individual organizations.
• Hand-selected partnerships are also more effective than broad coalitions.
LSA
Lutheran Services in America
Together we can

FARThER TOGETHER
STRONGER TOMORROW
2015 LSA ANNUAL CONFERENCE