

Andy Lipps **NOMINATION**

“ Why should McKnight’s consider this nominee?”

Andy Lipps has exemplified steadfast dedication, servant leadership, and quiet influence for more than 28 years in the senior-living sector. He joined Life Enriching Communities’ Twin Towers community nearly three decades ago and over that time has built a legacy rooted in relational care, reliability, and humility. Embedded in his everyday work is Life Enriching Communities’ vision of “life with meaning and purpose” and its value of “respect – honoring the dignity of all people.” Andy lives these values in the background, quietly and consistently, yet his presence resonates deeply with residents, families, and associates alike.

Beginning his career at LEC in various service roles, Andy advanced into the driver/transportation position, where he has faithfully served for 23 years. While many might view driving as a logistical task, Andy has elevated the role into one of companionship, empowerment, and connection. For residents, the trips he provides represent far more than a ride – they signify freedom, independence, reassurance, and trust. Andy greets each outing with a friendly smile, a patient demeanor, and a willingness to listen, engage, steady a hand, or calm a concern. He approaches his role not simply as a driver, but as a companion on the road and a valued presence in the resident’s life.



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Beyond the miles traveled and appointments kept, Andy's character shines through in the consistent acts of care that often go unseen yet deeply felt. He has steadied hands during transitions, offered prayers in the quiet moments, and extended kindness in ways that amplify dignity and belonging. He has accompanied residents to funerals, attended to families, and been a dependable anchor in times of change or loss. Outside the community, Andy serves actively in his church, is an ordained minister, works in the church food pantry each Saturday, supports his wife, who is disabled, and participates in Citizens Police Operating a Vehicle Impaired (OVI) checks. He models the very definition of an unsung hero: someone whose positive attitude, willingness to serve in whatever capacity necessary, and commitment to excellence elevate the lives of others.

Andy Lipps embodies the heart of the “Unsung Hero” award: a long-standing, deeply committed individual whose influence is realized not through headline accomplishments, but through the daily, relational, behind-the-scenes service that strengthens communities, honors residents, and uplifts colleagues.

Explain how this nominee has been a standout in the industry throughout the decades or an agent for change at their current or previous place of work.

Andy Lipps has been a quiet constant in the lives of older adults at Twin Towers at Life Enriching Communities for more than 28 years. His long-standing service is not just measured in miles driven or years worked, but in moments of dignity, comfort, and connection that he offers every day, often in ways that go unnoticed but are never unappreciated.



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Andy began his career at Life Enriching Communities in various service roles before stepping into transportation, where he's served faithfully for the last 23 years. His role as a driver might seem simple on paper, but to our residents, it's something far more meaningful: independence, access to the world, and connection to people and places that bring them joy.

Andy makes these everyday trips feel safe, warm, and deeply human. He greets each rider with kindness and patience. He notices when someone needs a hand, a laugh, or a moment of stillness. He remembers the details: who prefers the scenic route, who needs help buckling in, who's a little anxious about a medical visit.

But Andy's care goes beyond what's required. He's shown up during some of life's hardest transitions. When residents have passed, Andy has often attended their funerals, not out of obligation, but because he genuinely values the relationships he builds. His steady presence is part of what makes our community feel like home.

This type of servant leadership reflects not just a strong work ethic, but a calling. Andy's entire life is centered around giving. He's an ordained minister, a longtime food pantry volunteer at his church, a caregiver to his wife, and a member of the Citizens Police who helps with Operating a Vehicle Impaired (OVI) safety checks. His personal mission aligns so closely with ours: honoring others, showing up, and creating community through compassion.

Andy has never sought recognition. In fact, he's the kind of person who would much rather be behind the scenes helping someone else shine. But it's precisely that humility — combined with his deep, daily impact — that makes him such a deserving nominee for the Unsung Hero Award.





How has this nominee stood out or driven change?

Andy stands out by staying grounded and by redefining what excellence looks like in a frontline role. In an industry often focused on innovation and outcomes, he's been a steady force for meaningful, personal connections.

Throughout his 23 years in transportation, Andy has helped elevate how we think about this essential service. It's not just about logistics. It's about trust, safety, dignity, and emotional support. Andy recognizes that getting someone to a doctor's appointment or a special outing isn't just a task on a schedule, but an opportunity to make someone feel seen and valued.

One of Andy's most notable achievements has been fostering a culture of impact across departments. New associates look to him as a model of consistency and kindness. While he doesn't carry a formal leadership title, his actions influence how others approach their work. He's changed the perception of support roles by demonstrating that they are central to the resident experience.

Andy also supports smooth operations behind the scenes. He ensures that routes are clear, appointments are met on time, and residents feel cared for along the way. When unexpected needs arise — whether a last-minute request or a family member needs extra reassurance — Andy adjusts with grace. His calm, capable presence instills confidence throughout the team.

What sets him apart isn't flashy innovation, but quiet, transformative service. He creates structure and reliability for residents and associates alike. And over time, that consistency becomes culture; one where small acts of care are seen as the heartbeat of great service. ● ● ●

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Andy embodies all four, every day. He reminds us that real impact doesn't always come with fanfare; it comes from how you show up, how you treat others, and how you make people feel.

We can't imagine a more fitting nominee for the Unsung Hero Award. Andy Lipps doesn't just do the job — he brings the job to life.