

The FRIEND

GENACROSS LUTHERAN SERVICES



VOLUME CVII No. 2 SPRING/SUMMER 2017



Gospel singer Abby Paskvan entertained attendees with inspiring songs and stories at the annual meeting.

ANNUAL MEETING INSPIRES ATTENDEES

Delegates representing member congregations of Genacross Lutheran Services, the trade name for Lutheran Homes Society, Inc. adopted in October 2016, voted at the 157th Annual Meeting of Member Congregations to change the legal name of the corporation to Genacross Lutheran Services, Inc.

“Changing the legal name in the Articles of Incorporation is important as we work with governmental agencies and payer sources that require the use of the actual corporation name,” said Rick Marshall, President/CEO.

The annual meeting, held April 24 at Zoar Lutheran Church in Perrysburg, was attended by more than 130 individuals, including 66 delegates representing 40 congregations. Attendees at this year’s event experienced a different format, with hearty hors d’oeuvres at the beginning of the evening, musical entertainment instead of a guest speaker, and a heartfelt testimonial shared by an individual touched by a Genacross ministry.

In addition to the overwhelming approval of the legal name, delegates also elected four members to the Board of Directors: Robin Burkett, St. Luke’s, Temperance, Michigan; Jennifer Fehnrich, St. Mark, Bowling Green; Susan Minch, Zoar, Perrysburg; and Christine Spohn, Trinity, Toledo.

A photo gallery of the 2017 annual meeting is on page 4.

Toledo Campus hosts LeadingAge Ohio Stars Awards

As the 2017 LeadingAge Ohio “Stars” approached the stage to be recognized, the phrases “always smiling,” “compassionate,” and “above and beyond” were often used by LeadingAge Ohio President/CEO Kathryn Brod to describe the winners, as she read excerpts from their nomination forms. Winners were announced during the Stars Awards Northwest Event held May 2 at the Genacross Lutheran Services-Toledo Campus.

LeadingAge Ohio sponsors the annual Stars Awards to recognize front-line, hands-on employees “who diligently work to provide selfless gifts to those we serve.” This year, 13 employees from the ministries of Genacross Lutheran Services were recognized as “Stars,” along with numerous employees from other area non-profit senior service providers.

continued on page 3

IN THIS ISSUE

- CEO column, page 2
- Golf Outing, page 3
- Annual Meeting, page 4
- Wolf Creek Campus, page 5

- Youth Services, page 5
- Foundation, page 6
- Donations, pages 6-7

OUR MISSION

Inspired by the Christian faith, we embrace individuals and families with compassionate care and services throughout life's journey.

OUR VISION

Through our faith and work, we strive to be a forward-thinking, compassionate organization that improves the lives of current and future generations.

OUR VALUES

Faithfulness to Christ
Equality and Justice
Wholeness of Life
Integrity
Quality of Service
Stewardship of Resources

OUR MINISTRIES

Genacross Lutheran Services
Napoleon Campus

Genacross Lutheran Services
Sandusky Campus

Genacross Lutheran Services
Toledo Campus

Genacross Lutheran Services
Wolf Creek Campus

**Genacross Housing &
Community Services**

Genacross Adult Day Center

**Genacross Family &
Youth Services**

**Genacross Lutheran Services
Foundation**

**Northwest Ohio Home Care
Partners**

A note from

RICK MARSHALL

President and CEO



Continual Focus on Quality

Genacross Lutheran Services has long been viewed as a provider of quality services. Our reputation has enabled us to grow and expand as individuals and families have placed their trust in Genacross to meet their needs for over 150 years. We continue to place a strong emphasis on quality and focus on continuous improvement in each of our ministries.

Our measures of quality are affirmed by independent agencies that review our ministry operations. Each of our skilled nursing centers and assisted living communities are reviewed annually by representatives of the Centers for Medicare & Medicaid Services. Over the past year, each of these "surveys" was excellent and included deficiency-free surveys at our Napoleon skilled nursing facility and all four of our assisted living communities.

Furthermore, each of our affordable housing locations is reviewed routinely by the Department of Housing and Urban Development. Our thirteen locations consistently score 95 or above (out of 100) as an indicator of the safe and secure housing provided to residents with limited incomes. Finally, our Family & Youth ministry is reviewed annually by the states of Ohio and Michigan. Once again, we are consistently commended for the outstanding services we provide for at-risk youth.

While we take great satisfaction in our performance on these external measures, an even greater measure of quality is the positive impact we make on the individuals and families served by Genacross. Each day we touch the lives of over 1,500 individuals with compassionate care. Whether it is providing a home for a youth in crisis, assisting an elder with daily activities, or enabling someone to live in their own home, our goal is to improve the quality of life for those we serve. It is our calling and our commitment.

Blessings,

A handwritten signature in blue ink that reads "Rick Marshall". The signature is written in a cursive, flowing style.

LeadingAge Ohio Stars - continued from front page

The Genacross employees honored are:

- **Glenn Allen**, Maintenance Worker with Genacross Housing & Community Services
- **Brenda Banks**, State Tested Nursing Assistant at the Wolf Creek Campus
- **Nicole Dunning**, Licensed Practical Nurse at the Napoleon Campus
- **Travis Geahlen**, State Tested Nursing Assistant at the Napoleon Campus
- **Georgia Goolsby**, Activities Assistant at the Toledo Campus
- **Mike Haines**, Child Care Worker with Genacross Family & Youth Services
- **Shari Jackson**, House Manager with Genacross Family & Youth Services
- **Marybeth Kropaczewski**, State Tested Nursing Assistant at the Toledo Campus
- **Lisa Kubiak**, Rehab Quality Coordinator with Genacross Therapy Services
- **Bernadette Michaux**, Resident Aide at the Wolf Creek Campus
- **Brenda Peiffer**, Administrator with Genacross Housing & Community Services
- **Sondra Skelton**, Dietary Cook at the Sandusky Campus
- **Amy Youngs**, Certified Occupational Therapy Assistant with Genacross Therapy Services

“These staff members embody the mission and vision of Genacross Lutheran Services, and we are very proud of the commitment and compassion they display in their interactions with individuals and families,” remarked Jeff Schulte, Vice President for Human Resources. “The Toledo Campus was honored to host this event recognizing all the deserving employees.”



Genacross Lutheran Services employees, who were nominated by co-workers, supervisors, or residents, were recently recognized by LeadingAge Ohio at the Stars Awards event held at the Toledo Campus.

The Genacross award winners were nominated by co-workers, residents, or their supervisors. The winners had the opportunity to attend the Stars Awards luncheon with Genacross President/CEO Rick Marshall, Vice President of Post Acute Services Denise Gannon, their Executive Directors, and other Genacross leadership team members.

In addition, all “Stars” at the event had the opportunity to take fun pictures at a “Selfie” Station, and they received a commemorative lapel pin, an award certificate, and a copy of their nomination.

CALLING ALL GOLFERS FOR THE 21ST ANNUAL GOLF OUTING

The Four Lutheran Agencies of Northwestern Ohio is holding its 21st Annual Golf Outing on Friday, June 23, 2017, at the Stone Ridge Golf Course in Bowling Green, Ohio. The golfing begins with a shotgun start at 9 a.m., and the event features team prizes, lunch, a putting contest, and raffle baskets.

The cost is \$85 per golfer, and the deadline to register a team is Friday, June 16. All proceeds from the outing will benefit the ministries of Filling Homes, Luther Home of Mercy, Genacross Lutheran Services, and Lutheran Social Services of Northwestern Ohio.

For more information or to register, contact Joyce Willier at 419.726.8653 or jwillier@lssnwo.org.



PHOTO GALLERY CAPTURES ANNUAL MEETING MOMENTS



Foundation Board member Ron Gabel views the display at the Genacross Lutheran Services Foundation table.



Attendees of the 157th Annual Meeting of Member Congregations mingle, while enjoying hearty appetizers at the beginning of the evening.



The evening featured a brief worship service.



Retiring director Lee Wunschel (right) is recognized for his service to the Genacross Lutheran Services Foundation by President/CEO Rick Marshall.



HOME Choice client Diane Jewell (left) shares a heartfelt testimonial, crediting Genacross and her Service Coordinator, Lauren Holub, for her recovery.



As the Rev. Keith Hunsinger, Board Chair, looks on, newly elected board members are installed by the Rev. Richard Habrecht.



President/CEO Rick Marshall gives an update on the mission and ministry of Genacross Lutheran Services.



Congregational delegates vote to affirm Genacross Lutheran Services, Inc. as the corporation's legal name.

NEW EXECUTIVE DIRECTOR TO LEAD WOLF CREEK CAMPUS

Genacross Lutheran Services has announced the appointment of Gabe Stoll as Executive Director for the Genacross Lutheran Services-Wolf Creek Campus, formerly Lutheran Village at Wolf Creek. As Executive Director, Mr. Stoll will be responsible for the day-to-day operations, community outreach, and business development of the campus.

Most recently, Mr. Stoll was the Executive Director of the Genacross Lutheran Services-Sandusky Campus, formerly Lutheran Memorial Home. Prior to that, he served as Associate Executive Director at the Wolf Creek Campus, where he was responsible for the assisted living, dietary department, and activities department. He began working for the organization in August 2012, as the Director of Human Resources for the Wolf Creek Campus.

"Gabe is an extremely hard-working individual who is dedicated to our mission to serve older adults," stated Denise Gannon, Vice President for Post Acute Services.

"He is a natural choice for the additional responsibilities of this position, which will take him back to the building where he began his career with us."

Mr. Stoll is a Licensed Nursing Home Administrator in the state of Ohio.

He earned a bachelor's degree in health care administration from Bowling Green State University. He resides in Norwalk, Ohio, with his wife and young daughter, and they are eagerly anticipating the birth of a son in August.

"This opportunity to lead the Wolf Creek Campus has many challenges that I am excited to take on," Mr. Stoll stated. "The campus is large, with different levels of care, numerous employees, and significant resources that can positively impact the lives of many individuals and families in need of care."



Gabe Stoll

Residential programs provide treatment for youth

Genacross Family & Youth Services operates a residential center and several community-based group homes that serve the many children and youth referred each year for treatment. Currently, Family & Youth Services is able to serve 57 youth in these settings. Some children come for short-term treatment, while others require longer stays due to higher levels of need.

Youth are referred to the Family & Youth program for a variety of reasons, including mental health diagnoses, developmental delays, and behavioral and emotional challenges that cannot be met in less restrictive settings. "Our structured programming and integrated treatment services allow us to work with high-risk youth to meet their individualized needs with a high staff-to-client ratio," said Executive Director Katie Zawisza.



The children's residential center, known as the Maumee Youth Center, is situated on 13 acres of wooded land in rural Henry County, Ohio. It serves up to 27 children and youth and features an on-site school, a swimming pool, a full-size gymnasium, and an interpretive exercise path. The community-based group homes are located throughout Lucas County and can serve up to 10 youth each.

The child care professionals who work with these youth, ranging in age from 6 to 21, are highly trained and skilled at managing difficult behaviors and situations. The integrated team of child care professionals, therapists, and other support personnel teach and encourage the use of healthy coping, social, and independent living skills. All youth receive educational tutoring or services, when appropriate to meet their academic goals.

DONATE THROUGH THE MONTHLY GIVING PROGRAM

Donors to Genacross Lutheran Services are invited to contribute through the "Lighting the Way" monthly giving program, which allows donors to budget their monthly contributions, just as they budget their living expenses.

The monthly giving program makes giving easy for donors, and this convenience is the reason many use the program. There is no need to decide on the best time to give a lump sum. There is no forgetting to sit down and write a check. Once enrolled, monthly payments are automatically drawn from an account designated by the donor, in an amount desired by the donor, and the funds are used where the donor wishes to make a difference.

According to one monthly donor, "Someone I know asked me to give, and I was so moved by the stories she told me that I felt I had to give regularly, so I signed up for monthly giving. With my limited income, I can't give a lot, but I can give a small amount monthly."

Another benefit of the program is its "green giving." Donors have stated that when they give online or through electronic transfer from their checking account, their donations are not only helping the patients and residents of Genacross Lutheran Services, but also helping the environment through



paper-free giving. "It's time saving and cost saving," one donor said.

Donors in the monthly giving program receive regular correspondence from the Genacross Lutheran Services Foundation, which provides ministry information and stories of the individuals helped through contributions. Monthly donors, as well as all donors, are close partners in the mission and ministry of the organization as "we embrace individuals and families with compassionate care and services throughout life's journey."

Individuals interested in enrolling in the monthly giving program can do so by visiting GenacrossLutheranServices.org and clicking on the Lighting the Way banner ad located at the bottom of the home page and throughout the Foundation section of the website. Individuals can also sign up through the Foundation office by calling Anne Biel at 419.861.4965.

Thank you to all who donate to Genacross Lutheran Services!

CONGREGATIONAL DONATIONS

January 1-March 31, 2017

St. Martin, Archbold
 St. Paul, Blissfield, MI
 St. Paul, Bowling Green (Haskins)
 St. Paul, Defiance
 Trinity, Elmore
 St. John's WELCA, Fowlerville, MI
 Grace, Fremont
 St. Mark, Fremont
 Zion, Gibsonburg
 St. John, Holgate
 Zion, Huron
 Immanuel, Ida, MI
 Zion, Lafayette
 Zion, Luckey
 St. Peter, Martin
 Zion, Montpelier
 St. Paul's, Napoleon Twp.
 St. Peter, Norwalk
 St. John, Oak Harbor
 St. Michael, Ottawa Lake, MI
 Church of the Master, Perrysburg

Zoar, Perrysburg
 Zion, Petersburg, MI
 Resurrection, Port Clinton
 St. John, Port Clinton
 Trinity, Sandusky
 St. John's, Stony Ridge
 St. John, Stryker
 St. Paul, Sulphur Springs
 Olivet, Sylvania
 St. Luke's, Temperance, MI
 Augsburg, Toledo
 Bethlehem, Toledo
 First St. John, Toledo
 Messiah, Toledo
 St. John, Toledo
 St. Petri, Toledo
 St. Mark's, Wapakoneta
 St. Luke, Wauseon
 Community of Christ,
 Whitehouse

ORGANIZATIONAL DONATIONS

January 1-March 31, 2017

AmazonSmile Foundation, Seattle, WA
 Clifford-Shoemaker Funeral Home, Cuyahoga Falls
 Daughters of the British, Fremont
 Genacross Lutheran Services-Napoleon Auxiliary
 Kroger Community Rewards
 Thrivent Financial, Appleton, WI
 TOPS #1648, Toledo

IN MEMORY OF

January 1-March 31, 2017

Norman Avers by Doris Avers

Stanley Beck by Bernadine Florio

Lorna Behrens by Jerry & Beth Courtney

Evelyn Benecke by Cheryl & Gary Daman

Robert Black by Gene & Joyce Zimmerman

Anna Bulone by Mr. & Mrs. Anthony Bugaj

Marian Crawford by Harold & Joan Plassman

Fred & Marge Dais by William Dais

Laurence & Esther Dierker by Eloise Dierker

Wally Dierker by Eloise Dierker

Bill Dunbar by Happy Chicken Farms, Urbancrest

My parents, Marguerite & Francis Falkenberg, by Beverly Rowell

Magdalen "Pinky" Fischhaber by Ted & Connie Eckardt

Velma Freytag by Doris Avers, Cheryl & Gary Daman, John & Dianne LeGros

Norma Jean Gast by Terry Gast

Sister, Virginia Guinther, by Bob & Norma Carsten

My father, Lawrence Haase, by Patricia Shoemaker

Dorothy Weckwerth Hagen by James & Laurie Frame, Marie Hagen

Rev. Fred & Dorothy Hagen by Ted & Connie Eckardt

Margaret Hartman by Cheryl & Gary Daman

My mother, Helen Heacock, by Dennis & Jo Hagey

Ed & Ellen Johlin by Ted & Connie Eckardt

Lester Joseph by Dora Titgemeyer

Marie Junge by Florence Fitzenreiter

Doris Kentopp by Mary Minke

Clarissa & Al Knape by Doris Avers

Elmer & Beatrice Lanzer by Vivian Lanzer

Mr. & Mrs. Bernard Lipke by Violet Osterland

My wife, Margaret, by Richard Manteuffel

My grandson, Christopher McKay, by Nancy Hardin

Calvin Miller by Dorothy Dippman

Betty Morse by Jean DeWitt, Deborah Korakas, Larry Larnhart, Mary Mortemore, Craig & Sharon Taylor

My wife, Mary, by Weldon Mueller

Joyce Nelson by Paul Nelson

LaDonna Nevers by Lawson Stone & Carolyn Eaton

Mr. & Mrs. Otto Osterland by Violet Osterland

Virgil Osterland by Violet Osterland

Doris Ott by Mary Minke, Myra Zaenger

Phyllis Petty by Myra Zaenger

Elmer Riefers by Dora Titgemeyer

Millie Roesner by Robert & Joan Terry

My husband, William Rowell, by Beverly Rowell

Phyllis Rutter by Mary Minke, Myra Zaenger

Sister, Eileen Seeley, by Bob & Norma Carsten

Minnie Shick by Jeannette Kubitz

Diana Shively by Anonymous, Harry & Karen Blackmon, Bill & Kandy Current, Elizabeth Grafing & Family, Nancy Green, Dennis & Janet Kreilick, NAIFA - Toledo, Rev. & Mrs. Frank Paine, Rachel W Associates, Dave & Pam Roberts, Robert Rowland, Mardelle Shively, Bob & Barb Skinner

Geraldine Squarcette by Family & friends

Pr. R.F. Staber by Lois Staber

Janet & Richard Stone by St. Paul, Oak Harbor

Rev. Tom Wilson by Frances Wilson

Eloise Yunker by Gary & Tricia Yunker

IN HONOR OF
January 1-March 31, 2017

Rosemarie Fisher by Ken Fisher

My mother, Geraldine Haase, by Patricia Shoemaker

Our great and glorious Heavenly Father by John Weislmeier

Our Redeemer - whomever believes in Him, shall have eternal life by John Weislmeier

Margaret Sheldrick's 90th birthday by Esther Speck

NON-CASH
January 1-March 31, 2017

Christ Dunberger
Post 537, Oregon

James Daniels

Jerry Deguire

John & Linda Henry

Ms. M. Miller

Melanie Moore

Sharon Parmelee

Estate of Dorothy Sobczak

INDIVIDUAL DONATIONS

January 1-March 31, 2017

Rev. Dr. & Mrs. Elwood Anderson

Anonymous

Beverly Apel

Rev. & Mrs. Ronald Atkins

Rev. Dr. & Mrs. Gerald Bauer

James Beardsley

Anne Biel

Mr. & Mrs. Alfred Billow

Mr. & Mrs. William Blecke

Renee Boggs

Steve & Deb Bowsher

Sue Boyne

Kari Bucher

Robin & Bob Burkett

Kevin & Kathy Burkey

Christina Burnette

Elizabeth Cannon

Cindy Carr

Vicky Chambers

Angela Clay

Diane Cline

James Cordy

Jenny & Matt Darr

Rev. Dr. & Mrs. James Dumke

Jennifer Fehnrich

Bruce Flory

Ron & Mary Lou Gabel

Denise Gannon

Barbara Garrett

Don & Donna Genzman

Cindy & Tom Grubs

Bob & Sherri Haar

Rev. Richard & Mrs. Christine Habrecht

Dr. Elizabeth Halloran & John Wilmore

Victoria Harris

Mr. & Mrs. Michael Hollie

Carla Horst

Sharon Jackson

Mary Kohn

Julie Krauss

Dan & Julie Kunos

Bonnie & John Kupa

Molly & Steve Laux

Kathleen Lemmerbrock

Dewayne & Bernice Lohmann

Burton & Mary Ann Luring

Rev. & Mrs. Steve Lutz

Beverly Mackey

Rick & Janet Marshall

Carol Meuser

Myndi Milliken

Melanie Moore

Connie Music

Jason Napierala

Ken & Margie Nungester

Lee & Jan Odegaard

Lynn & Joyce Olman

Florence Olszewski

Mia Ortega

Rachel Pacer

Dr. Rod & Rev. Julie Parsell

David & Linda Polzin

Jeffrey Przysiecki

Rev. Richard Rentner & Ms. Suzanne Slater

Jon Russell

Mary Satterfield

Jeff & Lorinda Schalk

Amanda Schroeder

Jeff & Paige Schulte

Jane Sharp

Patricia Sherer

Scott Slee

William Smith

Jim & Louise Sommers

Wendy Steusloff

Meg & Dennis Stieber

Carol Taylor

Dan & Jasmine Wakeman

Elaine Wells

Rachel Wells

Rev. Mark Wentz & Alma Garlo, M.D.

Mary Anne Wiedenheft

Carol Wiemken

William Witte

If we have failed to list your name or have listed it incorrectly, please accept our apologies and contact Anne at 419.861.4965 to correct our records.

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RENOVATIONS CONTINUE AT THE NAPOLEON CAMPUS

Ongoing interior renovations at the Genacross Lutheran Services-Napoleon Campus, formerly Lutheran Home at Napoleon, are changing the look of the Health Center. The final results will improve the health care experience for patients and residents using the campus' array of services.

Through mid-May, the lobby, activities office, and therapy space have been remodeled, and the dining room, lounge, corridors, staff work areas, sun room, and one of the two central baths on the west side of the building have been completed. Renovations continue in the same public areas on the east side of the building, as well as in the chapel, admissions office, and a new conference room.

Renovations are projected to be complete by the end of June.



Renovations to the west side of the Health Center are nearly finished. The new nutrition area (left) contains beverages and healthy snacks for residents, and the renovated central bath has a spa-like appearance.