



Inspired by Faith **Serving Generations**



2021 Annual Report



Leadership

Jeff Barror

Director of Operations

Rev. Dr. James Dumke

Vice President for Mission Integration

Michael A. George

Executive Director of Genacross Lutheran Services Foundation

Rick Marshall

President/Chief Executive Officer

Lorinda Schalk

Senior Vice President of Finance & Operations

Amanda Schroeder

Vice President of Home & Community Based Services

Jeff Schulte

Vice President for Human Resources/
Organizational Integrity Officer

Katie Zawisza

Executive Director of Genacross Family & Youth Services

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This report is produced by Genacross Lutheran Services.

Kari Bucher, Manager of Marketing and Corporate Communications, and Beverly Apel, Graphics Specialist

Inspired by Faith...Serving Generations

As we know all too well, the challenges of the coronavirus (COVID-19) pandemic continued through 2021; yet, we are able to report that the faithful provision of compassionate care and services to our residents and clients did as well. We celebrate that fact in this report under the theme "Inspired by Faith...Serving Generations."

In our fight against COVID-19, we made it possible, early on in 2021, for residents and staff to receive a vaccine to protect themselves against the virus. Genacross held vaccination clinics at our long-term care campuses and many of our senior independent living communities. Later in the year, COVID-19 booster clinics were held to protect residents and employees further, as Delta and Omicron variants emerged.

During the past year, we were pleased to announce the partnership of Genacross at Home with Senior Options, an organization that will provide operational support for our home health agency, as well as facilitate the addition of hospice care to our home and community-based services line. We also celebrated the completion of our new youth group home in Adrian, Michigan, which we are looking forward to opening in 2022. In addition, Genacross was honored to be the recipient of the first annual Innovator Award from Lutheran Services in America (LSA). This award recognized our work in our housing sites with the LSA Senior Connect program, a model of care that addresses social determinants of health in ways that enable older adults to age in place.

In early 2021, we made the difficult decision to begin seeking a buyer for the Genacross Lutheran Services-Toledo Campus. The Toledo Campus buildings were in need of capital improvements in order to remain competitive in today's health care market, and we were simply unable to fund the needed renovations. In November, we announced the agreement to sell the Toledo campus to Majestic Care, based in Westfield, Indiana, and the transfer of ownership was completed on December 17, 2021. By finding a new owner, with more financial resources, we feel confident that the campus will continue to serve those in need in east Toledo and Oregon for years to come.

Despite another year dominated by the pandemic, God blessed Genacross Lutheran Services with the opportunity to serve 2,948 residents, patients, and clients, with 575 staff. While volunteers did not have access to our care campuses for much of the year, nonetheless, 133 volunteers provided 1,805 hours of invaluable service to individuals in our care. Furthermore, Genacross provided nearly \$5 million in charitable care and community benefit.

We give thanks to God for the congregations and individuals who serve with us through volunteering, contributions, and prayers of support. Through you, we remain inspired to continue serving generations with compassion.

Thanks be to God,



Rev. Keith Hunsinger
Chair of the Board of Directors



Rick Marshall
President and CEO



Rick Marshall (left) and the Rev. Keith Hunsinger are inspired to lead Genacross Lutheran Services.

HIGHLIGHTS

Vaccines offer hope in ongoing fight against COVID-19



Napoleon Campus MDS Coordinator Pamela Goll receives the vaccine to protect residents and her family.

In 2021, the fight to end the coronavirus (COVID-19) pandemic began in earnest, as vaccines received emergency authorization from the federal government and started rolling out to health care workers and older Americans. Nursing care and assisted living residents and employees were among the first to be eligible to receive a COVID-19 vaccine. Genacross Lutheran Services held vaccine clinics at our Bethany Place, Napoleon, Toledo and Wolf Creek care campuses, as well as several Genacross senior independent living communities. As the Delta and Omicron variants emerged throughout the year, Genacross coordinated COVID-19 booster clinics at several of its locations. All residents and employees were encouraged to be vaccinated, since the vaccines remain the most effective tool to protect against the virus and halt its spread. Visitation restrictions and other infection control guidelines also remained in place at our ministries throughout the year.

Genacross sells Toledo Campus to Majestic Care

On December 17, 2021, ownership of the Genacross Lutheran Services-Toledo Campus was officially transferred to Majestic Care, based in Westfield, Indiana. With its sale, Genacross Lutheran Services no longer operates the campus where the organization began its care for the elderly. The historic Toledo Campus, which opened in 1953 and has been expanded and renovated numerous times, has been in need of numerous capital improvements that Genacross was unable to fund. The fact that Majestic Care has a strong history of investment in facilities they purchase is one of the main reasons Genacross selected them as the new owner. As part of the sale, Toledo Campus employees have been transitioned to Majestic Care. By finding a new owner/operator, Genacross ensures that individuals in east Toledo and Oregon will continue to be served for years to come.



This iconic view of the Toledo Campus at the corner of Seaman Road and Wheeling Street shows what was originally the nursing home and later became assisted living apartments.

Senior Connect program wins Innovator Award

Genacross Lutheran Services was honored as the recipient of the first annual Innovator Award from Lutheran Services in America (LSA). The Innovator Award recognizes an LSA member organization that is pioneering new solutions, technology or business practices to solve complex issues. Genacross received the award in recognition of its work with the LSA Senior Connect program at its housing sites. The Senior Connect program provides older adults with a model of care that addresses social determinants of health in ways that enable them to age in the home and community of their choosing. Genacross service coordinators continued to work through the COVID-19 pandemic to develop and implement the program. Through the creation of a detailed assessment, these coordinators were able to identify gaps in care and create plans for addressing resident needs.



Luther Haus Service Coordinator Arlena Williams completes an assessment with resident Kathleen Kelsey.

Construction of Adrian group home complete

Genacross Family & Youth Services held an Open House for its new Adrian Group Home on September 30, 2021. Nearly 200 individuals toured the approximately 5,000 square-foot home, which can serve up to 10 youth at a time. Among the attendees were officials from local school districts, a Lenawee County Commissioner, and representatives from the Michigan Department of Health and Human Services (MDHHS). Conversations focused on the different youth who may be placed in the home, appropriate school settings, and the best ways to meet the needs of those in care. The co-ed home will operate under the MDHSS designation of a behavior stabilization program. Due to delayed final inspections and staffing shortages, the opening of the home was delayed until early 2022.



The Adrian Group Home is a new building constructed on land donated to the organization many years ago. The interior of the home has an open floor plan and is welcoming for youth in care.

Employee recognition event honors Heroes of Caring

At its annual ministry-wide Staff Appreciation and Recognition event held in August 2021, Genacross Lutheran Service celebrated a number of its most loyal and hard-working employees. Added to those recognized this year was a new category of honorees, the Heroes of Caring. These awards acknowledged the many challenges facing team members during the pandemic and recognized those knowledgeable and dedicated individuals who stepped up in amazing ways. The 40 employees honored as Heroes of Caring came from across all of the Genacross ministries. They were the ones who could always be counted on to respond to the next challenge or opportunity presented to them.



These Wolf Creek Campus team members are among the Genacross employees recognized as Heroes of Caring.

Genacross spotlights Equality and Justice Core Value

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

Throughout 2021, Genacross Lutheran Services celebrated “Equality and Justice,” the second of its six Core Values. This core value builds on the foundation of the first, with our Lord challenging employees to treat everyone with equality and justice with these memorable words: “I give you a new commandment, that you love one another. Just as I have loved you, you also should love one another” (John 13:34). “Since there are no qualifications given for recipients of this love, our faithful obedience to the Lord’s command leads us to equality and justice in all we do,” stated Dr. James Dumke, Vice President for Mission Integration. In this way it defines what Genacross strives for in the care and services provided by team members, and the way it encourages them to relate to all whom their work brings them into contact – residents, their families, co-workers, and volunteers, alike.

Genacross at Home partners with Senior Options

Genacross Lutheran Services has engaged Senior Options, LLC, a nonprofit subsidiary of Westminster-Canterbury on Chesapeake Bay, to support its home health services in northwest Ohio. Senior Options will provide operational support for Genacross at Home health care, as well as facilitate the addition of hospice care to the home and community-based services line. The partnership enables the continued expansion of the Genacross home health line of service. It has helped to streamline clinical operations and achieve high-quality outcomes, while optimizing financial and accounting services.



FAST FACTS

Care Campuses

Our three care campuses provide a continuum of care for older adults and those recovering from illness or injury.

343 Napoleon Campus

494 Toledo Campus

558 Wolf Creek Campus

Residents/Patients

2,948 People Served

Genacross Lutheran Services provides compassionate care and services to people of all ages throughout northwest Ohio and southeast Michigan. Our services include independent living, assisted living, long-term care, short-term skilled nursing and rehabilitation, outpatient therapy, home health, affordable housing, residential and community-based treatment for youth, educational opportunities, family support programs, and mental health counseling.

Family & Youth Services

This ministry helps children, youth, young adults, adults with disabilities, and families transform their lives for the better.

91 Residents

128 Community Clients

Staff and Volunteers

Our employees give expert care at more than 20 locations and in people's homes.

575 Employees

Our volunteers enhance the lives of our residents and patients every day.

133 Volunteers

Home & Community Based Services

Affordable Housing

Individuals reside in affordable apartment communities that feature service coordination to help seniors age in place. We have locations in Bucyrus, Fremont, Gibsonburg, Lima, Norwalk, Oak Harbor, Oregon, and Toledo, Ohio, as well as Temperance, Michigan.

823 Residents

Home Health

Our Genacross at Home ministry provides hope by serving people where they live.

511 Clients

Charitable Care and Community Benefit

We value underserved and needy individuals in our care. In 2021, we provided millions in charitable care and benefits to support our residents and the community at large.

\$5 Million

STORIES

FAMILY & YOUTH SERVICES

Lillie Klepper entered foster care just two weeks prior to her 18th birthday and four months before her high school graduation in May 2019. Before entering foster care, she had been living the life of a typical high school senior. As she was preparing for some of the biggest transitions of her life, she suddenly found that she had a no-contact order with her mom and stepfather. The life she had known as a typical teenager was gone, and she had no idea what would happen next.

Her caseworker explained to her that she had the opportunity to apply for Bridges, a program that provides guidance and support for young adults leaving foster care in Ohio. Just prior to graduation, Lillie was assigned to Genacross Family & Youth Services, a Bridges provider. Through the program, she had a home where the rent was paid by her county children services agency. At first, Lillie found living alone to be difficult. She felt hopeless and without the support she needed. Her Bridges team visited

her and created a safety plan for when she felt alone. They also took her shopping for furniture so that her house felt like a home.

In a very short time, Lillie made the best of her situation. She took advantage of every opportunity that Bridges provided. She recalled the "Cooking on a Budget" class that she took. "I had never even cut an onion before that," Lillie said. She found a job as a paraprofessional for the preschool program in her local school district. She absolutely loves what she does and believes that she will continue work related to that in the future.

Lillie credits Bridges and the work of her liaison, Terrance "TJ" Highsmith, with helping her to get where she is today. She has also reconnected with her mother and believes she will find support from her family in the future. "If I were in the same situation again, I wouldn't even think twice about being in Bridges. I don't know what I would have done without you."



Lillie Klepper, a recent graduate from the Bridges program, is grateful for the help of liaison TJ Highsmith and the rest of the Genacross Family & Youth Services team.

GENACROSS AT HOME

After a brief stay in the hospital, Rosemary Ott returned to the family farm where she has lived for over 60 years. Rosemary, however, was feeling weak and wanted to regain her strength and independence as quickly as possible. Her family called on Genacross at Home to evaluate her needs, help heal a leg wound, and improve her balance.

Rosemary quickly became comfortable with the nurses and therapists who drove out into the country to provide services for her. After several home visits that included a safety assessment, wound care instructions, and exercise, she felt strong enough to continue recovering with the help of her granddaughter, who is a nursing student.

"The physical therapists from Genacross at Home were friendly, polite, and on time," Rosemary stated. "They helped me get up and moving better." She is happy to be back on her own at home where she is most comfortable.



To strengthen her legs, Rosemary Ott takes a walk outdoors under the watchful eyes of Genacross at Home Physical Therapy Assistant Tina Weltin.

NAPOLEON CAMPUS

The coronavirus (COVID-19) pandemic has affected the health care world immensely, especially those caring for older adults like the team on the Genacross Lutheran Services-Napoleon Campus. When residents test positive for the virus, what follows is an extensive process of reporting and testing, but the isolation of the residents is always the hardest part.

"They can get extremely lonely, so, here at the Napoleon Campus, our Activities Department has stepped up and really shined," said Executive Director Casey Amonette. "They gown up with smiles on their faces and bring individual activities to the residents. They sit with them and comfort them."



Resident Joyce Trowbridge dances with Activity Aide Susan Moore.

In addition, because the Napoleon Campus activity aides are also cross-trained as state tested nursing assistants (STNAs), when the campus needs additional staff, they jump right in to provide care on the floor. Activities staff members, in both nursing care and assisted living, work extra hours to make sure the clinical team has the help they need.

They also completed countless video calls with families, so loved ones could see one another. They made visitor restrictions manageable for the residents by providing engaging activities involving art, music, exercise, happy hours, and bingo, just to name a few. They even stepped in as beauticians when the Beauty Shop was closed, cheerfully washing and styling hair until the shop re-opened.

"When I think of a servant's heart, the team members in our Activities Department come to mind immediately," Casey said. "They are the first to jump in when help is needed.... Each one does it while wearing a mask, a shield, and a gown when necessary, and they always do it with a smile."

HOME & COMMUNITY BASED SERVICES

Melody Gardner started her relationship with Genacross Lutheran Services in March 2016. She was a HOME Choice client helped by Genacross Service Coordinator Lauren Holub. Lauren worked with Melody, who had a good attitude despite her numerous health challenges, to obtain housing after she had been living in a skilled nursing facility for over a year. With Lauren's assistance, Melody transitioned to an apartment in Woodville, Ohio, and she was very happy in her new home.

Almost five years later, Melody found herself needing more hands-on assistance with activities of daily living. Melody and her family made the decision for her to move into an



Bethany Place resident Melody Gardner enjoys the care and services that she receives in her assisted living apartment.

assisted living apartment at Genacross' Bethany Place senior community in Fremont, Ohio. With nursing, dietary, and housekeeping staff on site, Melody has been able to receive the assistance she needs with such daily activities as bathing, dressing, housekeeping, meals, and medication management. In addition, on-site service coordinators have helped Melody obtain new diabetic shoes, a free wireless phone, podiatry services, and assistance with understanding her medical bills. Melody is pleased with her new home at Bethany Place.

Recently, Melody reunited with Lauren Holub, now a Senior Service Coordinator who has taken on additional duties as Interim Administrator at Bethany Place. They were able to reminisce about their past relationship, and Lauren was able to assist Melody with obtaining over-the-counter medications with her insurance allowance, so she no longer has to pay out-of-pocket costs.

"Touching people's lives at various times when they are in need is what Genacross strives to do," Lauren said. "Making a difference in a client or resident's life is fulfilling, and being able to serve Melody twice has been a real privilege."

WOLF CREEK CAMPUS

Assisted living resident Sue Jovanovic has fought a long battle with the effects of diabetes. Despite having life-changing gastric bypass surgery a decade ago, diabetes has still created challenges for her. She has lost most of her sight and has survived two heart attacks. Four years ago, these challenges led Sue to move into an assisted living apartment on the Genacross Lutheran Services-Wolf Creek Campus. She is free to come and go as she pleases, but she also has the support she needs to live well.

Sue's biggest challenge came this past year when her kidneys failed. She required dialysis to stay alive and a kidney transplant to return to normal life. The support of the Wolf Creek Campus was a difference maker. "I'm blind, and the medication was changing all the time," she said. The Wolf Creek clinical team rose to the challenge and kept up with her medication changes as well as tracking her kidney function. After the transplant, Wolf Creek's on-site therapy team also helped Sue better organize her apartment and rebuild her strength.

In addition, Resident Aide Bernie Michaux and Sue share a special bond. Bernie, who Sue calls "my eyes and ears," accompanies Sue to her doctor's appointments to this day. "For me, it is more like she is family," Bernie said. "I make sure she's headed in the right direction and gets in and out of the van. I also assist with any paperwork."

"I feel that any time I need anything, I can go to the Wolf Creek people for help," Sue explained. "If they can't do it, they find someone who can." Sue knows she is in the right place to get the support she needs.



Resident Aide Bernie Michaux (left) and assisted living resident Sue Jovanovic are like family to each other.

TOLEDO CAMPUS

When Genacross Lutheran Services announced the intended sale of the Genacross Lutheran Services-Toledo Campus in mid-November 2021, the news was undoubtedly met with surprise and sadness by many individuals familiar with the campus. After all, Genacross has been blessed with decades of operating the Toledo Campus and serving thousands of older adults in need of compassionate care and services.

The decision to sell the Toledo Campus to Majestic Care, based in Westfield, Indiana, was not an easy one. Since 1906 when the Lutheran Old Folks' Home opened next door to the Lutheran Orphans' Home, caring for elderly individuals has played a significant role in the organization's operations. The historic Toledo Campus provided a new standard of care for the elderly when it opened in 1953. Over the years, the campus has evolved with expansions and renovations that have helped meet the changing needs of society.

However, the Toledo Campus buildings have been in need of capital improvements in order to remain competitive in today's health care market, and Genacross has been unable to fund them. The Genacross Board of Directors felt that Majestic Care, an owner/operator with more support capabilities and capital for renovations, was the right choice to ensure the campus continues to serve individuals in need. As part of the sale, Toledo Campus employees transitioned to Majestic Care when the transfer of ownership was complete on December 17, 2021.

"Ensuring our residents and employees would be taken care of were high priorities during the entire process," said Rick Marshall, Genacross President/CEO. "We are so thankful for all the support the Toledo Campus has received over the years, and we hope this ownership change is a positive step forward for the campus, so it can continue to bring hope and compassionate care to those in the east Toledo, Oregon, and surrounding communities."



From the Lutheran Old Folks' Home in 1906 (top) to the openings of the Home for the Aging in 1953, the Unit 3 nursing care towers in 1975, and many other Toledo Campus additions over the years, caring for older adults has played a significant and ever-changing role in the organization.

\$5 Million in charitable care and community benefit provided

The mission of Genacross Lutheran Services has always included providing compassionate care to underserved individuals. Once an individual becomes part of the Genacross family, they will not be denied care or services due to the inability to pay. In fact, Genacross provided \$4,980,000 in charitable care and community benefit in 2021.

"This amount was actually down a little from the previous year, as the pandemic continued to impact our operations," said Lorinda Schalk, Senior Vice President of Finance & Operations. "As our scope of services has

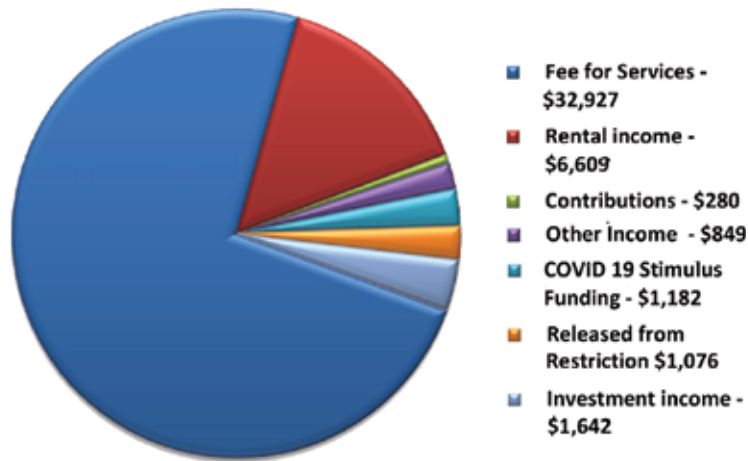
broadened, we remain committed to caring for those in need."

Through charitable care, Genacross subsidizes the cost of care for residents who do not have the means to pay and meet certain financial criteria. Through community benefit, Genacross provides uncompensated care and services to the uninsured, underinsured, low-income, and indigent residents. Community benefit can be defined as the difference between our cost of providing services and the reimbursements received from third-party insurers, including private pay and government agencies.

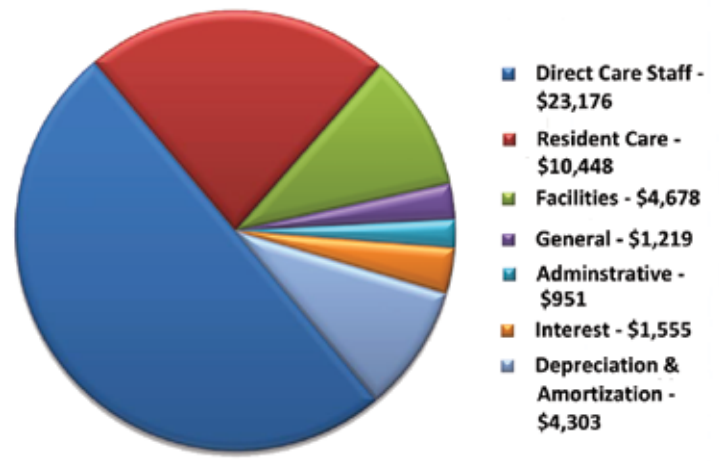
2021 FINANCIAL REPORTS

For the 12 months ending December 31, 2021 (All numbers are shown in thousands.)

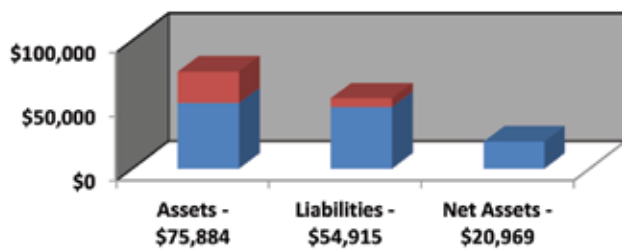
Operating Revenues - \$44,565



Operating Expenses - \$46,330

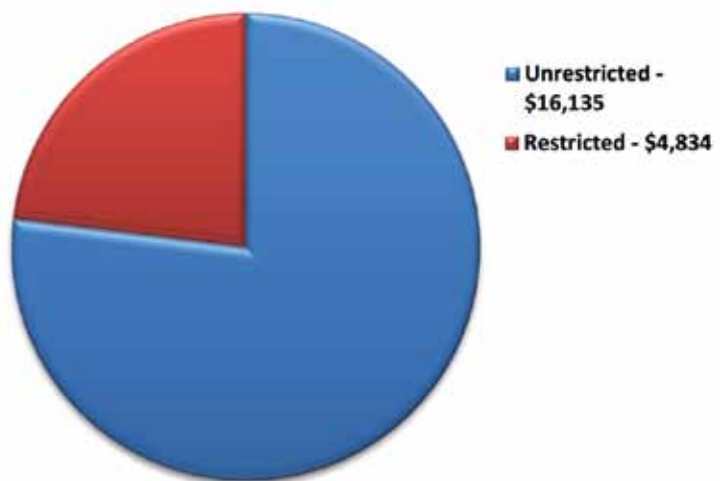


Assets, Liabilities, and Net Assets



■ Long-Term ■ Current

Net Assets - \$20,969



The financial information is based on unaudited financial data. An independent accounting firm will complete an audit and prepare detailed financial statements and an independent auditor's report for the Audit Committee and the Board of Directors. Copies of the audited financial statements will be available upon written request after June 1, 2022.

BOARD LISTING

Genacross Lutheran Services

Michael Bogdan St. Paul's Episcopal, Maumee
Robin Burkett St. Luke's, Temperance, MI
Jennifer Fehnrich St. Mark, Bowling Green
Rev. Richard Habrecht Shepherd of the Valley, Perrysburg
Rev. Keith Hunsinger St. Paul, Defiance
Natalie Jackson Holy Trinity Greek Orthodox, Toledo
Kathy Martin Zion, Petersburg, MI
Susan Minch Zoar, Perrysburg
Kevin Rahe Zion, Waterville
Rev. Richard Rentner Bethlehem/St. Mark, Defiance
Rev. Logan Scheiwe St. Paul, Napoleon
Paul Sieben Holy Trinity Greek Orthodox, Toledo
Mark Snyder Trinity, Toledo
Christine Spohn Trinity, Toledo
Daniel Wakeman Rosary Cathedral Catholic, Toledo
Lynn Warren St. Luke's, Temperance, MI
Rev. Mark Wentz Grace, Elmore
Lee Wunschel Olivet, Sylvania

Family & Youth Services Ministry Board

Pete Bowmer St. Paul, Toledo
Jason Fisher Zion, Petersburg, MI
Diane Frazee St. Jerome Catholic, Walbridge
Leah Hafemeister St. Luke's, Temperance, MI
Rick Marshall Genacross Lutheran Services
Marie Obrock Zoar, Perrysburg
Rev. Frank Paine Hope, Toledo
Judy Pfaffenberger St. John, Toledo
Mary Satterfield Solomon, Woodville
Duane Shively Providence, Holland

Foundation

Judy Ashley Trinity, Toledo
James Bingle Christ the King Catholic, Toledo
Marissa Fitzpatrick All Saints Catholic, Rossford
Ron Gabel Olivet, Sylvania
Paula Hicks-Hudson Redeemer, Toledo
Rick Marshall Genacross Lutheran Services
Katrin McBroom Our Saviour, Toledo
Rev. Dr. Tim Philabaum Zoar, Perrysburg
David Polzin St. John's, Stony Ridge

Home & Community Based Services Ministry Board

Burton Luring Emmanuel Baptist, Toledo
Rick Marshall Genacross Lutheran Services
Ed Mauntler Trinity, Toledo
Clione Schneider Calvary, Northwood
Rev. Lori Strang Redeemer, Toledo

Napoleon Ministry Board

Matt Crandall St. Paul, Napoleon
Carol Dille Emanuel, Napoleon
Randy Elling St. Paul, Napoleon
Gwen Howe-Gebbers St. Augustine Catholic, Napoleon
Rick Marshall Genacross Lutheran Services
Charlotte Price St. Paul, Bowling Green (Haskins)
Virginia Rettig St. John's UCC, Holgate
Nona Rupp St. Martin, Archbold
Eileen Stough Zion, Ridgeville Corners
Rev. Jim Wenger St. John, Deshler
Pat Woods Hope, Hamler

Toledo Ministry Board

Eric Johnson First St. John, Toledo
Rev. Matthew Lash Community of Christ, Whitehouse
Rick Marshall Genacross Lutheran Services
Dennis McGhee St. Philip, Toledo
Jeanene Pifer Lakewood Church of the Brethren, Millbury
Rev. Jerry Rayl First St. John, Toledo

Wolf Creek Ministry Board

Jery Barton Emmanuel Baptist, Toledo
Rev. Stephen Bauerle Zion, Waterville
Dr. Robert Kose Community of Christ, Whitehouse
Rick Marshall Genacross Lutheran Services
Paul Nelson Faith United, Toledo
Lynn Olman St. Paul, Maumee
Jill Trosin St. John XXIII Catholic, Perrysburg
Daniel Wakeman Rosary Cathedral Catholic, Toledo

INSPIRED TO WORK TOGETHER

Our Member Congregations

Genacross Lutheran Services consists of a corporate membership of 169 Lutheran congregations in northwest Ohio and southeast Michigan. Throughout the years, these congregations have been valued partners in our compassionate ministry to others and have helped the organization live its values and fulfill its mission.

The year 2021 was an ongoing challenge as the coronavirus (COVID-19) pandemic continued, and churches, like many other organizations and individuals, had to figure out new ways to navigate daily life. Inspired by the Lutheran tradition of service to those in need, however, numerous member congregations continued to support our mission to “embrace individuals and families with compassionate care and services throughout life’s journey.” We are grateful for their generosity and faith.

Our Covenant Partners

Through our Covenant Partner Program, 39 member congregations have chosen to make a further commitment in their support of Genacross ministries. This intentional commitment manifests itself in a variety of ways, including congregation members serving on boards or volunteering at one of our sites, when opportunities are available. Sometimes, Covenant Partner congregations sponsor a Genacross program, activity or project, or they provide financial support through budgeted gifts or special offerings. We are very appreciative of these ongoing partnerships.

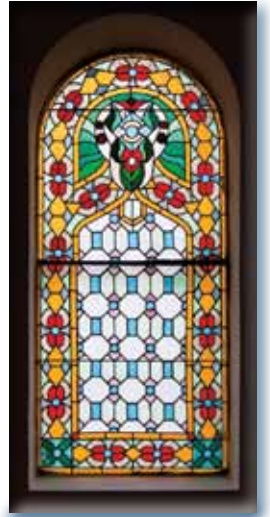
Our Volunteers

Historically, volunteers have made significant contributions in our ministry work and to the daily lives of our residents. In 2021, however, volunteer opportunities were still rare, as COVID-19 restrictions limited resident interactions for much of the year. Our activities staff members rose to the challenge, filling in the gaps left by our faithful volunteers, whose efforts always add breadth and depth to the lives of our residents, patients, and clients.

In 2021, 133 individuals still donated 1,805 hours of service across Genacross ministries. Besides the limited volunteer opportunities at our locations, there were also individuals who provided leadership and expertise on our boards, and others who worked behind the scenes to enable Genacross to be better stewards of our resources. Thank you to all of our volunteers for embracing Genacross and helping us serve generations. We cannot wait to welcome more of our volunteers back, and meet new ones, as restrictions are lifted in our communities.



Volunteers from St. Peter Evangelical Lutheran Church completed a fall cleanup for the residents of Luther Oaks senior community in Norwalk, Ohio.



FOUNDATION REPORT

Inspired by faith...

One year has gone by since I began the role as Executive Director of the Genacross Lutheran Services Foundation, and what a year it was! Not for the reasons you may think, however. It was a year where I witnessed the unbelievable dedication of our frontline staff; it was a year that I saw donors step up in an incredible way; and it was a year when our Board volunteers poured a great deal of time and effort into helping us raise much-needed financial support. In total, it was a year inspired by faith.

The faith of others in our mission is humbling. Our supporters left us financial gifts in so many ways, via their wills as members of the Johannes Doerfler Society, their current assets by establishing endowed funds, a monthly gift in honor of or in memory of a loved one, or a one-time donation. All these gifts were much needed and will be stewarded to honor the donors' wishes.

Inspired by the faith of our donors, volunteers, and staff, I am excited to help Genacross continue to raise financial support for our mission.

Sincerely



Michael A. George, CFRE

PS. If you have questions about any type of gift you might be considering, please contact me at MiGeorge@Genacross.org or 419.861.4964.



Michael George is the Executive Director of the Foundation.

Foundation Gift Summary

We thank our donors for their 2021 financial contributions that enable Genacross Lutheran Services to provide compassionate care and services to our clients and residents.

Matured Planned Gifts (45 gifts from 14 donors)

Perpetual Trusts	\$ 80,367
Estate Gifts	\$ <u>181,813</u>
Total Planned Gifts	\$ 262,180

Total Annual Gifts (1,148 total gifts from 445 donors)

Designated by donor	\$ 155,221
Undesignated	\$ <u>232,263</u>
Total Annual Gifts	\$ 387,484

TOTAL GIFTS \$649,664

For information on how to include Genacross Lutheran Services in your will and participate in the many planned giving options available, visit the Foundation section of the website at GenacrossLutheranServices.org/Foundation, call Michael George at 419.861.4964, or email MiGeorge@Genacross.org.

Welling estate gift benefits future generations

One of the most thoughtful ways to help Genacross Lutheran Services is through a gift in your will or estate plan. By doing so, you become a member of our Johannes Doerfler Society. This group of donors is named after our founder, the Rev. Johannes Doerfler, whose vision of helping others and doing God's work has lived on for over 160 years.

When Daniel Welling passed away in late 2020, he left Genacross a gift from his estate. Daniel, an Ohio native from Pemberville, had cerebral palsy from birth. He worked on the family farm for many years along with his older brother, Bill, and he also worked for several years at Wood Lane Industries.

In 2003, Daniel and Bill moved to Arizona. The brothers lived together Daniel's entire life, and Bill took excellent care of him. Daniel was very determined, brave and worked hard to amass his financial resources.

Their mother, Ruth A. Welling, wife of Lowell Welling, had been a volunteer at Genacross, and this act of kindness resonated with the brothers. "We have always felt our

mother's actions of volunteering reflected her compassion for others," Bill said.

Daniel's thoughtfulness in naming the Genacross Lutheran Services Foundation as beneficiary of funds from his financial investments ensures that Genacross will be able to continue to provide compassionate care for future generations. His gift will help so many people at Genacross for years to come.



Daniel Welling, pictured here on a beach in California wearing a sweatshirt of his beloved Detroit Tigers, supported Genacross through an estate gift.

Johannes Doerfler Society Membership

Estate of Jack Apple*
Dale Avers
Estate of Lorna Behrens*
Estate of Charles and Loretta Benekam*
Harlan Billow
Robert Bosse
Terry Bossert
Mary Bricker
Estate of Erven and Marcella Brieschke*
Estate of Jerry and Donna Bronkowski*
Estate of Beth J. Burman*
Estate of Theodore Chapman*
Estate of Walter Christen*
Robert and Darlene Cook
Estate of William and Martha Cox*
Estate of Calvin and Elna Damschroder*
Dorothy A. Delker
Estate of Marion and Roberta Detrick*
Estate of Hazel M. Deuble*
Estate of Faye Druckenmiller*
Estate of Louis Eisen*
Jean Emery
Estate of James and Celia Findlay*
Estate of Darrell and Joyce Fox*
Ronald and Mary Lou Gabel
Glenn Geldien

Michael A. George
Jack and Gretchen Grisby
Estate of Otto and Margie Heinzeroth*
Estate of Arthur Hickok*
Pastor Keith and Sue Hunsinger
Estate of Norma Janson*
Estate of Marilyn Jennings*
Mr. and Mrs. Clayman Kabat*
Estate of LaLa Keiser*
Estate of Charlotte H. Kirk*
Estate of Betty Koppus*
Dan and Julie Kunos
Dorothy Landskroener
Kathleen B. Lemmerbrock
Estate of Sharon Libke*
Estate of F. Lee and Kathleen Lichtenfels*
Dewayne and Bernice Lohmann
Estate of Iolantha and Fridolin Lohmann*
Estate of James and Wilma Lupe*
Estate of Jean L. McCulligh*
Carol L. Meuser
Blair and Anita Miller
Mrs. Thomas Moon
Estate of Herbert and Virginia Nehls*

Estate of Jean Oberkiser*
Estate of Edward Oetzel*
Lynn and Joyce Olman
Estate of June and Robert Pasch*
Estate of Herbert and Delores Pratt*
Estate of Grace Recknagel*
Miriam Ringquist
Dean Roberts
Dave and Pam Roberts
Jim and Pat Roemer
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Tim and Heather Semro
Janice and David Serwin
Mr. Weldon C. Shively
Duane Shively
Estate of Christine Siefert*
Estate of Marjorie Tassell*
Estate of Louis and Rose Thomson*
Estate of Rev. James VanBrussel*
Delores Van-Kirk
Steve and Susan Voigt
Estate of Valeda Welch*
Estate of Daniel Welling*
Estate of Louis and Anna Louise Witker*
Carole Wittenberg

*Gift realized

Donor's generosity impacts Genacross ministries

Terry L. Bossert grew up on the south side of Toledo, but had many family members who lived on the east side and spent a great deal of time there. Terry was raised in the Lutheran faith and knew about the Lutheran Orphans' Home on Seaman Road. Little did he know that these experiences would come back full circle with one of his gifts.

Terry is a modest man who supports many local organizations. He is a philanthropist at heart, wanting to spread his goodwill to others in the community. Terry has been supporting Genacross Lutheran Services Foundation for years, and he has been a supporter of our mission in many ways.

"I like the work that Genacross does, especially for the kids," Terry said. The Genacross Family & Youth group homes, the affordable housing units for seniors, as well as our care campuses have all intrigued Terry. "It is not often I can support an organization that helps people from the ages of 6 to 106," he added.

Terry's gifts have been impactful these past few years. He donated two specialized exercise bikes for our Wolf Creek and Napoleon campuses, and he has also made a commitment to Genacross in his will. Perhaps one of the most unique opportunities he has had, however, was to underwrite the cost of a series of videos created from 16 mm films that were in the Genacross archives.

The first video Terry sponsored was a Christmas compilation of the children living in the orphanage from the 1940s. It shows the orphans on Christmas morning, sledding, ice skating and attending church services.

As Terry reviewed the footage, he got emotional. He was able to name many of the long-gone Toledo landmarks in the films and could also identify a number of vehicles and the public transportation that he rode on as a child. "That experience was very nostalgic," he said, adding that "it reminds me of my youth in Toledo."

Terry challenges others to be generous. The only time he enjoys being in the spotlight is when he can motivate others to give. A familiar refrain from Terry is "If Terry Bossert can make a charitable gift, then so can they."



Terry Bossert is a long-time supporter of Genacross.

Community organizations provide ways to give

Donors can support Genacross Lutheran Services Foundation during their daily lives in many ways.

Kroger - The Kroger Community Rewards program donates a percentage of the customer's purchases to the Foundation every time the customer swipes their Kroger Plus Card at the checkout. Customers can enroll at KrogerCommunityRewards.com. When shopping, you will then see "Genacross Lutheran Services Foundation" at the bottom of your receipt as confirmation of your giving.

AmazonSmile - This program offers a similar type of automatic giving option for their customers. Visit [Smile](http://Smile.amazon.com). Amazon.com to enroll in the program, and Amazon will donate a percentage of the purchase of eligible items to the Foundation.

Thrivent Choice Dollars - Thrivent members can elect to designate their Choice Dollars to Genacross Lutheran Services Foundation. Visit Thrivent.com/thriventchoice for more information or call 800.847.4836 to talk to a representative.

Matching Gifts - Many employers offer to match a percentage of an employee's charitable gifts. Please check with your employer to see if they offer this program.

Each gift enables the Foundation to continue our mission of caring for residents of northwest Ohio and southeast Michigan during the times they need it most. Thank you for considering these easy giving options.

Corporate grant funds sensory room for youth

A grant from one of our corporate supporters, Medical Mutual, provided Genacross \$5,000 to create a multi-sensory environment at the Wynn Treatment Facility, a 10-bed group home operated by Genacross Family & Youth Services that serves youth from ages 6 through 21.

This donation will benefit youth who require sensory stimulation. The home serves youth with serious emotional disorders who have experienced severe traumatic situations, and many of them have severe ADHD, sensory deficits, and sensory processing disorders. They require both tangible stimulation and a quiet, calm place to retreat when overstimulated.

"We couldn't have done this without the support of community partners like Medical Mutual," said Rick Marshall, Genacross President/CEO. "They have shown their support of our mission with their generous grant, and on behalf of the youth we serve, we thank them for their vote of confidence," he added.

Grants are vital to Genacross Lutheran Services Foundation, according to Executive Director Michael George. "We are always grateful when our community partners support our mission. Without this grant and others, we could not accomplish the incredible work we do in our community."



Adobe Stock

Klein Scholarship supports career development

The Genacross Lutheran Services Foundation financially supports staff members who wish to advance their career in the health care field. Genacross employees are encouraged to apply for the Carl W. Klein Jr. Scholarship for staff development and education. This competitive scholarship can help employees pay for the cost of their tuition from an accredited institution for classes that relate to their work at Genacross.

"The cost of tuition can hinder staff members from seeking advanced training that would improve their ability to care for our residents," said Mike George, Executive Director of the Foundation. "The Klein Scholarship is an incredible opportunity for employees, and we are grateful to be able to offer this to our staff."

The Klein Scholarship was created by generous donors Jack and Gretchen Grigsby, in honor of Gretchen's father. Carl W. Klein Jr. served Genacross for many years as a member of the Board of Directors, and Jack and Gretchen are both retired educators. The couple feels this scholarship pays tribute to her father in a manner that is fitting to his memory.

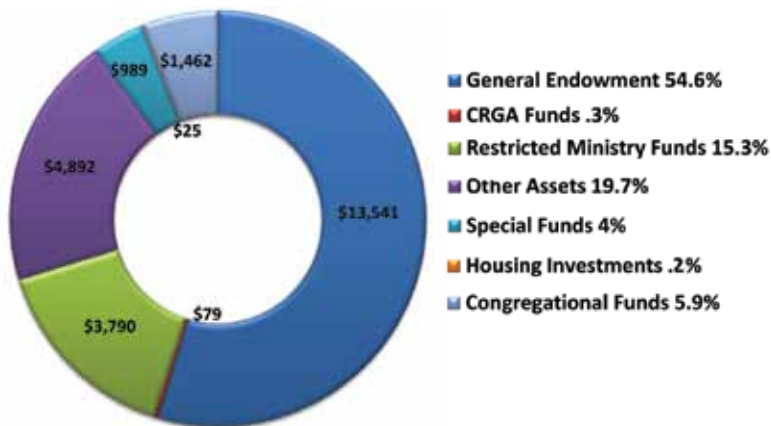


Deborah Arwolo, STNA, receives her Carl W. Klein Jr. Scholarship check from Mike George, Foundation Executive Director.

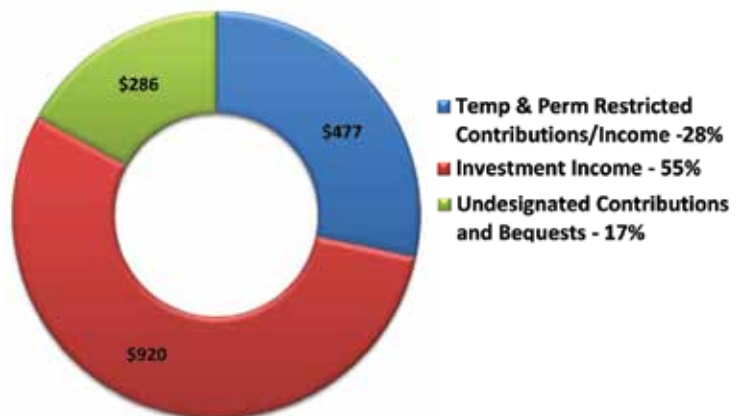
2021 Foundation Financials

For the 12 months ending December 31, 2021 (All numbers are shown in thousands.)

Total Assets Under Management - \$24,778



Total Revenue - \$1,683



Current endowments serve generations

Some Genacross Lutheran Services donors have funded endowments in their name or in the name of someone for whom they would like a particular program or service to be funded. These endowments provide financial resources for both current and future program needs as designated by the endowment sponsor(s).

In 2021, the Foundation held the following endowments:

The Bunge Youth Scholarship Endowment Fund

This endowment was established to assist youth with educational needs and expenses.

The Celia and Jim Findlay Endowment Fund

Earnings are used for tutoring needs of Genacross Family & Youth Services residents.

The Eric and Cynthia Johnson Family Endowment Fund for Youth

To support any client served or specific program operated or facilitated by Genacross Family & Youth Services.

The Lawrence and Adele Youngbauer Endowment

This endowment was established to fund four annual scholarships to high school seniors pursuing careers in social service, health care or other service occupations. In addition, the funds are used for unbudgeted program needs.

The R.A. & F.D. Stranahan Endowment Fund

This endowment was established to fund the capital needs of Genacross Family & Youth Services or, if not needed by that ministry, the capital needs of other ministries.

The Staff Benevolence Endowment Fund

Sponsored by David and Pamela Roberts, the proceeds are directed to be used by Genacross employees who have suffered financial hardship as a result of catastrophic loss.

The Youth Assistance Endowment Fund

(anonymous sponsors)

Proceeds are used for the needs of youth who will "age out" of the Genacross Family & Youth Services program funding, but will remain with the program for housing and related services.

Should you or your loved ones have an interest in sponsoring an endowment, please contact the Genacross Lutheran Services Foundation at 419.861.4964 or MiGeorge@Genacross.org.

2021 Donors

The Genacross Lutheran Services Foundation exists to financially support all Genacross outreach ministries through donations from individuals, organizations and congregations. Stewarding legacy and current gifts in perpetuity, the Foundation ensures donor impact across all of our operating ministries.

The Foundation is guided by a Board of Directors who provide strategic direction and policy-making decisions.



The Foundation staff wants to thank all of our generous donors; we could not achieve our results without their support.

Legacy Over \$50,000

In memory of Ruth Sprunk by
David Goll, Trustee
Dorothy Hammond

Visionary Over \$10,000

John & Diane Avers
Estate of Walter Christen
Eric & Cindy Johnson
Linden Kuhn

Estate of F. Lee Lichtenfels
Estate of Iolantha & Fridolin Lohmann
Estate of Christine Siefert
Marilyn Ulrich
Estate of Daniel Welling

Leader \$7,501 - \$10,000

Estate of Arthur Hickok
Hudson Community Foundation

Benefactor \$5,001 - 7,500

Greater Toledo Community
Foundation, Inc.
Estate of Ruth & Clayman Kabat

Estate of Edward Oetzel
St. Peter Evangelical, Norwalk
St. Peter, Ridgeville Corners

Supporter \$2,501 - 5,000

James & Mary Bell Charitable Foundation
Terry Bossert
Christina Burnette
Richard Feusse
Grace, Fremont
Jack & Gretchen Grigsby

Hope, Hamler
Estate of J. Henry Huseman
Hylant, Toledo
Estate of LaLa Keiser
Dr. Sandra Laas
Medical Mutual of Ohio, Rossford
Estate of Jean Oberkiser

Plante Moran, PLLC, Columbus
Sharon Schwanke
St. Luke's, Temperance, MI
Transcend Strategy Group, Toledo
Trust Company Family Offices, Holland
Zoar, Perrysburg

Patron \$1,001 - 2,500

Anonymous
Georgia Ardner
Judy & Ronald Ashley
Bethel, Toledo
Bethlehem, Pemberville
Elizabeth Cannon
Carl & Barbara Dierksheide
Alan & Mary Ann Draves
Dr. Jim & Dawn Dumke

Estate of Louis Eisen
First St. John, Toledo
J & K Pallet and Liquidations, Napoleon
Jackson Lewis P.C., Cleveland
Key Bank, Toledo
Rick & Janet Marshall
Robert & Marie Obrock
Prelude Services, Mechanicsburg, PA
Dave & Pam Roberts

Jeff & Lorinda Schalk
Mark & Sandy Snyder
Solomon, Woodville
St. John, Oak Harbor
St. John's, Stony Ridge
St. Paul, Bowling Green
St. Paul, Sulphur Springs
Stapleton Insurance Group, Sylvania
Thrivent - YourCause, Plano, TX

Friend

\$250 - 1,000

Beverly Apel	Burt & Mary Ann Luring	Rev. & Mrs. Dale Schaefer
Carol Ardner	Lutheran Church of the Master,	Amanda Schroeder
Rev. Dr. Gerald Bauer	Perrysburg	Jeff & Paige Schulte
Bethlehem, Defiance	Rev. & Mrs. Steve Lutz	Shepherd of the Valley, Perrysburg
Bethlehem, Defiance (Okolona)	Marshall Melhorn, LLC, Toledo	Mr. Paul & Dr. Susan Sieben
Harry & Karen Blackmon	Kathy & Kevin Martin	St. John, Deshler
Michael & Karen Bogdan	Memorial, Toledo	St. John, Port Clinton
Rosemary Brim	Messiah, Toledo	St. Luke, Wauseon
Kari Bucher	Rick & Jackie Metz	St. Mark, Defiance
Robin & Bob Burkett	Carol L. Meuser	St. Mark, Fremont
Christ, Bowling Green	New Hampshire Charitable Foundation,	St. Mark's, Wapakoneta
CWS Environmental, Perrysburg	Concord, NH	St. Martin, Archbold
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Faith Evangelical, Swanton	Lynn & Joyce Olman	St. Paul, Defiance
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David & Carol Gerwin	Mrs. Launita Plassman	Estate of Rev. James VanBrussel
Grace Evangelical, Elmore	Diane Pojedynski	Dan & Jasmine Wakeman
Elaine Gruetter	David & Linda Polzin	Lynn & John Warren
Victoria & Demetrius Harris	Rev. David Proctor	Pastor Jim & Nancy Wenger
The Henry County Bank, Napoleon	Kim Quinney	Rev. Mark Wentz & Alma Garlo, M.D.
Holy Trinity, Toledo	Resurrection, Port Clinton	Dana & Tod Wollschlager
Pastor Keith & Sue Hunsinger	Ray & Judy Robaszkiewicz	Lee & Paula Wunschel
Mr. Michael & Dr. Natalie Jackson	Dr. & Mrs. Michael Roetter Sr.	Zion, Edgerton, OH
Jim & Joan Keeler	Jon Russell	Zion, Gibsonburg, OH
John & Mary Kramp	Kelly Russell	Zion, Lafayette, OH
Kroger Community Rewards, Columbus	James Saffran	Zion, Perrysburg, OH
Michael & Sandra Lininger	Mary Satterfield	Zion, Waterville, OH

Special Recognition

\$1 - 249

AmazonSmile	Associated Eye	Nick & Sylvia	Jason Beyer	Jack & Sheryl Boyd	Nancy Churchill
Foundation,	Physicians	Battaglia	Anne Biel	Joette Boyd-Randall	Paul Clark Sr.
Seattle, WA	& Surgeons,	Esther Bell	Mary Billow	Lee & Natalie	Jane Claussen
Michael & Beverly	White Oak, PA	Benevity Community	Jim & Katy Bingle	Bredbeck	Angela Clay
Amstutz	Augsburg, Toledo	Impact Fund,	Patricia Blankenship	Lanette Briley	Diane Cline
Dennis & Janet	Dale Avers	Safety Harbor, FL	Hilde Boes	Ruby Burkey	William & Annette
Andrews	Doris Avers	Miriam & Ted	Diane Bostdorff	Rev. Charles & Mrs.	Clinebell
Annie Apel	Phyllis Ballas	Benner	Chuck & Karen	Jeri Campbell	Jane & Jack Comune
Judith Arfsten	Barbara Bamm	Dr. Bonnie Berger	Botzko	Gary & Darlene	Concordia, Toledo
	Mr. & Mrs.	Bethlehem, Toledo	Stephen & Deborah	Carstensen	Bill & Carol Cook
	James Barton		Bowsher		

Special Recognition - continued

(\$1 - 249)

Robert & Darlene Cook	Richard & Suzette Hamlin	Beverly Mackey	Donna Rodriguez	St. Paul WELCA, Clyde
James Cordy	Nancy Hardin	Judith Makowski	Judy Roehrig	St. Paul, Maybee, MI
Benjamin Cross	Vivian Hartzell	Nancy Jo Malone	Janice Rohrs	St. Paul, McClure
William Fred Dais, Ed.S.	Rosella Helberg	Lois Manion	Marilyn Rosebrock	St. Paul's, Women, Toledo
Cheryl Daman	Friedel & Ursula Helms	Marathon Classic, Toledo	Salem Grace United ELCA, Luckey	St. Peter, Martin
Mrs. Mary A. Damschroder	Marilyn Henderson	Maumee Valley Group, Defiance	Larry & Karen Schanke	Lois Staber
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Jean DeWitt	Kermit Hoesman	Patty Michaelis	Rose Mary Schroeder	Ron & Joyce Swartz
Elijah Dia	Rick & Linda Hogrefe	Nichole Miles	Victor Schuerman	Janelle Tatum
Ken & Connie Dick	Don & Karen Holmes	Blair & Anita Miller	Tom & Judy Schult	Carol Taylor
Bob & Janet Dorr	Wendy Holub	Jeff Mires	Mr. Melvin Schumann	Mrs. Dora Titgemeyer
Joyce Douglas	Hope, Fostoria	Mary Jo Moden	Jimmy Segura	Robert Tomes
Wylodene Durham	Daisy Hornyak	Mrs. Thomas Moon	Select Sanitation, Swanton	TOPS #1648, Erie, MI
Sandra Duty	Paul A. Hotmer	Melanie Moore	Robert Shank	Jill Trosin
Ted & Connie Eckardt	Darwin Gebers & Gwen Howe-Gebers	Weldon Mueller	Jane Sharp	Sandra Vance
Kurt & Nancy Ehrhardt	Dave & Vicki Huber	Shirley Munson	Claudia Shiell-Bustos	Angela Veghts
Guy & Becky Elston	John & Darla Huddle	David Musteric	Duane Shively	Stephanie Vento
Emanuel, Napoleon	Marti Huepenbecker	Angie Nadolny	Mr. Michael Sibbersen	Thomas & Mary Wabeke
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	Patricia Lark	Lester & Arlene Ramler	St. Paul WELCA - Danbury, Lakeside	Gary & Tricia Yunker
	Marilyn & John Lechman	Dorothy Rettig	Marblehead	Myra Zaenger
	Jennifer Lee	Anna Bond Roberson	St. Paul, Blissfield	Katie & Jay Zawisza
	Mr. & Mrs. Lee Lemmon	Dean Roberts		Zion, Petersburg, MI
	Evelyn Loughman			

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Genacross Lutheran Services:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters; and
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Jeff Barror, Director of Operations.

If you believe that Genacross Lutheran Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Jeff Barror, Director of Operations, 2021 N. McCord Road, Toledo, Ohio 43615, 419-861-4990, 419-861-4949 (fax), JBarror@Genacross.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jeff Barror, Director of Operations, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

English: ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-888-546-7745 (TTY: 1-888-546-7745).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-546-7745 (TTY: 1-888-546-7745).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-546-7745 (TTY: 1-888-546-7745)。

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-546-7745 (TTY: 1-888-546-7745).

Arabic: مرقب لصتا. نأچ لالاب كل رفاوتت ةي وغلل ةدعاسملا تامدخ نإف ،ةغلللا ركذا ثدحتت تنك اذا :ةظوحلم 1-888-546-7745 (TTY: 1-888-546-7745).

Pennsylvania Dutch: Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannst du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-888-546-7745 (TTY: 1-888-546-7745).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-546-7745 (телетайп: 1-888-546-7745).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-546-7745 (ATS: 1-888-546-7745).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-546-7745 (TTY: 1-888-546-7745).

Cushite: XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-546-7745 (TTY: 1-888-546-7745).

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Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-546-7745 (TTY: 1-888-546-7745).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-546-7745 (TTY: 1-888-546-7745) まで、お電話にてご連絡ください。

Dutch: AANDACHT: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-888-546-7745 (TTY: 1-888-546-7745).

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-546-7745 (телетайп: 1-888-546-7745).

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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 at Home

Genacross Family & Youth Services

Genacross Home & Community Based Services

Bethany Place

Covenant Harbor I & II

Kettle Run

Luther Crest

Luther Grove

Luther Haus

Luther Hills

Luther Meadow

Luther Oaks

Luther Pines

Luther Ridge

Luther Woods

Genacross Lutheran Services-Napoleon Campus

Genacross Lutheran Services-Toledo Campus

Genacross Lutheran Services-Wolf Creek Campus

Genacross Lutheran Services Foundation