



# GOD AT WORK IN OUR MIDST

Stories of the Called Ministries of  
Genacross Lutheran Services



May 2021

## FAMILY & YOUTH SERVICES

Sometimes doing God's work means going the extra mile. "Stacy" came to Genacross Family & Youth Services in the midst of the pandemic. She had a long history of aggression and running away from home, as well as four failed placements. Her mother had decided that she no longer wanted to reunify with Stacy due to her behaviors. Staff at the Maumee Youth Center (MYC) worked with Stacy on her defiance and taught her coping skills. Her therapist also worked with her, reinforcing coping skills and helping to repair the relationship with her mother. Gradually, Stacy was able to show leadership and became a role model for the other youth. At the recent Prom hosted by staff for the MYC youth, her peers unanimously voted her Prom Queen. She began having visits and therapy sessions with her mom. Everyone was working toward reunification again. Two days before her first home visit, Stacy's mom started having problems with her car's engine and was afraid to drive two hours to pick up Stacy. Staff did not want Stacy to miss the visit and possibly lose the progress that she had worked so hard to achieve. A staff member volunteered to come in on his day off to take Stacy to see her mom. Since that time, staff members have transported Stacy to and from her home visits every other weekend. Due in part to the staff's dedication, she will soon be reunified with her mom.



## HOME & COMMUNITY BASED SERVICES

The Service Coordinator at Luther Haus senior community began working with "Pam" when she started experiencing auditory hallucinations. Pam was convinced that her neighbor was playing music, although multiple people explained to her that was not the case. Pam's doctor determined that she was suffering from tinnitus and prescribed medication that seemed to work at first. Then Pam began complaining about hearing music again, and she called police multiple times, which resulted in lease violations. Pam's family decided that the best option would be to move her into an assisted living facility. The family dynamic between Pam and her children, however, caused several problems, and the Service Coordinator stepped in to help Pam get the services she needed. Working together, they applied for the assisted living waiver through the Area Agency on Aging, but Pam was denied because she did not meet level of care. Then, the Genacross Service Coordinator was introduced to the Program of All-Inclusive Care for the Elderly (PACE), funded through Medicare and Medicaid. PACE could provide Pam with the supports she would need to live safely and successfully in her apartment. Pam, her son, a PACE social worker, and the Genacross Service Coordinator met to discuss the program to see if Pam would qualify. The PACE social worker explained the application process, and Pam's son agreed to help gather the required documentation. Once the application is complete and approved, Pam will be able to start services with PACE and remain in her home. One of the goals of Genacross service coordinators is to keep residents living safely in the community as long as possible. Pam will be able to do that, and she is very excited to be staying in her home with her beloved dog.

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## NAPOLEON CAMPUS

On a daily basis, the Genacross Lutheran Services-Napoleon Campus has the privilege of sharing successes with residents in their journeys to recovery. Occasionally, a version of success may look different and may include assisting a resident during the dying process. This happened with “Jim,” who called the Napoleon Campus his home for many years. He experienced a steady decline as he aged, and team members eventually had to discuss hospice care with the family. Hospice care looks different for every person and every family. For Jim’s family that meant spending quality time with him, keeping him pain free, and providing him with spiritual care. The campus’ Chaplain had daily bedside chats with Jim, along with the nurses who live out the Genacross mission in the work they do. Jim’s family was present in his final hours, and a caring nurse said a prayer for him as he left earth and entered heaven. Jim’s family continues to greet staff members when they run into one another in town and praise the work done at the campus during their father’s last years.

## TOLEDO CAMPUS

“Carl,” who lived in a group home for developmentally disabled individuals, was admitted to the Genacross Lutheran Services-Toledo Campus after being hospitalized with COVID-19. He needed nursing care and therapy services, but was frightened because of another new environment and really did not feel well either. Carl trusted, loved, and missed his sister very much, and staff members needed to fill the void and gain his trust. Everyone, however, could tell that Carl had a great enthusiasm for life and wanted to share it. Because he did not have the energy or the ability to communicate his needs well, he needed someone by his side most of the time. He also was very restless at night and did not want to sleep. When Carl became ill again, he was re-admitted to the hospital. He returned to the Toledo Campus, but this time with a feeding tube. The speech therapist began working closely with him so that he could resume eating. The whole time, Carl had such a great attitude about everything. He had the best smile and the ability to make everyone around him happy. Staff realized that his love for his sister was so great that she needed to be granted compassion visits so her absence did not impede his recovery. Carl began making progress and began eating again. The night shift aides had set a routine for him so that he began sleeping in a bed again. He also began laughing again. Recently, Carl returned home to his friends, but he had developed a relationship with each staff member that will never be forgotten.



## GENACROSS AT HOME

“Ben” had a car accident that resulted in many surgeries in the hospital and a long inpatient rehabilitation stay. Finally, his wife and family were ready to take him home. Ben will never return to his activity level prior to the accident, but his wife still wanted to care for him at home. She needs assistance with his wound care, therapy, and adjusting to his new reality. Genacross at Home began providing Ben with nursing and therapy services. Ben’s wife is getting the education and training from the Genacross at Home clinicians that she needs to care for her husband. The couple is doing well, and Genacross at Home has made a referral for Ben to be assessed for ongoing waiver services. This will provide aide support for Ben to continue living at home.

## WOLF CREEK CAMPUS

“Mary” came to the Genacross Lutheran Services-Wolf Creek Campus for rehabilitation, following a hospital stay due to multiple chronic conditions. She had been to the Wolf Creek Campus twice before for rehab stays and had returned home after positive experiences both times. Her third short-term stay was no different. Mary spoke very highly of the Wolf Creek nursing staff: “I required a lot of care, and they all took great care of me.” Mary also had positive things to say about the therapy staff. “The therapy was the best that I had ever received and without it, I would have never gotten to go home,” she said. “They gave me the confidence that I needed to accomplish my goals.” When Mary was ready to return home, she was excited to have the same therapists who had worked with her so successfully at the Wolf Creek Campus come into her home, through Genacross at Home, to continue her therapy.