

The FRIEND

GENACROSS LUTHERAN SERVICES



VOLUME CIX No. 1 WINTER 2023

GENACROSS PLANS FOR VIRTUAL 2023 ANNUAL MEETING

Genacross Lutheran Services has scheduled its 163rd Annual Meeting of Member Congregations for Tuesday, April 18, 2023. This virtual-only event will begin at 6:30 p.m.

The Annual Meeting will feature Genacross President/CEO Rick Marshall presenting his annual report on current operations, as well as congregational delegates electing new members to the Board of Directors.

To make a reservation, please call Bev Apel at 419.861.4990 or email BApel@Genacross.org by April 11. Supporting documentation and procedures for logging on will be sent out to registered attendees as the date of the meeting approaches.



Spotlight shines on Genacross Core Value of Integrity

During 2023, Genacross Lutheran Services will be lifting up “Integrity,” the fourth of its six Core Values. At Genacross, integrity means everyone associated with Genacross is expected to value and demonstrate honesty, fairness and trustworthiness in all of their relationships.

Integrity, like all of the Genacross Core Values, relates to the Mission of the organization and answers the question of how it is achieved, because values are reflected in

behaviors. Behaviors prompted by the values also involve choice. Genacross employees may not be able to control their circumstances in the workplace, but they do choose how to respond with integrity.

Responding with integrity to legal and ethical situations is central to the Genacross Organizational Integrity Program (OIP), which provides specific policies and procedures for employees to follow as well as a process to report any violations.

One definition of integrity involves being honest and having strong moral principles. A person with integrity behaves ethically and does “the right thing,” even behind closed doors or when no one is looking.

“Genacross expects integrity in its employees and their relations with each other, our residents, and their families,”

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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 Lutheran Services

Napoleon Campus

Genacross Lutheran Services

Wolf Creek Campus

Genacross Home & Community

Based Services

Genacross at Home

Genacross Family &

Youth Services

Genacross Lutheran Services

Foundation

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A note from

RICK MARSHALL

President and CEO



Future housing needs

Many times over the years, Genacross Lutheran Services has tailored its ministry to meet the changing needs of society – expanding or starting new services in anticipation of what was on the horizon. As we now look ahead, it is becoming apparent that America will have a crisis of affordable housing for seniors.

The population of individuals over the age of 65 is projected to increase from around 55 million people today to nearly 90 million by 2050. This is the result of the aging of the baby-boom generation. Unfortunately, many of the boomers are not financially prepared for their non-working years. It is estimated that 45% of them have no retirement savings. Of those who do, the average amount saved is only \$250,000. As individuals age and need to move to more appropriate independent living settings, the options are going to be very limited. Genacross already has a waiting list of up to two years at several of our affordable living communities.

Through our award-winning program, Senior Connect, Genacross enables seniors to stay independent and healthier by connecting them to services in the community that address the social determinants of health. Social determinants include such things as access to nutritious meals, transportation, medical care and socialization opportunities.

In the future, Genacross sees opportunities to expand this service into the broader community to allow individuals to stay in their own homes longer. Recent legislation passed at the federal level allows for Medicare Advantage insurance companies to pay providers like Genacross for supplying these proactive services. In addition, Medicaid has recognized the need to address social determinants so that seniors may receive care in the least restrictive environment possible. This will better match the needs of seniors and save money as well.

Genacross will also continually evaluate opportunities to expand our presence in affordable housing. Recently, Ohio Governor Mike DeWine announced plans for new funding for affordable housing construction. We are excited about the possibilities for this funding. Genacross, and other providers of affordable housing, will continue to advocate for additional funds to meet the growing need.

Genacross is proud of our history of supporting those with more limited means and will once again adapt to meet the growing demand for housing and services.

Blessings,

HOUSING MINISTRY UPDATES STAFFING MODEL

The coronavirus (COVID-19) pandemic caused a lot of stress and anxiety, but it also offered the opportunity for organizations like Genacross Lutheran Services to look at processes, positions, and duties, and become more innovative.

Genacross Home & Community Based Services has faced similar staffing and financial concerns as many other organizations during the pandemic. As costs and capital needs continue to increase, so has the difficulty to find qualified staff and the need to increase starting pay rates to fill positions.

As the housing ministry’s management team began to analyze options to plan and help meet the ministry’s ongoing needs, it was clear that the site managers, service coordinators, and maintenance teams are critical to the success of operations.

“However, it also became clear that we have to be innovative to maintain core positions,” said Amanda Schroeder, Vice President of Home & Community Based Services. “As we started planning, the focus was to keep the core structure of the ministry but to centralize duties and share staff among the multiple properties.”

“With centralizing duties and sharing staff among the housing sites, we would need to eliminate a few positions but maintained most of the staff,” Mrs. Schroeder explained.

This change would produce a cost savings, allow starting pay rates to be increased for each department, and free up additional operating cash to help maintain the aging buildings. In December 2022, the plan was rolled out to

Integrity - continued from front page

said Jeff Schulte, Vice President of Human Resources and the Organizational Integrity Officer. “The OIP ensures we, as employees, are driven to provide the highest quality of care possible to the older adults and youth we serve on a daily basis.”

Put simply, integrity is following the Golden Rule, which is reflected in Matthew 7:12 and Luke 6:31 in the Bible, and states: “Do unto others as you would have them do unto you.”



Managers and service coordinators gather for a team meeting at Covenant Harbor senior community in Oak Harbor, Ohio.

staff and residents within the Home & Community Based Services ministry.

“Our dedicated site managers, service coordinators, and maintenance staff continue to work through the transition of the new staffing model, and they are committed to its success,” Mrs. Schroeder said.

With plans to grow the Home & Community Based Services ministry, Genacross management will continue to evaluate and adapt the staffing model to ensure delivery of services, maintain resident satisfaction, and ensure future success.

Genacross seeks board members

The Nominating Committee for Genacross Lutheran Services is currently seeking qualified candidates to serve on the Genacross Board of Directors and Foundation Board. The boards guide the financial and operational strategies of the organization as it achieves its mission to provide compassionate care and services. If you are interested or know of a good board candidate, please contact:

Genacross Nominating Committee
 c/o Rick Marshall
 President & CEO
 2021 N. McCord Road
 Toledo, OH 43615
 RMarshall@Genacross.org



SANTA CLAUS VISITS NAPOLEON CAMPUS RESIDENTS

The Genacross Lutheran Services-Napoleon Campus hosted holiday open houses for the families of its assisted living and Health Center residents in December 2022. These were the first holiday gatherings in a couple of years, because of the precautions put in place to combat COVID-19 and its spread in congregate care settings.

While the open houses were held on separate dates, each one featured photos with Santa Claus and goodies to share in fellowship. Mrs. Claus and an elf were also there to help Santa. Every resident had the opportunity to visit Santa and let him know what they would like for Christmas. Most of the residents had the same two answers: they wanted to spend the holidays with their loved ones and be in good health.

“A young girl that night told me she had been thinking that all those people wanted good health and, if Santa can’t bring it to them, maybe we here at Genacross could,” said Casey Amonette, Executive Director. “We are charged with the duty of bringing good health and improving quality of life, and this event was a reminder to all of us.”

Napoleon team members dedicated their evenings to helping with the flow of traffic, greeting guests, prepping tables, and refilling appetizers. They also worked hard to make sure those who wanted to see the ever-popular Santa got the chance during the evening. The residents, who enjoyed the visit from Santa and time spent with loved ones, talked about the events for many days.



Health Center resident Norma Damman (above) chats with Santa as Mrs. Claus and an elf look on. Santa also visits with resident Bernard Babcock (below) during the Health Center open house.



Assisted living resident Karen Stein is all smiles for her photo with Santa.



Santa stopped by Alpine Village during its open house. Resident Ed Weaver enjoys a visit.



Alpine Village resident Lorna Bremer and her family pose for a portrait with Santa.

WOLF CREEK CAMPUS AMPS UP HOLIDAY DECORATIONS

The team at the Genacross Lutheran Services-Wolf Creek Campus has decided to make holiday decorating a priority for the campus.

“Holiday décor brings some happy, inviting cheer to those who live and visit here,” said Executive Director Katie Miller. “Whether they are staying for a short rehab stay, visiting family, or have a permanent home here, the look and feel of our campus is important.”

After seeing the reaction of staff and residents to the increased Christmas decorations, it was decided to keep up a white tree all year round in both the assisted living and nursing care areas. The trees will be decorated differently each month.

Two team members are taking the lead in the campus decorating: Becky Rankins, Medical Records, and Cathie Stentz, Admissions Assistant. “I love the residents,” Ms. Rankins said. “They get so happy when the decorations go up. They are family and this is their home, so we want them to know we care about them.”

Along with staff, residents have added their touches, and what they would like to see done is taken into consideration. “What

a blessing you women are, it always looks so inviting and you make me feel at home,” said Delores Drabik, an assisted living resident.



The white assisted living tree became a snowman for the month of January, while in February the tree reflected the theme of love – with red, pink, and plenty of heart decorations.

Bountiful donations enhance Christmas for youth

Youth in care at Genacross Family & Youth Services had a Christmas to remember, with dinner, a day of fun activities, and, of course, gifts. This year was especially bountiful for the youth in care, thanks to numerous donations from Genacross staff and other generous benefactors.



First Federal Delta bank branch in Whitehouse collected money and many gifts for youth.

“We started getting the kids all excited about getting gifts by going through their old stuff to make room for the new,” said Terry Jackson, Program Coordinator at the Genacross Maumee Youth Center. “Our youth were really anticipating getting something special, which they all did.”

There were many donations of blankets, pajamas, hoodies, shoes, puzzles, games, books, movies, and more toys than could be counted. The conference room at the Family & Youth Services administration building was filled with boxes and bags dropped off and shipped by donors.

This generosity included First Federal Delta bank branch in Whitehouse, Ohio, which set up a giving tree, and between its caring employees and generous community members, donated so many gifts that it took two vans to transport them all.

“Family & Youth Services is beyond blessed to have so many truly caring people who want to support the youth served each day and make their Christmas extra special,” said Executive Director Katie Zawisza.

FOUNDATION CONTINUES TO SHARE STORIES IN 2023

One of the roles of the Genacross Lutheran Services Foundation is to share the good news and work of the Genacross ministries it supports. Over the past year, Foundation Executive Director Mike George and Genacross President/CEO Rick Marshall have spoken with numerous groups of people about how Genacross makes a difference.

Many of the stories focus on the hard-working frontline staff members and all they do for our elderly residents and patients. Others center on the life-changing work done by the dedicated caregivers in our family and youth ministry. In addition, historical anecdotes provide perspective on what is happening today. Stories shared about the incredible financial support received from donors also highlight how generosity makes the work of Genacross possible.

This year, the Foundation asks you to consider any groups or organizations that you might be connected with that would be interested in hearing stories from Genacross' 163-year history. God's story is ever-changing in the world, and Genacross would like to be able to share the story of His impact through donors' support of our mission.

A Genacross representative would be happy to speak with religious groups, school groups, professional organizations, and trade associations, just to name a few. To schedule a speaking engagement for your group, please contact Mike George at 419.861.4964 or MiGeorge@Genacross.org.



Rotary Club of Sylvania President Joe Szafarowicz (left) welcomes Genacross Foundation Executive Director Mike George, who spoke at the Sylvania Rotary's December 2022 meeting.

IN MEMORY OF

October 1 - December 31, 2022

Arthur Andrews by Dennis & Janet Andrews

George & Gladys Ardner by Carol Ardner

Georgia B. Ardner by Carol Ardner

Arnold & Elsie Baden by Joann McCally

John & Amelia Beins by Michael & Sandra Lininger

Kenneth & Louis Beins by Michael & Sandra Lininger

Margaret Benecke by Neal Benecke

Harlan Billow by Debbie Schmich, Sharon Schwanke

Glenn & Dorothy Boos by Jeff & Nancy Wellman

Dorothy Clark by Paul Clark, Sr.

Kathy Craig by Julie Craig-Schabel

Waldon 'Bud' Damschroder by Mrs. Mary A. Damschroder

Elda DehnBostel by Mary B. Meese

Clarence & Edna Dierksheide by Rose Mary Schroeder

Clarence Dierksheide by Marilyn Hummel

Herbert & Julia Doerfler by Miriam & Ted Benner

Mr. Hank Douglas by Jim & Rachel Nissen

Irene Ewing by Mr. Charles A. Ewing

Pastor Rich Ferne by Rev. John & Mrs. Sherry Ferne

Rolland & Doug Fickel by Donna Fickel

Carol Geldien by Glenn Geldien

Bob & Betty Hammersmith by Gary & Darlene Carstensen

Deborah Hammersmith by Gary & Darlene Carstensen

Roy Hebner by Barbara Hebner

Richard Hummel by Marilyn Hummel

Loved Ones by Bob & Linda Knight, Pamela Roberts

Donna Kutz by Kurt & Nancy Ehrhardt

Thomas J. Longanbach by Mrs. Thomas Longanbach

Betty Marshall by Michael A. George, Jeff & Lorinda Schalk

Rhea Maxine Matteson by Shelby Jean Raines

Robert Milstead by Michael & Beverly Amstutz

Mary Mueller by Weldon Mueller

Joe Nelson by Weldon Mueller

My Mother, Virginia L. Pifer, by Jeanene Pifer

John D. Ray by Ann Ray

James Richason Jr. by Barbara Bamm

James & Evelyn Richason Sr. by Barbara Bamm

Todd Ritterbach by Jeff & Nancy Wellman

Dave Roberts by Jeff & Nancy Wellman

Ralph & Irene Roder by Herb & Jackie Roder

Harry L, Fred & Mary Schroeder by Rose Mary Schroeder

IN MEMORY OF

October 1 - December 31, 2022

John & Brodie Schmich
by Debbie, Brandon &
Brenton Schmich

Clyde A. Sluhan 1911-1997 by William &
Carol Sluhan

Kim Slutz by Arleen
Amstutz, Michael &
Beverly Amstutz

Harry & Laura Warnke
by Michael & Sandra
Liningner

Otto & Marie Warnke
by Jean DeWitt

Richard & Ruth Warnke
by Michael & Sandra
Liningner

Ross & Arlene Wellman
by Jeff & Nancy Wellman

James F., Helen E., & James J. Wheeler by
Sharon Ann Wheeler

Larry Witt by
Margaret Witt

Juilius, Helen, & Carolyn Yackee by
Jerry Yackee

CONGREGATIONAL DONATIONS

October 1 - December 31, 2022

St. Martin, Archbold
St. Paul, Blissfield, MI
Christ, Bowling Green
Bethlehem, Defiance
St. Mark, Defiance
Trinity, Delta
Hope, Fostoria
Grace, Fremont
St. Mark, Fremont
Hope, Hamler
Providence, Holland
St. Paul, Lakeside
Marblehead
First, Leipsic
St. Matthew, Lima
St. Peter, Norwalk
St. John, Oak Harbor
St. John's WELCA,
Oak Harbor
St. Michael,
Ottawa Lake, MI

Bethlehem, Pemberville
Church of the Master,
Perrysburg
Zion, Perrysburg
Zoar, Perrysburg
Zion, Petersburg, MI
Resurrection,
Port Clinton
St. Peter WELCA,
Ridgeville Corners
Zion, Ridgeville Corners
St. John's, Stony Ridge
St. Paul, Sulphur Springs
Olivet, Sylvania
First St. John, Toledo
First St. John Church
Women, Toledo
Messiah, Toledo
Zion, Waterville
St. Luke, Wauseon
Solomon, Woodville

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

INDIVIDUAL DONATIONS

October 1 - December 31, 2022

Tom & Donna Alexander
Anonymous
Beverly Apel
Carol Ardner
Judy & Ronald Ashley
Rev. Dr. Gerald Bauer
Sharon Bettinger
Jason Beyer
Hilde Boes
Michael & Karen Bogdan
Terry L. Bossert
Stephen & Deborah
Bowsher
Lee & Natalie Bredbeck
Kari Bucher
Christina Burnette
Elizabeth Cannon
Bill & Carol Cook
James Cordy
Mary Ellen Davis
Tamara Dawson-Kynard
Carl & Barbara
Dierksheide
Fred Doering
Alan & Mary Ann Draves
Jason & Cheryl Fisher
Marlene Ford
Doris Forry
Jack & Gretchen Grigsby
Nancy Hardin
Victoria & Demetrius
Harris
Tony & Karen Herrera
Mr. & Mrs. Carl Higbea

Jim & Judy Hill
Paul A. Hotmer
Dave & Vicki Huber
Jim & Joan Keeler
John & Mary Kramp
Jeannette Kubitz
Dan & Julie Kunos
Dr. Sandra Laas
Burt & Mary Ann Luring
Rev. & Mrs. Steve Lutz
Beverly Mackey
Rick & Janet Marshall
Kathy & Kevin Martin
Dennis & Kathy
Matheney
Ed & Nancy Mauntler
Rick & Becky McCann
Rick & Jackie Metz
Carol L. Meuser
Patty Michaelis
Melanie Moore
Leslie Neinas
Robert & Marie Obrock
Lynn & Joyce Olman
Frank & Diane Paine
Bob & Sue Pfefferle
Rev. Dr. Tim & Mrs. Kate
Philabaum
Diane Pojedynski
Dr. & Mrs. Richard Polder
Jeff & Sharon Przysiecki
David B. Puckett
Mr. & Mrs. Jack
Puffenberger

Lester & Arlene Ramler
Ray & Judy
Robaskiewicz
Jon Russell
Mary Satterfield
Rev. & Mrs. Dale
Schaefer
Jeff & Lorinda Schalk
Karen Schepman
Amanda Schroeder
Victor Schuerman
Jeff & Paige Schulte
Mr. Melvin Schumann
Tim & Kimberly
Schumm
Jane Sharp
Joan Slebos
Scott Slee
Mark & Sandy Snyder
Robert & Janis Stein
Ladina Suber
Carol Taylor
Vernon & Lillian
Wachtman
Melissa Warner
Lynn & John Warren
Steve & Kathy
Warrington
Linda Weaver
Kaye L. Weiner
Timothy Weirich
Lee & Paula Wunschel
Myra Zaenger
Katie & Jay Zawisza

IN HONOR OF

October 1 - December 31, 2022

Leona Hogrefe by Barbara & Larry Fruth

Mr. & Mrs. Bruce Michael 55th wedding anniversary by St. John's WELCA, Oak Harbor

The sacrifice & service of our law enforcement officers by John Weislmeier

NON-CASH

October 1 - December 31, 2022

Beverly Apel
Carol Ardner
Patricia Ardner
Michael A. George

Melanie Moore
Mr. Paul & Dr. Susan
Sieben

ORGANIZATIONAL DONATIONS

October 1 - December 31, 2022

AmazonSmile Foundation, Seattle, WA
Evangelical Lutheran Church Women,
Hartwick Seminary, NY
Genacross Lutheran Services - Napoleon Auxiliary
Greater Toledo Community Foundation, Inc.
Hudson Community Foundation, Hudson
Hylant, Toledo
Kroger Community Rewards, Columbus
Thrivent - Choice Dollars, Appleton, WI
TOPS #1648, Erie, MI

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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)

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SNAPSHOTS FROM AROUND OUR MINISTRIES

Every day, the ministries of Genacross Lutheran Services are busy creating memories, celebrating life's moments, caring for residents, and embracing team members. Our Facebook pages are the easiest way to stay connected with what is happening around Genacross.

Like one or more of our Facebook pages today:

- [Genacross Lutheran Services](#)
(includes housing updates)
- [Genacross at Home](#)
- [Genacross Family and Youth Services](#)
- [Genacross Lutheran Services-Napoleon Campus](#)
- [Genacross Lutheran Services-Wolf Creek Campus](#)
- [Genacross Lutheran Services Foundation](#)



Lauren Holub begins her new role as Outreach Coordinator for Genacross at Home.



Wolf Creek Campus resident Jane Majewski welcomes Reggie, a therapy dog in training.



Napoleon Campus activities staff brought snow indoors to share some winter fun with residents and employees.

Residents of Luther Haus senior community in Temperance, Michigan, were treated to a Christmas play by first graders from Monroe Road Elementary School.



Connect with Genacross Lutheran Services on social media. We are on Facebook and LinkedIn, providing more ways you can learn about, share, and comment on the latest Genacross news and events.

GenacrossLutheranServices.org