The RIEND

GENACROSS LUTHERAN SERVICES

VOLUME CX NO. 1 2024

GENACROSS JOINS RADIANT ALLIANCE

On February 1, Genacross Lutheran Services officially became a founding member of Radiant Alliance, Inc. (Radiant), an affiliation of nonprofit organizations committed to transforming the health care landscape.

Genacross joins Metta Healthcare (Ohio's Hospice and Pure Healthcare) and United Church Homes in this strategic alliance. Radiant Alliance seeks to empower individuals, particularly those with complex medical needs and from underserved populations, to embrace their health choices. Radiant also strives to build a health care system that nurtures the well-being of the entire community.

"Our partnership with Radiant Alliance provides Genacross with a wealth of opportunities to make a real difference in caring for seniors, youth and others with complex health care needs," said Rick Marshall, President/CEO of Genacross Lutheran Services.

"The missions of these separate organizations align perfectly to create an alliance that will reach more people, create innovative new programs, and generate best practices that focus on quality care and services," Mr. Marshall added.

In order for Genacross to join Radiant, a Special Meeting of Member Congregations was held in January. See Mr. Marshall's column on page 2 of this issue for more insight into the governance aspects of joining Radiant.

One of the primary benefits of the affiliation is that Genacross retains its local identity and mission, as well as the day-to-day operations of its ministries. It also involves no changes for Genacross employees. Roles and positions within the organization remain unchanged. Beyond that, Genacross leadership believes the alliance will provide future opportunities for employee growth and advancement.

Radiant Alliance is being built from the ground up, and its leadership draws from the chief executive officers of its three founding members. These leaders have a wealth of experience in managing risk, creating value and transforming the provision of publicly funded health and human services.

The Rev. Dr. Kenneth Daniel serves as Radiant's Chief Executive Officer (CEO). He is also the CEO of United Church Homes and has more than 30 years of experience providing strategic

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Rev. Dr. Kenneth Daniel,

CEO, United Church Homes



Kent Anderson, CEO, Metta Healthcare



Rick Marshall, President/ CEO, Genacross Lutheran Services

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A note from RICK MARSHALL

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

Connect on Social Media:



President and CEO



Benefits of Alliance

I am excited that Genacross Lutheran Services is a founding member of Radiant Alliance, Inc. (Radiant). The Genacross Board of Directors and leadership team pursued this affiliation because we firmly believe it will position Genacross to thrive into the future. The care landscape in which we operate is undergoing dynamic change, and, as we have for over 160 years, Genacross needs to adapt to ensure continued success.

From a governance standpoint, the affiliation will mean that our member congregations will no longer be the "membership" of the Genacross corporation. They will be replaced by Radiant through a Member Substitution Agreement that was approved by delegates from Genacross member congregations at a special meeting held on January 18.

While Genacross will be an affiliate of Radiant, from a practical standpoint many things will stay the same.

- Genacross will continue to relate to our supporting congregations as we have since our founding. We are proud to be an extension of the ministries of Lutheran churches in northwest Ohio and southeast Michigan.
- Our Board of Directors will remain in place, along with the requirement that the composition of the Board have at least 2/3 representation from members of a Lutheran congregation.
- We will maintain our designations as a Social Ministry Organization by the Evangelical Lutheran Church in America and Recognized Service Organization by the Lutheran Church—Missouri Synod. Genacross will also continue to be a member organization of Lutheran Services in America.
- The Genacross Lutheran Services Foundation will remain in place and continue to raise funds to support our ministries. All monies in the Foundation will be utilized for Genacross, as designated by donors.
- Our commitment to underserved populations remains and is also reflected in the missions of our Radiant partners. In fact, including CareSource, an insurance provider, in the partnership allows us to work collaboratively to build models of care that best serve individuals with lower incomes and other societal challenges.

I am confident that joining Radiant provides Genacross with the best possible scenarios. We are joining an affiliation that will allow us to leverage the expertise and resources of our new partners and expand our reach. At the same time, we will retain our own identity and connectivity in our local church community that defines us as a ministry.

I am grateful for the visionary leadership of our Board and the support of our Lutheran congregations. Great days are ahead of us!

Blessings,

Rich Manhall

GenacrossLutheranServices.org

Radiant Alliance - continued from front page

health care leadership in a variety of roles. His holistic approach blends spiritual values with a dedication to personcentered care.

Kent Anderson serves as President of Radiant. In addition, he is CEO of Metta Healthcare and has more than two decades of leadership experience in health care operations. Under his guidance, Hospice of Dayton has grown from a single hospice organization serving six Ohio counties into Metta Healthcare, a multi-faceted, not-for-profit organization providing hospice and palliative care, as well as various health care services available to Ohioans and throughout the United States.

"We are thrilled to welcome Genacross to Radiant Alliance as a founding member. Their commitment to excellence and compassionate care aligns perfectly with our mission to revolutionize health care. Together with Radiant Alliance's anticipated affiliation with CareSource, we are poised to make a lasting impact on the health care landscape."

- Rev. Dr. Kenneth Daniel CEO, Radiant Alliance

Mr. Marshall fills the role of Treasurer for Radiant. His financial expertise and acumen contributes to the financial stewardship that will propel Radiant Alliance toward sustainable growth and impact. He has led Genacross for the past nine years and has more than 25 years of experience in health care finance and operations.

In a significant development last year, Radiant entered into a definitive agreement with CareSource, a nationally recognized nonprofit health plan. Subject to appropriate approvals and closing conditions, Radiant Alliance will soon become an affiliate of CareSource.

"We are thrilled to welcome Genacross to Radiant Alliance as a founding member. Their commitment to excellence and compassionate care aligns perfectly with our mission to revolutionize health care," said Rev. Daniel. "Together with Radiant Alliance's anticipated affiliation with CareSource, we are poised to make a lasting impact on the health care landscape."

The Radiant partners are already working together to establish new care models that better match the right payment with the right service at the right time. Joining



Radiant will also allow Genacross to leverage the resources and expertise of its new partners to enhance capabilities and expand reach.

"Our motivation behind this partnership is rooted in our unwavering commitment to our mission," Mr. Marshall stated. "The Radiant partners share this mission, and we believe that by joining forces with them we can amplify our efforts to improve the wellbeing of individuals and communities. Together, we can make a real difference in the lives of those who need our support the most."

Genacross shares Senior Connect with United Church Homes

Genacross Lutheran Services and United Church Homes (UCH) are collaborating to implement the Senior Connect service coordination model created and used by Genacross since 2019. Sharing Genacross' award-winning Senior Connect program is the first of many expected collaborations among the Radiant Alliance partners.

For several months now, Senior Connect has been implemented in all of the UCH senior affordable and independent living housing sites and its NaviGuide program. United Church Homes provides service coordination to its housing residents, and through NaviGuide, provides service coordination for older adults living independently in the community. Genacross has trained UCH service coordinators in 16 states and continues to build out the model with United Church Homes.

"After receiving Senior Connect training by Genacross staff members, the NaviGuide service coordinators have started to use the model and have reported it is intuitive and helps identify needs for enrollees," said Amanda Schroeder, Genacross Vice President of Home & Community Based Services. "Through this partnership, we have been able to expand our Senior Connect model to help more individuals maneuver the complicated maze of support services and senior care options."

YEAR TO FOCUS ON QUALITY OF SERVICE CORE VALUE

During 2024, Genacross Lutheran Services will be raising up the fifth of its six Core Values: "Quality of Service." This value works in conjunction with the other Genacross values to help guide decision-making and shape the organization's culture.

"We have celebrated 'Faithfulness to Christ,' 'Equality and Justice,' Wholeness of Life,' and 'Integrity' in previous years,"

said Genacross President/CEO Rick Marshall. "We do this because when our values and day-to-day operations are in alignment, the organization operates more effectively and with a strong purpose."

The Quality of Service Core Value being celebrated this year means Genacross seeks to deliver services of the highest quality by demonstrating

competence, continuous improvement, innovation and creativity. The challenge of this activity, according to the Rev. Dr. Jim Dumke, now retired Genacross Vice President of Mission Integration, is that "we be our best, do our best and give our best."

The obvious reasons for emphasizing Quality of Service are practical ones. Quality services provide the best care and clinical outcomes for patients, residents and their families.

> Providing quality services also creates a good reputation for Genacross in the community that will retain current residents and attract new ones. A reputation for quality also attracts employees of high caliber committed to doing their best.

"However, besides those very real reasons, our identity and our mission demand it," Mr. Marshall said. "Quality

of Service and excellence in all we do is a natural response to our Christian calling to serve others."

Repairs at Napoleon Campus near completion

n July 2023, about 8:30 p.m. one evening, the Genacross Lutheran Services-Napoleon Campus had a sprinkler head in the chapel malfunction and break, sending water in the sprinkler system pouring down from the ceiling. The water traveled into the Health Center's lobby, therapy gym, offices, and the bake shop before the fire department and the maintenance team could get the system shut off.

The long-term effect was that it took months of demolition, cleanup and restoration to get those portions of the building put back together. During that time, the main entrance for the Health Center was closed and moved to Alpine Village assisted living, activities and admissions shared an office, the therapy gym was relocated to the west sunroom, and chapel services were provided in the dining rooms.

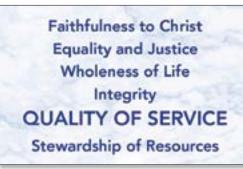
That night in July though, the nursing management team and executive director came to ensure the fire walk protocols were in place, while the maintenance team and restoration company began the extensive cleanup process. Fire walks are put in place any time part of a fire suppression system is down. The building is walked every 15 minutes, and all rooms checked for any signs of fire.

"It was incredible how the entire nursing management team came to do fire walks and just help in any way possible," said Executive Director Casey Amonette. "I was just amazed and so humbled, as they took turns walking the halls with me until the system was back on around midnight. No complaints, they just showed up. These are people who feel this campus is way more than a job to them."

After months of cleanup and restoration, the Health Center lobby is open, as well as other areas affected by the water damage.

"The entire staff went with the flow for months and helped each other figure out our new norm," Ms. Amonette added. "Finally, we can say we are almost at 100% completion. We are unpacking the last of the stored items and hanging the artwork on the walls."





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WOLF CREEK CAMPUS ADDS SENIOR SERVICE PROJECTS

The Activity Department on the Genacross Lutheran Services-Wolf Creek Campus has stepped up its game recently, offering residents more options to enrich their lives.

On the nursing care side, Activity Director Vicki Ropp has introduced a Senior Service Project each month. "Many of our residents shared their time and talents within the communities they lived and worked in before coming to Wolf Creek," Ms. Ropp stated. "This gives our nursing care residents the opportunity to continue serving others."

Recent service projects include: Take Care of Yourself packages (a poem, card, breathing techniques, and chocolate candy hugs) given to Hospice of Northwest Ohio for family members of loved ones; Smile notes given to Lott Industries to add to bag lunches distributed to those in need; Merry Christmas bookmarks given to the Holland



Resident Mary Burnett shows off one of the Thank You for Your Service treat bags given to the Holland American Legion Post 343.

Branch Library for visitors to have at check out; and Thanks for Going the Extra Mile thank you cards and gum for teachers at Holloway Elementary School.

> "Sometimes ideas for these projects are initiated or suggested by the residents themselves and some are ideas that I bring to the group," Ms. Ropp said. "Either way the residents really seem to like participating in the service projects."

> Another reason for the rejuvenated activities program is that the Wolf Creek Campus hired an activity director specifically for assisted living, promoting Activity Assistant Andrea Neely-McCan. "This enables us to better fit residents' different needs," explained Executive Director Katie Miller. "Andrea brings a great deal of enthusiasm to her work, as well as many new and fresh ideas for residents to experience."

Genacross youth in care experience Christmas blessings

Just imagine for a moment that Santa always skipped your house, and Christmas was just another day in your home. Imagine also being little and waking up to see no presents, no special meal, and no family gathering to celebrate. This is how many youth felt year after year at Christmastime before coming to Genacross Family & Youth Services.

This year, Family & Youth leadership and staff were determined to change that experience. Through community outreach, they shared the youths' stories of being removed from their homes due to violence, drug addiction, trauma, and other extreme circumstances. They shared that the children arrive at Genacross with a garbage bag of personal items, often broken, torn, and dirty. These kids come without glasses to help them see, with cavities in all their teeth, with clothes that no longer fit, and sometimes even with one shoe instead of two.

"These sad but true stories touched the hearts of many people, and we had an amazing response to our requests," stated Executive Director Katie Zawisza. "We had donors for every kid we served this year – totaling 65 kids in all."

One group of donors provided new bedding sets for every child. Another donor purchased gifts for all the girls, totaling

over \$3,000. Many other generous donors purchased the youth fun and exciting items off their wish lists, and some even wrote a letter or gave a card of encouragement and excitement about Christmas.

In addition, Whitehouse Primary School provided gifts for one group home of 10 children, and First Federal Delta bank branch in Whitehouse, Ohio, did an Angel Tree for the Genacross Maumee Youth Center again this year.

"We are so blessed to have amazing donors and community members from all over northwest Ohio and beyond provide such



compassion and love for the kids we serve," Ms. Zawisza said. "This year, Santa did not skip over them, Christmas was full of excitement and joy, and caregivers and youth at all of our sites shared a meal together as a family."

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LOCAL REAL ESTATE FIRM SHARES CHRISTMAS SPIRIT

Team members from RE/MAX

Preferred Associates in Toledo, Ohio, made the Christmas season one to remember with their gifts to Genacross Family & Youth Services. The group donated personal hygiene bags for all the children in care. They also donated goodie bags for every staff member in the Family & Youth ministry. In addition, they purchased a new couch for the Adrian youth group home.

Arlene Gerig, an active member of the Genacross Lutheran Services Foundation Board, spearheaded the

endeavor because she knows firsthand the needs of the residents. "I was happy to help, and our staff was eager to make the holidays brighter for the kids and employees in our Family & Youth ministry," Ms. Gerig said.

Along with John Mangas, Broker and Co-owner of RE/MAX Preferred Associates, they mobilized their agents to help fulfill these needs. "Helping these kids, who have already had so many challenges in their lives, made us all feel great over the holiday season," Mr. Mangas added.



At their monthly meeting, RE/MAX Preferred agents received homemade thank you notes for the useful gifts provided to youth in care and and staff members at Family & Youth Services.

The Genacross youth and staff members showed their appreciation by sending homemade thank you notes to the associates of RE/MAX Preferred. The notes were delivered to the generous donors after the first of the year.

"We were overwhelmed with the support from the RE/MAX Preferred Associates. It was our honor to be able to thank them all in person" said Mike George, Executive Director of the Genacross Lutheran Services Foundation. "They helped keep the spirit of Christmas alive and well for our kids."



Genacross Lutheran Services Foundation is excited to announce "An Evening with Jim Tressel" to benefit the ministries of Genacross. The former head coach of The Ohio State University football team will share stories from his years of football glory and beyond. The event will be held on Thursday evening July 25, 2024, at The Pinnacle in Maumee, Ohio. More details coming soon.

IN MEMORY OF Oct.1 - Dec. 31, 2023

Carol Ardner by Mary Ardner, Gene Borton, Sharon & Ron Brink, Larry Clark, Margaret Dembowski, Mary Dunne, Barbara Heindel, Joe Keifer, Elaine Moffet, Angie Nadolny

Dean Asmus by Jim & Judy Hill

Arnold & Elsie Baden by Joann McCally **John & Amelia Beins** by Michael & Sandra Lininger

Kenneth & Louis Beins by Michael & Sandra Lininger

Karis Box by Pam Roberts

Donald & JoAnn Boyd by Joette Boyd-Randall

Peggy Buckmaster by Anonymous, Ken Gilliland, Connie Kern Benning, John & Sandra Martinez, Kevin & Pat Milius, Tom & Paula Moriarty, Michael & Vicki Saneholtz, Nancy Sattler

Dorothy Clark by Paul Clark

Clarence Dierksheide by Marilyn Hummel

Sheila Ehrhardt by Kurt & Nancy Ehrhardt

Lidia Gatzke by Elonia & Ignatz Linzmeier

Francis Grosjean by Virginia Grosjean

Dad's 100th Birthday by Marie Hagen

Vern Hesterman by Phyllis Hesterman

Ann Hill by Jim & Judy Hill

Sandra Hotmer by Paul Hotmer

Richard Hummel by Marilyn Hummel

Julius & Emma Kahrs by Lillian Keller

Our son, Bill Kemner, by Allen & Kathleen Kemner Robert Knight and other Loved Ones by Linda Knight

Rev. Gerald and Mrs. Ilene Labuhn by Katherine Haywood, Roseanne Martinez

Thomas Longanbach by Charmaine Longanbach

Karen Loudendager by St. Paul, Clyde

Loved Ones, Calvin & David, by Evelyn Gerwin

IN MEMORY OF Oct.1 - Dec. 31, 2023

Beth Motsinger by Jim & Judy Hill

Carl & Mary Nelson by Mr. & Mrs. Calvin Nelson

My Mother, Rosemary Ott, by Bev Apel

Launita Plassman by Barbara Berebitsky, Lee & Drenda Dick, Mark & Joyce Geise, Carol Gerken, Arthur & Lois Germann, Gayle Lampkowski, Ann & James Mahon, Joann McCally, John & Jacquie Meister, Louise & Michael Sarra

James Richason Jr. by Barbara Bamm

Evelyn & James Richason Sr. by Barbara Bamm

Dave Roberts by Pam Roberts

Harry Schroeder by Rose Mary Schroeder

Warren & Jeanette **Shepard** by Darlene Carstensen

Clyde Albert Sluhan by William & Carol Sluhan

Capt. Jim Sommers by **Rick & Jackie Metz**

Pastor R.F. Staber by Lois Staber

Harry & Laura Warnke by Michael & Sandra Lininger

Richard & Ruth Warnke by Michael & Sandra Lininger

Melissa Weaver Miller by Bob & Janet Dorr

Larry Witt by Margaret Witt

IN HONOR OF Oct.1 - Dec. 31, 2023

Mr. & Mrs. Don Arebaugh's 55th Anniversary by St. John's WELCA, Oak Harbor

Care Givers by Frederick Collins

50th Anniversary of John & Carole Hipsher by Sondar Alexander

Our Heavenly Father who gave us His son for our redemption by John Weislmeier

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

NON-CASH Oct.1 - Dec. 31, 2023

Sandy & Paul Adam Anderson/Miller Insurance Agency, Inc., Toledo Bev Apel Mary Ardner Molly Blackston Nate & Amanda Brown Carrie & John Gannetti Michael A. George Deborah Hill Erin & Jarrod Hirschfeld Lisa & Larry Kubiak Pamela Miller Ronda Perkins **RE/MAX** Preferred Associates, Toledo **Michele Ross** Dawn Schwabel Alexis & Pete Smith Tim & Nicki Smith Kathy White Katie & Jay Zawisza Wendy Ziems-Mueller

INDIVIDUAL DONATIONS Oct.1 - Dec. 31, 2023

Anonymous Bev Apel Rev. Dr. Gerald Bauer Stephen Bauerle Jason Beyer Hilde Boes Terry L. Bossert Steve Bowe Steve & Deb Bowsher Bob & Eileen Brossia Kari Bucher Christina Burnette Rev. Charles & Mrs. Jeri Campbell Elizabeth Cannon Sharon Chryst Jane & Jack Comune Bill & Carol Cook James Cordy John & Sharon Cupp Mary Damschroder Mary L. Davis Tamara Dawson-Kynard Carl & Barb Dierksheide Fred Doering Joyce Douglas Alan & Mary Ann Draves Kurt & Nancy Ehrhardt John & Sherry Ferne Doris Forry Glenn Geldien Donna Genzman Michael A. George Arlene Gerig David Gerwin Jack & Gretchen Grigsby Elaine Gruetter Linda & Orville Hardy Victoria & Demetrius Harris John & Linda Henry Dave & Vicki Huber John & Mary Kramp Dan & Julie Kunos Bonnie & John Kupa Sandra Laas Paul & Betty Lehman Michael Lininger

CONGREGATIONAL DONATIONS Oct.1 - Dec. 31, 2023

St. Martin, Archbold St. Paul, Blissfield, MI St. Paul, Bowling Green Bethlehem, Defiance St. Paul, Clyde St. Mark's, Defiance Grace, Fremont St. Mark, Fremont Hope, Hamler Providence, Holland St. Matthew, Lima St. Paul, Lakeside Marblehead First, Leipsic St. Paul, Maybee, MI St. Peter Ev., Norwalk St. John's Ev., Oak Harbor Solomon, Woodville

St. Michael, Ottawa Lake, MI Church/Master, Perrysburg Zion, Perrysburg Zoar, Perrysburg Resurrection, Port Clinton St. Paul, Sulphur Springs Olivet, Sylvania Bethel Ev., Toledo Faith Ev., Toledo First St. John, Toledo First St. John Church Women, Toledo Grace, Toledo Messiah, Toledo St. Paul's, Toledo St. Luke, Wauseon

ORGANIZATIONAL DONATIONS Oct.1 - Dec. 31, 2023

Greater Toledo Community Foundation Hudson Community Foundation IBEW Local Union No. 8, Rossford Key Bank, Toledo Kroger Community Rewards, Columbus Miter Charitable Foundation, Harrisburg, PA New Hampshire Charitable Foundation, Concord, NH Panera, Fenton, MO **RE/MAX** Preferred Associates, Toledo Rolf Goffman Martin Lang Co., LLP, Cleveland TOPS #1648, Erie, MI Visual Edge Inc., North Canton

Steve H. Lutz Rick & Janet Marshall Denny & Kathy Matheney Ed Mauntler Rick & Becky McCann Carol Meuser Melanie Moore Mr. & Mrs. Kenneth Nungester Bob & Marie Obrock Lynn & Joyce Olman Frank & Diane Paine **Debby Peters** Loren & Judy Pfaffenberger Bob & Sue Pfefferle Rev. Dr. Tim & Mrs. Kate Philabaum Diane Pojedynski David Proctor Jeff & Sharon Przysiecki Ann Ray Joe Restivo Ray & Judy Robaszkiewicz Michele Ross

Jon Russell Jeff & Lorinda Schalk Kelly Scheall Karen Schepman Darl & Deborah Schiets Linda Schlievert Amanda Schroeder Victor Schuerman Tom & Judy Schult Sharon Schwanke Jane Sharp Paul & Susan Sieben Joan Slebos Scott Slee Jean Snyder Joanne Sonnenberg Robert & Janis Stein Melissa Warner Steve & Kathy Warrington Linda Weaver Mary Widmer Lee & Paula Wunschel Katie & Jay Zawisza

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SNAPSHOTS FROM AROUND OUR MINISTRIES

Every day, the ministries of Genacross Lutheran Services are busy creating memories, celebrating life's little moments, and having fun. 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



Activity Director Michelle May makes Purple Cow milkshakes to celebrate Activity Professionals Week on the Napoleon Campus.





Wolf Creek residents have fun playing balloon volleyball using flyswatters.



Children from Christian Day Nursery School in Norwalk, Ohio, share Valentine crafts with residents at Luther Oaks.

Winners of the Ugly Sweater contest are Family & Youth team members Beth Davis-Poulson (left), first place, and Michael Bowden, second place.



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