

SEPTEMBER 2025

# GOD AT WORK IN OUR MIDST

Stories of the Called Ministries of Genacross Lutheran Services

## HOME & COMMUNITY BASED SERVICES

Over the last two months, “Stan,” a resident at Luther Pines senior community in Lima, Ohio, has approached the service coordinator asking for help with getting his pharmacy to deliver his prescriptions. The pharmacy he used had the ability to set him up for automatic refills, but to have them delivered, Stan would have to call in every time. The first time Stan came to the service coordinator’s office, she suggested switching pharmacies to one that specializes in home delivery. He declined, stating that he did not want to set up a new service. Consequently, the coordinator helped Stan call his pharmacy to set up delivery. After a week or so, Stan came back to the coordinator’s office because he never received his prescriptions. After speaking with the pharmacy again, they were told that the pharmacy uses a secondary company for delivery and sometimes they do not show up. Again, the service coordinator suggested an alternative. This time Stan decided to try the new pharmacy. Arrangements were made, and Stan is receiving the prescriptions he needs to maintain his health.



## NAPOLEON CAMPUS

When “Travis” came to the Genacross Lutheran Services-Napoleon Campus, his family expressed concerns about how he would adapt to a new environment. Change often brings stress for those experiencing memory loss, and his loved ones hoped Travis would remain comfortable, safe and engaged throughout the transition from his house to an assisted living apartment on the Napoleon Campus. The therapy team worked closely with both Travis and his caregivers to create a personalized plan. This plan included occupational therapy to build confidence with daily routines in his new setting; physical therapy to support safe mobility that reduces fall risks and encourages independence; and speech therapy strategies to enhance communication, helping him express needs and maintain social connections. Clinical support, along with a gentle, person-centered approach made all the difference. Staff members used familiar cues, structured activities, and consistent reassurance to help Travis gradually adapt. His family was included in training sessions, learning how to reinforce supportive strategies. Within weeks, Travis began to recognize the rhythm of his new environment. He navigated his space with greater confidence, participated in group activities, and even initiated conversations with staff and peers. His caregivers shared that he was acclimating quicker than anticipated. By blending compassion with nursing and therapy expertise, the team helped Travis experience a successful transition – reminding everyone that even in the face of dementia, growth and quality of life are possible.

# FAMILY & YOUTH SERVICES

“Amy” came to Genacross Family & Youth Service at age 15, experiencing struggles with self-harm and recurring suicidal thoughts and attempts. Much of her pain stemmed from the deep bond she had with her father, whose fatal overdose she tragically witnessed. The loss left her broken, often expressing a wish to be with him, and she would find ways to harm herself using ordinary objects. Life at home only deepened her suffering, as her mother’s addiction and exposure to domestic violence created an unsafe environment where supervision and support were absent. Upon admission, Amy required one-on-one supervision at all times. Despite numerous challenges, staff remained committed to her safety and well-being, working closely with her to build trust, encourage communication, and develop healthier coping strategies. Over time, Amy began opening up to adults, especially her therapist, and slowly regained a sense of safety. Within a few months, she no longer required constant supervision. She smiled more often, expressed her emotions more freely, and found joy in helping around the house, proud of being a role model for younger peers. Through her grieving process, Amy came to understand addiction as a disease rather than a reflection of lost love. With guidance, she learned to forgive, to process her pain, and to embrace healthier ways of coping. In May 2025, she transitioned to live with her older sister and her family, who provide a stable and supportive home. Today, they are thriving together and preparing to finalize Amy’s adoption, an outcome that fills staff with pride and joy.



## FOUNDATION

On September 10, the Genacross Lutheran Services Foundation held its fourth annual Day of Giving. Thanks to the incredible generosity of matching donors — Plante Moran, Terry L. Bossert and Stapleton Insurance Group — the first \$11,500 raised was matched dollar for dollar. With donor support, the Foundation exceeded its \$25,000 fundraising goal. Donors’ generous contributions enable the organization to ensure residents and patients will continue to receive care regardless of their ability to pay; residents at our low-income senior housing communities have access to the services they need to remain living independently as long as possible; and our youth in group homes are provided care and a safe space to overcome past physical and emotional traumas. The Foundation is deeply grateful to its donors for choosing to become a vital part of the Genacross mission and ministry.

## WOLF CREEK CAMPUS

“Carl” sustained major injuries during an automobile accident. He broke both of his arms, had a hernia, and experienced temporary cognitive impairment. Carl spent a few weeks at a local hospital before being admitted to the Genacross Lutheran Services-Wolf Creek Campus for skilled nursing care and rehabilitation. Around the same time, his wife, “Lois,” was declining physically at home and was also admitted to the Health Center on the Wolf Creek Campus. Both were learning how to get a sense of normalcy back into their lives. Carl worked with therapy every day. It was not an easy road for him, with each day bringing a new set of challenges to overcome. The couple would spend time together during the afternoon and evening meals. Lois was progressing, but family knew she could not return home without her husband. She decided to move into an assisted living apartment on the campus, hoping that her husband would be able to join her one day. Carl continued to work hard, and after a few months, he made a full recovery. The day finally came when Carl was able to join his wife and start their life in their new home. The couple is so thankful to the Wolf Creek Campus staff for all the care and support they have received during this unexpected journey.