

**NAVIGATING
TOWARD THE FUTURE**
ANNUAL REPORT 2024



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LEADERSHIP

Mike George, CFRE
Executive Director of
Genacross Lutheran Services Foundation

Rick Marshall
President/CEO

Lorinda Schalk
Senior Vice President of
Finance & Operations/CFO

Amanda Schroeder
Vice President of
Home & Community Based Services

Katie Zawisza
Executive Director of
Genacross Family & Youth Services

Navigating Toward the **FUTURE** >>>

Genacross Lutheran Services has been serving individuals and families for almost 165 years. An organization cannot remain viable for that long without an eye toward the future. We are a faith-based and mission-focused organization that is constantly navigating and adapting to provide the care and services that people need in our local communities. This year's theme, "Navigating Toward the Future" acknowledges the challenges and opportunities we face to continue serving individuals in need. Never has health care been as challenging to navigate as today. With so many uncertainties, from insurance reimbursements rates to government oversight and state and federal funding, navigating the ever-changing health care landscape is an opportunity we embrace with determination.

One significant way we are navigating today's uncertain health care landscape is by joining Radiant Alliance, an affiliation of nonprofit organizations committed to transformational change in health care. In February 2024, Genacross became a founding member of Radiant Alliance, joining Metta Healthcare and United Church Homes in this strategic alliance. Together, the organizations will be able to reach more people, create innovative programs, and generate best practices that focus on quality outcomes. We believe joining Radiant Alliance will help move our organization into the future.

Our Mission and Core Values continue to shape the organization's culture and guide our operational decisions. During 2024, Genacross focused on our "Quality of Service" Core Value. We strive for the best care and clinical outcomes for patients, residents and their families, as well as a strong reputation in the community and knowledgeable employees committed to doing their best.

The year featured several additional highlights, including one emanating from our Radiant Alliance partnership. United Church Homes began providing clinical expertise to the nursing teams at our Wolf Creek and Napoleon campuses. Benefits from this arrangement include quality improvements, resident assessment compliance, and implementation of processes that positively impact reimbursements. Genacross also held a fundraising event with former Ohio State Football Coach Jim Tressel that raised awareness about the vital services Genacross provides and how the Foundation supports those efforts.

In addition, we gifted four unoccupied homes in east Toledo to NeighborWorks Toledo Region to be rehabilitated for new home owners and neighborhood revitalization; we held a successful third annual Day of Giving; and we opened a second senior adaptive pocket park, this one focusing on the mind, at our adjacent Luther Crest and Luther Woods communities.

During 2024, God blessed Genacross Lutheran Services with the opportunity to serve 1,796 residents, patients, and clients, with 377 staff. They did so with the help of 286 dedicated volunteers who provided 5,928 hours of invaluable service to individuals in our care. Furthermore, Genacross provided over \$1 million in charitable care and community benefit to those we are blessed to serve.

We are thankful for the many people connected to our ministry. Together, we help residents and patients navigate the challenges in their lives, while preparing for a future of meaningful service.

Thanks be to God,



Lee Wunschel
Chair of the Board of Directors



Rick Marshall
President/CEO



FAITHFULNESS TO CHRIST | EQUALITY OF JUSTICE

WHOLENESS OF LIFE | INTEGRITY

QUALITY OF SERVICE | STEWARDSHIP OF RESOURCES

GENACROSS JOINS RADIANT ALLIANCE AS A FOUNDING MEMBER

On February 1, 2024, Genacross Lutheran Services officially became a founding member of Radiant Alliance (Radiant), an affiliation of nonprofit organizations committed to transforming the health care landscape. Genacross joined Metta Healthcare (Ohio's Hospice and Pure Healthcare) and United Church Homes in this strategic alliance. Radiant seeks to empower individuals, particularly those with complex medical needs and from underserved populations, to embrace their health choices. The alliance 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." Radiant Alliance is being built from the ground up, and its leadership draws from the chief executive officers of its founding members.



Year Focuses on Quality of Service Core Value

During 2024, Genacross Lutheran Services raised 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 means Genacross seeks to deliver services of the highest quality by demonstrating competence, continuous improvement, innovation and creativity. 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.



Genacross Donates Group Homes FOR NEIGHBORHOOD IMPROVEMENT

More than a year ago, Genacross Lutheran Services recognized the opportunity to turn its four unoccupied group homes on Seaman Street in east Toledo into assets for both the community and potential buyers. Seeking a purposeful way to revive the properties while addressing housing needs, in March 2024, Genacross gifted the four houses to NeighborWorks Toledo Region (NTR) to be rehabilitated for homeownership. “Partnering with NeighborWorks allowed us to gift the unused properties in a way that would make a positive impact on our community,” stated Rick Marshall, Genacross President/CEO. “We are thrilled to see these four houses be renovated and used to provide a safe and affordable option for new homeowners.” After careful planning and with the help of resources, including Local Initiatives Support Corporation (LISC) Toledo Core City funds, NTR completed renovations that ranged from roofs, windows, driveway and foundation replacements to remodels of kitchens and bathrooms. Once renovations were complete, NTR sold each home and they were all occupied by early 2025. For Genacross, LISC Toledo, and NTR, the decision to pursue the project was clear. Aligned with each organization’s mission, renovating the homes marked a milestone in the effort to revitalize local neighborhoods, fostering community stability and resilience for the benefit of current and future generations.

RADIANT ALLIANCE PARTNER SHARES Nursing Expertise at Care Campuses

One of the benefits of Genacross Lutheran Services joining Radiant Alliance is leveraging expertise from each organization to enhance clinical quality and best practices.

Starting in April 2024, United Church Homes (UCH) began providing clinical expertise to the nursing teams at the Wolf Creek and Napoleon care campuses. “Partnering with UCH leadership gives our directors of nursing and nursing teams a resource to go to with questions,” said Lorinda Schalk, Genacross Senior Vice President of Finance & Operations. “This allows us to access critical information and processes without incurring the cost of hiring a full-time regional clinical manager.” Some of the clinical benefits to Genacross include quality improvements, resident assessment compliance and implementation of processes that positively impact reimbursements. The partnership also provides for coaching and support of Genacross clinical leadership, an annual mock survey, and support for high-risk incidents and Ohio Department of Health surveys.



LUTHER HAUS RESIDENTS Remember Time at Lutheran Orphans' Home

When Martha Amborski and Dorothy Koziarski were young girls, they lived with their five siblings at the Lutheran Orphans' Home in east Toledo. Decades later, the two sisters live at Luther Haus senior community in Temperance, Michigan. Both of these homes belong to the organization now known as Genacross Lutheran Services, even though the orphanage closed in 1964. The siblings moved into the orphanage after their father left and their mother needed help raising them. They lived there for about seven years, while their mother worked and visited them whenever she could find the time. According to both women, they remember the orphanage fondly and moving them there was the best thing their mother could have done for them. The sisters are thankful for the many good memories from that time in their lives. They are also happy to still be associated with the same organization that cared for them years ago, and Genacross is honored to again be providing a home for the sisters.



➤ Luther Haus residents Dorothy Koziarski (left) and Martha Amborski lived with their siblings in the Lutheran Orphans' Home as youngsters.

➤ Coach Jim Tressel (left) delighted the audience while interacting with emcee James Starks.



Jim Tressel Event Raises AWARENESS AND FUNDS

Those who attended the “An Evening with Jim Tressel” fundraising event in July 2024 at The Pinnacle had an opportunity to learn about the vital services Genacross provides to the community and how the Genacross Lutheran Services Foundation supports those efforts. **The event raised more than \$25,000 for Genacross ministries.** The evening’s program began with attendees hearing a powerful testimony from Steven Brinkman, a former resident of the Genacross Family & Youth Services program. Mr. Brinkman described the incredible impact Genacross had on his life and thanked his caregivers for helping him become successful in life. Then Coach Tressel, who led the Ohio State football team for 10 seasons, took center stage with James Starks, 13abc news anchor and the evening’s emcee. They shared inspiring anecdotes, often sprinkled with laughter, about football, faith, and life. The evening concluded with questions from the audience and autographs and pictures with fans. The event was sponsored by Trust Company Family Offices and the KeyBank Walter E. Terhune Memorial Fund.



»»» 2024 Fast Facts

People Served
1,796

LIVES IMPROVED

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.



CARE CAMPUSES

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

Napoleon Campus
Residents/Patients

229

Wolf Creek Campus
Residents/Patients

369

HOME & COMMUNITY BASED SERVICES

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

Our Genacross at Home ministry provides hope by serving people with nursing care and therapy services where they live.

Affordable Housing
Residents

627

Home Health
Clients

334

FAMILY & YOUTH SERVICES

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

Community Clients

126

Residents

111

STAFF AND VOLUNTEERS

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

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

Employees

377

Volunteers

286

Over \$1.1 MILLION

CHARITABLE CARE AND COMMUNITY BENEFIT

We value underserved and needy individuals in our care. In 2024, we provided \$1,100,856 in charitable care and benefits to support our residents and the community at large.

Family & Youth Services

When Steven Brinkman returned to Genacross Lutheran Services as one of the featured speakers for the Jim Tressel fundraising event in July, it was a homecoming of sorts. Mr. Brinkman started life as an orphan, entering the foster care system at about a year old. His life was filled with adversity and hurdles, but thankfully he landed at the Anthony Wayne Group Home through Genacross Family & Youth Services at the age of 14.

After having lived the early years of his life moving through foster home after foster home and suffering various forms of abuse, Mr. Brinkman had finally found a family and a place that truly felt like home. During his presentation, Mr. Brinkman took time to thank his caregivers at Genacross for giving him stability and support during his formative years.

“Genacross childcare workers have one of the toughest jobs in the world, which is to breakthrough to children who have suffered many challenges and dark days in their lives,” Mr. Brinkman stated. “The workers who spent time with me were rays of sunshine that helped me work through what I had experienced, in order to fully take advantage of the opportunities that life had to offer me as I grew up.”

Mr. Brinkman’s Family & Youth caregiving team was consistently there for him during his teenage and young adult years, even enabling him to graduate with a dual degree in science education from Bowling Green State University (BGSU). While at BGSU, he also played rugby and served as the President of Pi Kappa Phi.

Currently, Mr. Brinkman lives near Madison, Wisconsin, where he works as a human resources executive for one of the largest rubber/tire manufacturers in the world. He is married and the father of three young children.

“I owe a great debt of gratitude to the people of Genacross for the compassion and care they show to the people they serve, and I will forever be thankful for their impacts, not only on my life but the lives of the numerous children they care for each day.”



➤ **Genacross Family & Youth Services Alumnus Steven Brinkman shared his heartwarming story of triumph over adversity at the Jim Tressel fundraising event.**



HOME & COMMUNITY BASED SERVICES

The residents of Luther Meadow in Gibsonburg, Ohio, have an extra-special feature to enjoy at their senior community. On weekdays, they and individuals from the local area can attend the Gibsonburg Senior Center, which has operated at Luther Meadow since 2003.

The senior center is normally open Monday through Thursday from 10 a.m.-1 p.m. to community members and Luther Meadow residents for lunch and a variety of activities. The center provides daily activities that include exercise programs like chair yoga and noodle drumming, bingo and other games, crafts, educational programs, holiday parties, and monthly birthday celebrations.

“I love having the senior center at our location,” said Jessica Welty, Luther Meadow Service Coordinator. “I feel the programs and resources they offer keep the residents moving and independent. The activities are so convenient; the residents just walk down the hall to attend them.”

“The Gibsonburg Senior Center gives older adults the opportunity to share new experiences and reminisce about past ones,” said Polly Dierksheide, Supervisor of the center. “We show them it’s not too late to learn or try new things. We encourage them to grow, learn, and take care of themselves physically, mentally, and socially. It’s a great place to make new friendships.”

Napoleon Campus

Assisted living resident Joanne Bechstein has experienced quite a creative journey since coming to the Genacross Lutheran Services-Napoleon Campus. Originally, she was a little quiet and withdrawn, but she started coming out of her shell when the Activity Department began tapping into Joanne's creativity.



It started with an activity that involved hand-sewing phone bags. Joanne enjoyed it, and she began sewing more phone bags that she donated to activities for bingo prizes. Then, Activity Director Michelle May and her team started a sewing group that Joanne participated in each week, where residents made such projects as tooth fairy pillows and heating pad covers.

Meanwhile, Joanne was also discovering a love for painting. She started attending different art and craft classes on the campus and at the Henry County Senior Center located next door.

"The additional socialization opportunities available at the senior center helped Joanne open up more and increased her confidence with her painting," Ms. May stated. "She has blossomed in so many ways."

To support Joanne's painting efforts, Ms.

May even found an easel that could be placed in her apartment, and Joanne began painting and sewing and hasn't stopped.

Eventually, Joanne asked if she could sell some of the items she had created at the Art on the Street event held each summer at the Napoleon Campus. Craft vendors are part of the annual event and Joanne set up a table. "I really liked being able to display all of my art at Art on the Street," Joanne said. "I hope to be able to continue to get better each year and show more at the yearly event."

▲ Assisted living resident Joanne Bechstein has discovered a love for painting while living at the Napoleon Campus.

WOLF CREEK CAMPUS

Before coming to the Genacross Lutheran Services-Wolf Creek Campus, Marcia Mariano lived alone in her home. While family members visited every day and helped her with daily activities, Marcia was still falling often. Each time she fell, she was calling 911. Something had to change.

Marcia and her family decided to move her into an assisted living apartment on the Wolf Creek Campus. However, that did not immediately solve Marcia's living situation. She continued to keep falling. She was also very slow to answer questions, and sometimes Marcia would just stare at staff members instead of responding.

She went out to the hospital for a short visit and returned to the Health Center on the Wolf Creek Campus for skilled nursing care and therapy services. The Wolf Creek therapy team worked with her for months, increasing her strength and improving her balance. The nursing staff also adjusted her medications, and she became much more alert and interactive. After 90 days in the Health Center, Marcia returned to her assisted living apartment.

"She is doing fantastic and I am so proud of her," said Amy Hopkins, Assisted Living Manager. "Not only is she safe living in her apartment alone, but she also participates in activities and has amazing conversations with staff and other residents."

Marcia is a shining example of how the different levels of care on the Wolf Creek Campus can help residents. Now, each day she wheels herself down the hall for meals in the dining room and to take her pills in the nursing office. She is enjoying her life in assisted living, knowing she has assistance available if she needs it.

➤ Resident Marcia Mariano enjoys life in her assisted living apartment on the Wolf Creek Campus.



Genacross at Home

Many people want to recover from an illness or injury in the comfort of their own homes. For those who choose that option, the nurses and therapists at Genacross at Home share their expertise and care. In fact, in 2024, the Genacross at Home team helped more than 300 people get back on their feet.

Take “Molly” for example. She fell at home and fractured her wrist. After surgery, she received in-home nursing care for a short time, as well as ongoing physical and occupational therapy services. She regained her strength but struggled with the fine motor skills in her hand. Genacross at Home occupational therapists worked diligently with Molly and finally determined that the brace with which she had been fitted was deterring her recovery. Molly’s therapists worked with the surgeon to get new measurements, and she was fitted for a new brace. Molly now has full range of motion in her wrist and was discharged from Genacross at Home and able to resume an active lifestyle.

“Jason” is another client who benefitted from Genacross at Home services. He had been struggling with reoccurring pressure ulcers on his heel. While he had regular appointments at a wound care clinic, he still experienced pain that limited his mobility. To aid in his recovery, Jason received in-home nursing care for his wound. The nurses also provided him with encouragement and education, teaching him how to manage his wounds and to prevent future ones. With the Genacross at Home staff working with his wound care treatment team, Jason’s wound finally healed, and he was able to resume his regular activities.

Whether it is therapy or skilled nursing care that a patient needs, the Genacross at Home team members help patients live life to the fullest. They take the time to listen to patients’ concerns and create a care plan that meets each client’s specific needs and goals.



2024 Board Listings

GENACROSS LUTHERAN SERVICES

Rev. Steve Bauerle, Zion, Waterville
Steve Bowe, St. Mark, Bowling Green

Maria Cook
Holy Trinity Greek Orthodox, Toledo

Jeff Dempsey
St. Joseph Catholic, Sylvania

Rev. Ann Marshall, St. Peter, Norwalk

Kevin Rahe, Zion, Waterville

Rev. Jonathon Rusche, Trinity, Toledo

Rev. Logan Scheiwe, St. Paul, Napoleon

Paul Sieben
Holy Trinity Greek Orthodox, Toledo

Mark Snyder, Trinity, Toledo

Melissa Warner
Shepherd of the Valley, Perrysburg

Lee Wunschel, Olivet, Sylvania

FOUNDATION

James Bingle
Christ the King Catholic, Toledo

Beth Charvat, Grace Evangelical, Toledo

Melissa Colburn
Community of Christ, Whitehouse

Marissa Fitzpatrick
All Saints Catholic, Rossford

Arlene Gerig, All Saints, Toledo

Paula Hicks-Hudson, Redeemer, Toledo

Rebecca Jaessing
Community of Christ, Whitehouse

Ian Malhoit
St. Patrick's Historic Catholic, Toledo

Rick Marshall
Genacross Lutheran Services

Katrin McBroom, Our Savior, Toledo

Tim Philabaum, Zoar, Perrysburg

Stephanie Sieben
Holy Trinity Greek Orthodox, Toledo

David Walkup, St Paul's, Maumee

FAMILY & YOUTH SERVICES

Rev. Alvera Brandt
Luther Home of Mercy

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

Duane Shively, Providence, Holland

Mary Widmer, Solomon, Woodville

Charitable Care and COMMUNITY BENEFIT

At Genacross Lutheran Services, our mission has always centered on providing compassionate care to underserved individuals. That commitment remains steadfast today, as we continue to find innovative ways to support those in need. Furthermore, once someone becomes part of the Genacross family, they are never denied care or services due to an inability to pay. In 2024, Genacross delivered \$1.1 million in charitable care and community benefit – an investment that reflects our deep dedication to serving others.

Through charitable care, Genacross subsidizes the cost of services for residents who meet specific financial criteria and lack the means to pay. This includes uncompensated care for uninsured, underinsured, low-income, and indigent individuals – covering the gap between the actual cost of care and the reimbursements received from private pay and third-party payers, including insurance companies and government sources.

Community benefit is a broader term that encompasses charitable care, as well as a wide range of initiatives that address broader health needs. These include health education, screenings, and outreach programs designed to raise awareness and promote wellness across the communities we serve.

“Our faith-based mission lives on when we provide care to individuals in need,” said Lorinda Schalk, Senior Vice President of Finance & Operations. “Our team members improved the lives of hundreds of residents and patients in 2024, while delivering more than \$1 million in uncompensated care to those we were called to serve.”



OUR SUPPORTING CONGREGATIONS

When thinking about this year's theme, **"Navigating Toward the Future,"** Genacross Lutheran Services could not imagine a future without the support of our local congregations.

They support our work in many ways, playing a large role in the spiritual care we provide to our residents and patients. They also donate time, their talents, and money to enhance our ministry work. Throughout the years, our supporting congregations have been valued partners and connections within the communities we serve.

A few of the congregations have been with us from the very beginning, and many have been with us for years. Our roots are firmly planted in the generosity of the Lutheran congregations throughout northwest Ohio and southeast Michigan. Other churches, both Lutheran and non-Lutheran have come and gone as the faith-based landscape continues to change in the region. All of our supporting congregations, however, have chosen to join Genacross in work that is inspired by the Lutheran tradition of service to those in need. Through the call to give time, talent and treasure by many supporting congregations, our compassionate ministry to others continues today and into the future.

Our Volunteers

The positive impact of volunteers is immeasurable. When they reach out with their time and talents, they meet residents where they are and add value. They help stretch precious dollars across our ministries and augment our creative staff who are always navigating ways to do more with less.

Volunteers help Genacross enrich the lives of our residents, patients, and clients by adding breadth and depth to the meaningful and engaging activities offered by hard-working activity staff members. Whether it is helping with bingo, planting flowers, leading Bible study, caroling at the holidays or visiting residents, these actions show caring and provide ways to enjoy life.

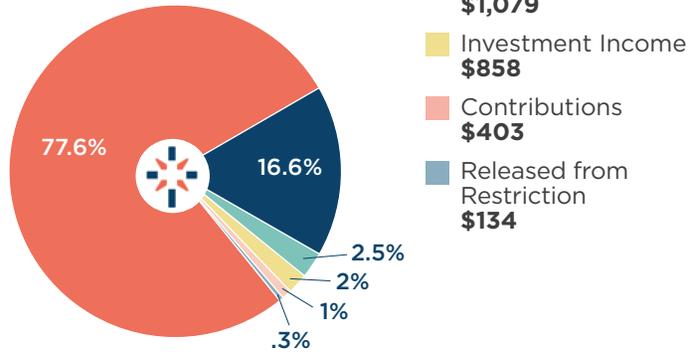
In 2024, Genacross had 286 individuals donate 5,928 hours of service across our ministries. Besides the volunteers interacting with those in our care, there were also individuals who provided leadership and expertise on our boards, and others who worked behind the scenes to enable Genacross to be better stewards of our resources. All these individuals volunteered to help navigate the challenges and opportunities presented to us. They made a difference, and we are grateful.



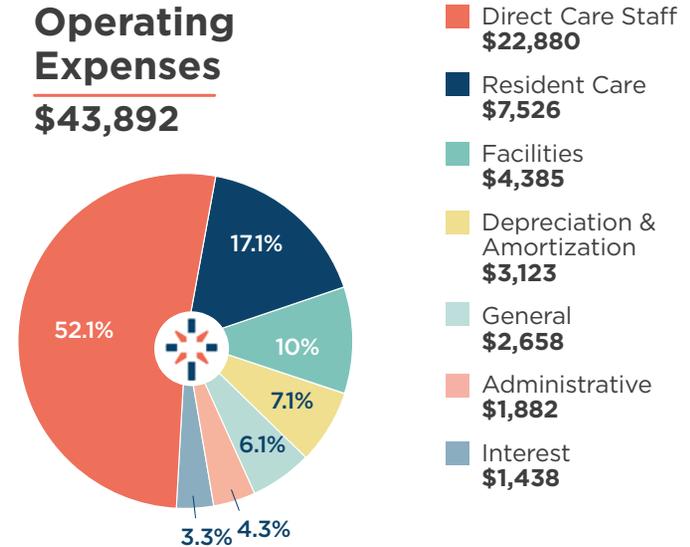
FINANCIALS

For the 12 months ending December 31, 2024
(All numbers are shown in thousands.)

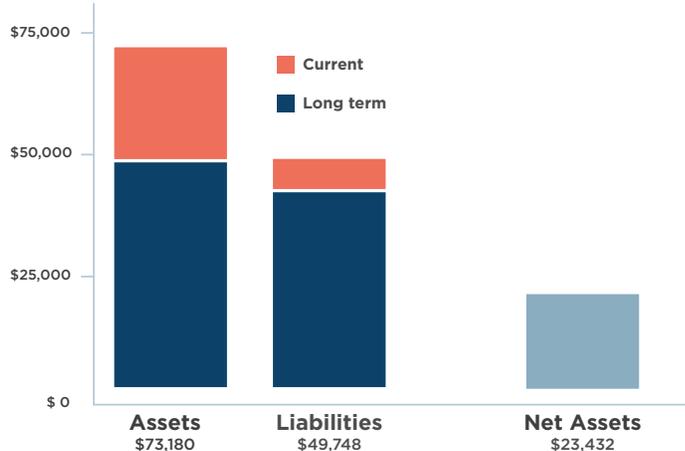
Operating Revenues \$42,454



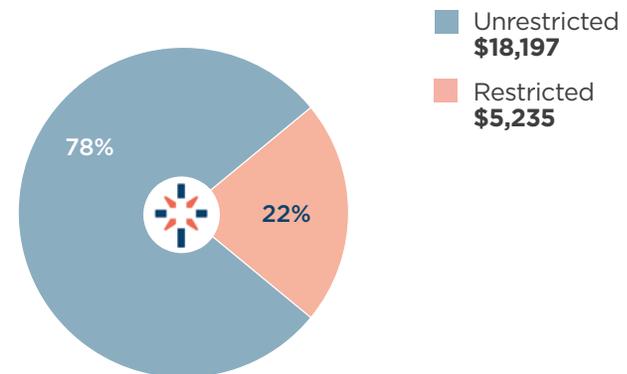
Operating Expenses \$43,892



Assets, Liabilities and Net Assets



Net Assets \$23,432



The financial information is based on audited data. Copies of the audited financial statements are available upon written request.



Genacross Lutheran Services Foundation

As we reflect on another year of growth and success, the Genacross Lutheran Services Foundation is profoundly grateful for the unwavering support of our donors, volunteers, and community partners. Thanks to your generosity, the Foundation has been able to make a lasting impact on the lives of those we serve, enabling us to continue our mission of providing compassionate care and innovative services to individuals throughout their lives.

This year, we celebrated several remarkable achievements that would not have been possible without the incredible contributions of our donors. One of the highlights was the success of our third Annual Day of Giving, where we exceeded our fundraising goal of \$22,000. These funds directly support programs and services that enrich the lives of seniors, youth, and families across our network.

Additionally, we are proud to have established the second adaptive pocket park at Luther Crest and Luther Woods senior communities, creating an inviting, accessible space for residents to enjoy the outdoors, foster community, and promote well-being. The establishment of the David and Mary Coon Endowed Fund is another monumental achievement. This fund supports the memory care programs at our Wolf Creek Campus and is a powerful reminder of how legacy gifts can transform the lives of individuals and families for generations to come.

On behalf of all of us at Genacross Lutheran Services, I want to extend our deepest thanks for your continued support. Your commitment to our mission inspires me.

With heartfelt gratitude,

A handwritten signature in black ink, appearing to read "Mike George".

Mike George, CFRE
Executive Director of Genacross Lutheran Services Foundation



Foundation Gift SUMMARY

We thank our donors for their 2024 financial contributions that enable Genacross Lutheran Services to provide compassionate care and services to our residents and clients.

Matured Planned Gifts (29 gifts from 10 donors)

Perpetual Trusts	\$75,412
Estate Gifts	\$13,218
Total	\$88,630

Total Annual Gifts (1,054 total gifts from 343 donors)

Designated by Donor	\$85,419
Undesignated	\$480,619
Total Annual Gifts	\$566,038

Total Gifts: \$654,668

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 Mike George at 419.861.4964, or email MiGeorge@Genacross.org.



GENACROSS THIRD ANNUAL DAY OF GIVING Exceeds Goals

Genacross Lutheran Services celebrated a significant milestone in its philanthropic efforts with the success of its third annual Day of Giving, held on September 18, 2024. This year's event exceeded expectations, raising over \$22,000 to support the organization's mission to provide quality care and services to individuals and families throughout their lives.

A highlight of this year's event was the incredible generosity of key partners, including Plante Moran, Terry L. Bossert, and Stapleton Insurance Group, who stepped forward to match the first \$9,500 raised during the campaign. Their contributions effectively doubled the impact of individual donations, amplifying the support for Genacross' services.

The funds raised through the third annual Day of Giving are vital in helping the organization continue its mission of ensuring that individuals, especially seniors, live with dignity, compassion, and independence. Whether it's supporting specialized programs for those with dementia, providing innovative therapies, or improving living environments, the impact of the Day of Giving extends throughout the year.

The success of this event would not have been possible without the dedicated support of Genacross's donors, volunteers, and partners. The Foundation is deeply grateful for the continued generosity that makes these programs possible, and it looks forward to the continued growth and success of the Day of Giving in the years to come.



Endowments Fund the Future >>>

Donors may choose to designate that their gift be added to a special purpose endowment fund. Currently, the following endowments are available for donor-designated contributions:

Bunge Scholarship Endowment

This fund provides scholarships to Genacross Family & Youth residents who are high school seniors and desire to pursue higher education.

David and Mary Coon Endowment

This endowed fund was established to fund memory care programs at the Genacross Lutheran Services-Wolf Creek Campus.

Celia and Jim Findlay Youth Endowment

This fund was established to fund tutoring support to youth involved in the Genacross Family & Youth Services program who have special learning needs.

Ronald and Mary Lou Gabel Memory Care Endowment

This fund was established by loyal donors to support memory care-related ministry programs.

Eric and Cynthia Johnson Family Endowment for Youth

This fund will be used to support any client served or specific program operated or facilitated by Genacross Family & Youth Services, with preference being given to program locations operated on the east side of Toledo.

Carl W. Klein Jr. Scholarship Endowment

This fund's purpose is to provide financial assistance to employees who wish to develop their job-related knowledge and skills through an accredited institution.

Staff Benevolence Endowment

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

R.A. & F.D. Stranahan Endowment for Youth

This endowment's primary objective is funding capital needs of the Genacross Family & Youth ministry.

Trilogy of Faith Endowment - Yesterday, Today and Tomorrow Fund

This endowment fund was established by a generous donor to support any client served or specific program needs to benefit Genacross ministries on the east side of Toledo/Oregon.

Lawrence and Adele Youngbauer Endowment

This fund supports four annual scholarships to high school students preparing for social service careers (social work, education, ministry, health care, etc.) who attend Anthony Wayne, Clay and Liberty Center high schools and Cardinal Stritch Catholic high schools.

Youth Assistance Endowment

The purpose of this fund is to help youth remain in Family & Youth Services care when expenses and/or shortfalls of payments threaten their removal from care.

Interested in sponsoring an endowment? Please contact the Genacross Lutheran Services Foundation at 419.861.4964 or MiGeorge@Genacross.org.

Jaessing Supports Genacross Mission in Numerous Ways

Genacross donor and volunteer Rebecca Jaessing has significantly contributed to the mission and growth of Genacross Lutheran Services. Her multifaceted involvement spans volunteerism, leadership, and philanthropic support, embodying the spirit of community and service that Genacross upholds.

PROFESSIONAL BACKGROUND AND COMMUNITY ENGAGEMENT

Professionally, Rebecca was as a Senior Grain Buyer at The Andersons for years, and she is founder of Clara J's Tea Room in Maumee. She worked for Genacross Lutheran Services' housing division from 1991 to 2001. Currently, she serves on the Genacross Lutheran Services Foundation Board. Her commitment to community service is also evident through her participation on various committees at Community of Christ Lutheran Church in Whitehouse.

FAMILY HISTORY TIED TO GENACROSS LUTHERAN SERVICES

Rebecca's mother, Gertrude Hoover Jaessing, became part of the Lutheran Orphans' Home on Seaman Street in Toledo at the age of seven and remained there until she graduated from Waite High School. During her time at the orphanage, she and her brother found a sense of family and belonging among the Deaconesses and other children.

Living at the orphanage during the hardships of World War I, Gertrude was always grateful for the kindness and care she received. The children had daily chores and their physical needs were consistently met. Local churches and community organizations generously supported the orphanage, ensuring the children had food, clothing and warm shelter. They also

provided enriching experiences, such as outings to Lake Erie, trips to the museum, and other memorable destinations.

One of the most influential figures in her life was Sister Emma, who taught Gertrude to play the piano – a skill she cherished throughout her life. She went on to play the organ for many years, first at St. Paul's Lutheran Church in Maumee, where she met her future husband Carl Jaessing, and then at Providence Lutheran Church in Holland, and later at her residence on the Genacross Lutheran Services-Wolf Creek Campus. Ironically, Rebecca grew up on the very land that later became the Wolf Creek Campus, a place deeply connected to her family's history and legacy.

PHILANTHROPIC CONTRIBUTIONS

Rebecca's philanthropic spirit extends well beyond her financial contributions to the Foundation, reflecting her dedication to enhancing the lives of those Genacross serves. Recently, Rebecca was instrumental in creating a library for the youth at the Genacross Maumee Youth Center (MYC), which houses 27 youth in care. Within 10 days of learning of the need for a library, she mobilized donors to give books, tables, chairs, shelving and even flooring for the library. She is currently mobilizing a group of staff and donors to help repair the MYC pool, so the youth in residence can have a safe place to swim and enjoy outdoor activities. She has also facilitated several community presentations by the Foundation's Executive Director.

VOLUNTEERISM AND BOARD PARTICIPATION

Rebecca actively contributes her time and expertise. She serves on the Foundation Board, providing strategic guidance and support to advance the organization's objectives. She also sits on the Marketing/Nominating Committee of the Foundation, sharing her vast network of connections in the community. Her role as a volunteer underscores her commitment to ensuring that Genacross continues to deliver compassionate care and services. Rebecca's unwavering dedication to the Foundation, as characterized by her volunteer work, board participation, and financial contributions, highlights the profound impact that committed individuals can have on enhancing community-based care and services.



Coon Family Creates a Legacy of Love Endowment

The David and Mary Coon Endowed Fund stands as a testament to enduring love and unwavering commitment to compassionate care. Established in memory of David and Mary Coon, this fund continues to make a profound impact on memory care programs at the Genacross Lutheran Services-Wolf Creek Campus.

David and Mary Coon's journey together spanned 58 years, filled with love and shared experiences until Mary's passing in 2003. In her later years, as she required care, David observed the financial hardships faced by other husbands whose wives were also in senior care. Moved by their struggles, David created an endowed fund to support those in need.

Following David's passing, his children – Sharon, Dave, and Nancy – learned that the facility where their mother had been cared for would be closing. Determined to honor their parents' legacy, they sought a new home for the endowed fund. After exploring various options, they connected with Mike George, Executive Director of the Genacross Lutheran Services Foundation. Impressed by the compassionate care at the Wolf Creek Campus, the family decided to transfer the endowed fund to the Genacross Foundation. Thus, the David and Mary Coon Endowed Fund was established, dedicated to funding memory care programs at the Wolf Creek Campus.

The impact of the Coon family's generosity is evident in the enhanced quality of life for residents at the Wolf Creek Campus. The fund provides financial assistance to residents who might otherwise struggle to afford memory care services, ensuring they receive compassionate and comprehensive care. As the Coon family aptly noted, establishing an endowed fund ensures that their parents' legacy continues to support those in need in perpetuity.

The David and Mary Coon Endowed Fund exemplifies the profound difference that thoughtful philanthropy can make in the lives of others. It highlights the enduring power of love and family, transforming personal loss into a beacon of hope and support for many.



▲ The new endowment commemorates the love of David and Mary Coon.



Planned Giving

LEAVES A LASTING LEGACY

The Johannes Doerfler Society honors the enduring legacy of Pastor Johannes Doerfler, who, in August 1860, opened his home to two orphaned children, laying the foundation for what would become Genacross Lutheran Services.

A legacy gift, also known as planned giving, is a charitable donation allocated through a donor's estate plan, such as a will or trust, to be fulfilled after the donor's passing. These gifts can take various forms, including bequests of specific assets, percentages of an estate, or residual amounts after other obligations are met.

The impact of legacy gifts is profound, providing nonprofit organizations with financial stability and the ability to plan for long-term initiatives that can significantly further their missions. For donors, these gifts offer the satisfaction of knowing their values and support will continue to benefit causes they care about, creating a lasting impact beyond their lifetimes.

By joining the Johannes Doerfler Society, donors ensure that their contributions will support Genacross Lutheran Services' mission for generations to come, reflecting a commitment to compassionate care and community service that began with Pastor Doerfler's initial act of kindness.

DOERFLER SOCIETY MEMBERSHIP

- | | |
|--|--|
| Estate of Jack Apple* | Kathleen Lemmerbrock |
| Dale Avers | Estate of Sharon Libke* |
| Estate of Lorna Behrens* | Estate of F. Lee and Kathleen Lichtenfels* |
| Estate of Charles and Loretta Benekam* | Dewayne and Bernice Lohmann |
| Harlan Billow* | Estate of Iolantha and Fridolin Lohmann* |
| Robert Bosse | Estate of James and Wilma Lupe* |
| Terry L. Bossert | Rick Marshall |
| Mary Bricker* | Estate of Jean McCulligh* |
| Estate of Erven and Marchella Brieschke* | Carol Meuser |
| Estate of Jerry and Donna Bronkowski | Blair and Anita Miller* |
| Estate of Beth Burman* | Mrs. Thomas Moon |
| Estate of Theodore Chapman* | Estate of Herbert and Virginia Nehls* |
| Estate of Walter Christen* | Estate of Jean Oberkiser* |
| Robert and Darlene Cook | Estate of Edward Oetzel* |
| Estate of William and Martha Cox* | Lynn and Joyce Olman |
| Estate of Calvin and Elna Damschroder* | Estate of June and Robert Pasch* |
| Dorothy Delker* | Estate of Herbert and Delores Pratt* |
| Estate of Marion and Roberta Detrick* | Estate of Grace Recknagel* |
| Estate of Hazel Deuble* | Miriam Ringquist |
| Estate of Faye Druckenmiller* | Dave* and Pam Roberts |
| Estate of Louis Eisen* | Dean Roberts* |
| Jean Emery | James and Pat Roemer |
| Estate of James and Celia Findlay* | Melvin and Mary Lou Schumann* |
| Estate of Darrell and Joyce Fox* | Tim and Heather Semro |
| Ronald and Mary Lou Gabel* | Janice and David Serwin |
| Glenn Geldien | Duane Shively |
| Mike George | Estate of Weldon C. Shively* |
| Jack and Gretchen Grigsby | Estate of Christine Siefert* |
| Estate of Margie Heinzeroth* | Kermit Stroh* |
| Estate of Arthur Hickok* | Estate of Marjorie Tassell* |
| Carla Horst* | Estate of Louis and Rose Thomson* |
| Pastor Keith and Sue Hunsinger | Delores Van-Kirk |
| Estate of Norma Janson* | Estate of Rev. James VanBrussel* |
| Estate of Marilyn Jennings* | Steve and Susan Voigt |
| Estate of Mr. and Mrs. Clayman Kabat* | Estate of Valeda Welch* |
| Estate of LaLa Keiser* | Estate of Daniel Welling* |
| Estate of Charlotte Kirk* | Mary L. Widmer |
| Estate of Betty Koppus* | Estate of Louis and Anna Louise Witker* |
| Daniel and Julie Kunos | Carole Wittenberg |
| Dorothy Landskroener* | |

*Gift realized

Second Housing Pocket Park FOCUSES ON THE MIND

Genacross Lutheran Services held a ribbon-cutting ceremony in July 2024 to dedicate its second senior adaptive pocket park at the Luther Crest and Luther Woods joint senior communities in west Toledo. This project reflects the organization’s ongoing commitment to enhancing the quality of life for its residents, and it was made possible by the generosity of donors.

The newest pocket park is thoughtfully designed to stimulate cognitive functions, aiming to boost memory and alertness among residents. It provides an inviting outdoor space that encourages socialization and educational opportunities, fostering a sense of community and engagement.

The development of this park was made possible through the generous support of donors, including the Terhune Fund at KeyBank, Rolf Goffman Martin Lang LLP, and the Country Garden Club of Perrysburg. Their contributions underscore the community’s commitment to enriching the lives of seniors.

The introduction of this pocket park complements Genacross’ ongoing efforts to create adaptive spaces that cater to the diverse needs of its residents, promoting overall well-being and a vibrant community life.

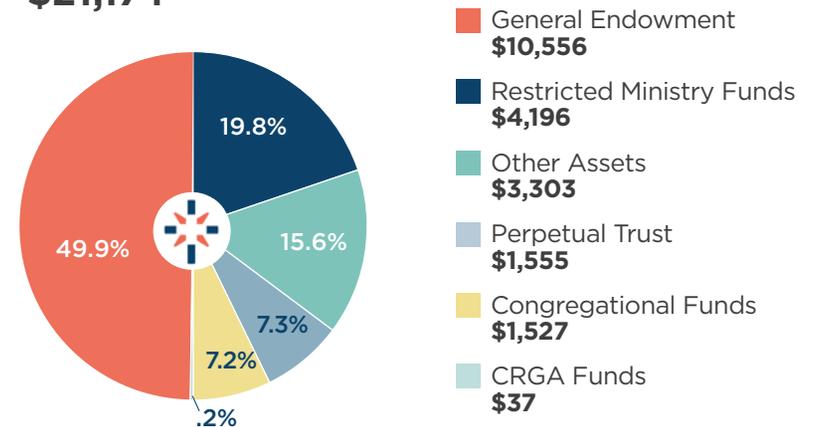
◀ Built around the existing Luther Crest gazebo, the park features benches, a table for chess or checkers, garden sculptures, and updated landscaping.



2024 FOUNDATION FINANCIALS

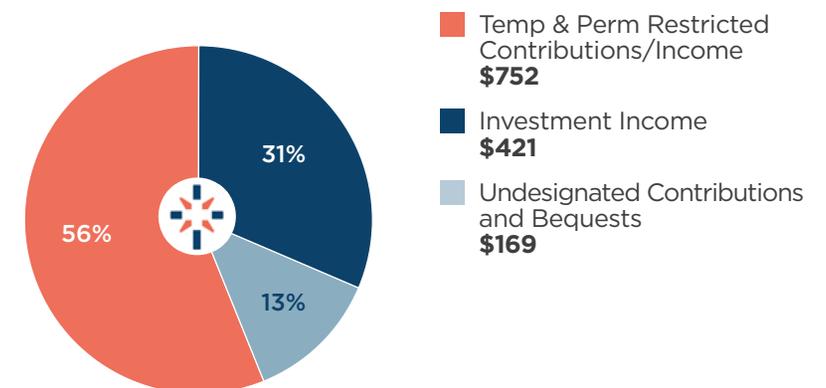
Genacross Foundation Total Assets Under Management

\$21,174



Genacross Foundation Operating Income

\$1,342



For the 12 months ending December 31, 2024. (All numbers are shown in thousands.)

2024 DONATIONS

Legacy

Over \$50,000

Dorothy Deilker
Kermit Stroh

Visionary

Over \$10,000

Harlan Billow
Estate of Walter Christen
David & Carla Coon
Eric & Cindy Johnson
K. Linden Kuhn
Estate of F. Lee and Kathleen Lichtenfels
Estate of Iolantha and Fridolin Lohmann
Melvin Schumann
Estate of Christine Siefert
Terhune Memorial Fund housed
at Key Bank
Zion, Waterville

Leader

\$7,501-10,000

Grace A. Gossen's Memorial Fund housed at
the Greater Toledo Community Foundation
Kirk Family Fund housed at the Hudson
Community Foundation
Savage Foundation, Maumee
Trust Company Family Offices, Holland

Benefactor

\$5,001-\$7,500

Terry L. Bossert
Estate of Ruth and Clayman Kabat

Supporter

\$2,501-\$5,000

Anderson/Miller Insurance Agency, Inc., Toledo
James & Mary Bell Charitable Foundation
Christina Burnette
Country Garden Club, Perrysburg
Richard Feusse
Grace, Fremont
Estate of Arthur Hickok
Hope, Hamler
Estate of J. Henry Huseman
Hylant, Toledo
Estate of LaLa Keiser
Estate of Mary Jacobs
Sandra Lass
Rick & Janet Marshall via the Marshall Family
Charitable Fund
Marie & Robert Obrock
Plante Moran, PLLC, Columbus
Pamela Roberts
Signature Bank, N.A. fund housed at the
Greater Toledo Community Foundation
St. John's Ev., Oak Harbor
St. John's, Toledo
St. Luke's, Temperance
St. Paul, Defiance
St. Paul, Maybee, MI
St. Peter Ev., Norwalk
Stapleton Insurance Group, Sylvania

Patron

\$1,001-\$2,500

Anonymous
Bethlehem, Pemberville
Carl & Barbara Dierksheide
First St. John, Toledo
Jack & Gretchen Grigsby
Church of the Master, Perrysburg
Messiah, Toledo
Northwestern Ohio Synod, ELCA, Findlay
Olivet, Sylvania
David & Linda Polzin
Providence, Holland
Robison, Curphey & O'Connell, LLC, Toledo
Rolf Goffman Martin Lang Co., LLP, Cleveland
Lorinda & Jeff Schalk
Paul & Susan Sieben
Signature Bank, N.A., Toledo
Mark & Sandy Snyder
Solomon, Woodville
St. Paul, Sulphur Springs
Transcend Strategy Group, Toledo
Trinity United Methodist Thrift Shop, Genoa
Trinity, Wauseon
United Healthcare, Englewood, CO
Mary & Thomas Wabeke
Zion, Gibsonburg
Zoar, Perrysburg



Friend

\$250-\$1,000

Sandy & Paul Adam

Jason Allomong

Beverly Apel

Mary Ardner

Judy & Ron Ashley

Rev. Dr. Gerald Bauer

Rev. Steve & Amy Bauerle

Bethlehem, Defiance

Bethlehem (Okolona), Defiance

Hilde Boes

Karen & Chuck Botzko

Bob & Eileen Brossia

Buckeye State Bank, Perrysburg

Elizabeth Cannon

Cenovus Energy,
Calgary, Alberta, Canada

Beth Charvat

Concordia, Toledo

Joe & Judith Conda

Maria Cook

Jennifer Dawson

Jeff Dempsey via
BSMH Donor Advised Fund

Jeff Dempsey

Thomas Dicken

Fred Doering

Alan & Mary Ann Draves

Eastman & Smith Ltd., Toledo

Sue Eidenauer

Nancy Ferne

Terry L. Gast

Mike George

Arlene Gerig

David Gerwin

Grace, Elmore

Grace, Toledo

Timothy Grayczyk

Robert Haaf

Rev. Richard & Christine Habrecht

Rodger Hayslip

John Heilman

Erin & Jarrod Hirschfeld

Holy Trinity, Toledo

Rev. Keith & Sue Hunsinger

Rebecca Jaessing

Paula Kirby

Kroger Community Rewards, Columbus

Stephanie Kuhlman

Michael & Sandra Lininger

Thomas Long

Ken & Jean Lovejoy

Burt & Mary Ann Luring

Rev. Steve & Heidi Lutz

Rev. Anita Marshall & Michael Montgomery

Ed Mauntler

Katrin McBroom & John Roberts

Rick & Becky McCann

Carol Meuser

Sherilyn Moon

Melanie Moore

Paul & Mary Nungester, Sr.

Lee & Jan Odegaard Charitable Fund
housed at the Raymond James Charitable

Lynn & Joyce Olman

Rev. Frank & Diane Paine

Debby Peters & Steve Cotner

Rev. Dr. Tim & Kate Philabaum

Ronald Pillera

Diane Pojedynski

RE/MAX Preferred Associates, Toledo

Joe Restivo

Judy & Ray Robaszekiewicz

Dr. Michael & Carolyn Roetter

Jon Russell

Jim Saffran

Rev. Dale & Ginger Schaefer

Maria & Corey Schmalzried

Amanda Schroeder

Sharon Schwanke

Shepherd of the Valley, Perrysburg

Duane Shively

Stephanie Sieben

Spartan Chemical Co., Maumee

St. John WELCA, Deshler

St. Mark, Fremont

St. Mark's, Wapakoneta

St. Martin's, Archbold

St. Michael, Ottawa Lake, MI

St. Paul's, McClure

St. Peter, Martin

St. Peter, Ridgeville Corners

Summit Brands, Fort Wayne, IN



FRIEND CONTINUED

Thrivent Charitable Impact & Investing,
Appleton, WI
TOPS #1648
Trinity, Elmore
Melissa & Ryan Warner
Lynn & John Warren
Amy White
Nancy & Jeff Wellman
Mary Widmer
Lee & Paula Wunschel
Jarol Yackee
Chris & Mike Zawisza
Zion, Edgerton
Zion, Perrysburg
Zion, Petersburg, MI

Special Recognition

\$1-\$249

Michael & Bev Amstutz
Barbara Bamm
Jim & Peggy Barton
Miriam & Ted Benner
Bethel, Toledo
Jason Beyer
Mary Billow
Kendra Bills
Jim & Katy Bingle
Jane & Jerry Bischoff
Judy Bostater
Stephen Bowe
Steve & Deb Bowsher
Joette Boyd-Randall

Kari Bucher
Richard Burdo
Ruby Burkey
Darlene Carstensen
Joyce & Richard Chapla
Paul Clark
Frederick Collins
Jane & Jack Comune
Bill & Carol Cook
Darlene & Robert Cook
Joanne Cook
James Cordy
Fred & Lynda Dais
Mary Damschroder
Daughters of the British Empire, Fremont
Mary L. Davis
Tamara Dawson-Kynard
Dan & Linda Dierksheide
Joyce Douglas
Jane & Rick Eakin
Lila Eaton
Kurt & Nancy Ehrhardt
Elizabeth Emmert & John Henzler
Charles Ewing
Rev. John & Sherry Ferne
First, Leipsic
First St. John Church Women, Toledo
Jason & Cheryl Fisher
Marissa Fitzpatrick
Marlene Ford
Diane Frazee
Heather Gallant

Glenn Geldien
Carol Gerken
Randy Germann
Evelyn Gerwin
Rose Gibbs
Elaine Gladioux
Irene Glore
Ann Grime
Dorothy Grove
Elaine Gruetter
Timothy Guss
Merle & Ruth Haar
Mary Jo & Dennis Hagey
Elizabeth Halloran & John Wilmore
Jane Hamilton
Howard & Marissa Hammon
Howard & Virginia Hammon
Nancy Hardin
Vicky & Demetrius Harris
Dianne Hefflinger
Carey & Gary Hess
Bernie Higbea
Jim & Judy Hill
Joan Hocutt
Kermit Hoesman
Hope, Fostoria
Paul Hotmer
John & Sandra Husman
Ed Jacobs
Jim & Ginny Jinks
Mary Jane Joehlin
Jolly Roger Sailing Club, Toledo



SPECIAL RECOGNITION CONTINUED

Jupmode, Toledo
Lillian Keller
Doris Kemmerer
Linda Knight
James & Sandra Koester
Jeannette Kubitz
Dan & Julie Kunos
Ron & Susan Lang
Rev. Matt and Marsha Lash
Dewayne & Bernice Lohmann
Charmaine Longanbach
Ian & Alanna Malhoit
Ernest & Pamela Mangold
Roseanne & Misael Martinez
Vince & Laurie Mauro
DeAnna McCashin
Dawn McKibben
Norm & Susan Merkel
Merrill Lynch, Toledo
Al & Dorine Miller
Carole Miller
Ryan & Kara Miller
Rev. Todd Milner
Diane & Rob Morgan
Napoleon Metal & Iron, LLC, Napoleon
Calvin & Marvel Nelson
Donna & Bill Nelson
Paul Nelson
Jim & Rachel Nissen
Ken & Margie Nungester
Howard & Dolores Oestreich
Jeff & Michelle Peer

Daniel Perry
Bob & Sue Pfefferle
Molly Pocock
Clark & Carol Price
Jeff & Sharon Przysiecki
Fred Rahtz
Arlene Ramler
Bill & Esther Rapp
Ann Ray
Susan Raymond
Nicholas & Julie Razzoog
Resurrection, Port Clinton
Erich Riehl
Suzanne Riehl
Joan Rill
Janice Rohrs
Marilyn Rosebrock
Karen Schepman
Mary Schimming
Nancy Schink
Barbara Schlatter
Debbie, Brandon & Brenton Schmich
Rose Mary Schroeder
Christine & Carl Shultz
Jane Sharp
Scott Slee
Todd & Carol Slight
Grace Sly
Bob Small
Joan Smith
Yannick Smith
Barbara Smothers
Jean Snyder
Rose St. Clair
St. James, Bradner

St. John, Holgate
St. John, Stryker
St. John Lutheran School, Napoleon
St. John's, Stony Ridge
St. John's WELCA, Oak Harbor
St. Luke, Wauseon
St. Luke, Curtice
St. Mark's Women, Bowling Green
St. Mark's, Defiance
St. Matthew, Lima
St. Paul, Bowling Green
St. Paul, Clyde
St. Paul, Lakeside Marblehead
St. Paul, Liberty Center
St. Petri, Toledo
Lois Staber
Ed & Sue Stehluak
Jon & Jeanette Strauss
Andrea & Kevin Strezinski
David & Patricia Stuebe
Paula Susterich
Damon Tanner
Thrivent - Choice Dollars, Appleton, WI
Trilby United Methodist, Toledo
Linda Weaver
Timothy Weirich
Doris Weis
John Weislmeier
Douglas & Cathy Willeman
Jean Winkelman
Margaret Witt
Jen Worline
Gary & Tricia Yunker
Katie & Jay Zawisza
Zion, Lafayette



Our Mission

Inspired by the Christian faith, we embrace individuals and families with compassionate care and services throughout life's journey.

Our Vision

Though 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

Covenant Harbor I & II	Luther Haus	Luther Pines
Kettle Run	Luther Hills	Luther Ridge
Luther Crest	Luther Meadow	Luther Woods
Luther Grove	Luther Oaks	

Genacross Lutheran Services-Napoleon Campus

Genacross Lutheran Services-Wolf Creek Campus

Genacross Lutheran Services Foundation



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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; and
 - Information written in other languages

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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: مقرب لصلتا. ناچم لاب كل رفاوتت قيوغللا ادةعاسملا تامدخ نإف، رةغللا ركذا ثدحتت تنك اذا: عظوحلم 1-888.546.7745 (TTY: 1-888-546-7745).

Pennsylvania Dutch: Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kansch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schpooch. 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).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-546-7745 (TTY: 1-888-546-7745) 번으로 전화해 주십시오.

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).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-546-7745 (TTY: 1-888-546-7745).



419.861.4990 | GenacrossLutheranServices.org | 2021 N. McCord Road | Toledo, OH 43615

