

# GOD AT WORK IN OUR MIDST

Stories of the Called Ministries of Genacross Lutheran Services

## NAPOLEON CAMPUS

“Betsy” lived alone in the country until she felt that the outside work at her home was becoming too much to handle by herself. She contacted the Genacross Lutheran Services-Napoleon Campus about moving into one of the Bavarian Village condominiums. She felt it was a good place for her retirement, and she was happy to let the Genacross team take care of maintenance needs. Bavarian Village also provided her with a new community and support system. “I enjoyed living there because I could be around people and was able to have someone help take care of my home and property needs,” Betsy said. Eventually, however, she needed more day-to-day help and had more clinical needs. Her physician also recommended that she should not live alone. The campus’ next level of care, Alpine Village assisted living, seemed to be the logical step. Betsy decided to make the move into an assisted living apartment. She really enjoys the wide range of activities that are offered each day and appreciates the healthy meals. In addition, the employees are available to take care of her requests when she needs assistance. Betsy is happy where she lives and knows it is the best choice for her now.



## HOME & COMMUNITY BASED SERVICES

When the Luther Crest service coordinator first met “Alice,” she was living independently in her apartment and took great pride in managing her daily routines. Over time, however, the service coordinator began noticing subtle but meaningful changes – missed meals, confusion during conversations, and increasing difficulty with navigating tasks that had once been second nature to Alice. These shifts signaled a decline in both her physical health and memory, and it became clear that Alice needed more daily support. The coordinator’s role was to guide her through this transition with reassurance and dignity. He helped her understand that moving to an assisted living apartment on the Genacross Lutheran Services-Wolf Creek Campus was not a loss of independence as much as a step toward improving her quality of life. Together, they talked through what daily life would look like, emphasizing the increased safety, social engagement, and personalized care she would receive. The coordinator also worked closely with Alice’s family and the Wolf Creek team to ensure a smooth transition. On the day of her move, he helped her settle into her new apartment and introduced her to staff who would support her. Although she was understandably anxious, Alice began to relax as she realized she wasn’t facing the change alone. Today, she is thriving in her new environment and has regained a sense of comfort and stability.

# FAMILY & YOUTH SERVICES



“Kelly” was referred to Genacross Family & Youth Services because of suicidal ideations, false allegations, angry outbursts, and oppositional behavior. Previous residential treatment facilities, hospitalizations, and a juvenile detention center had been unsuccessful in helping Kelly to regulate her behavior. The structure and routine provided by the Genacross team allowed her to show significant progress over time. Perhaps most noteworthy is Kelly’s improvement regarding the use of coping skills. This was an area of substantial concern at the time of intake, as she would often resort to self-harm and verbal aggression toward staff and peers when she was upset. These developing coping skills helped improve her peer relationships, which, in turn, enhanced her interest and engagement in social activities. In addition, Kelly consistently participated in individual, group, and family therapy, which also improved her emotional health and decreased her negative behaviors. During placement, Genacross was able to support Kelly in developing family rapport and relationships, as she consistently attended both on-site and weekend home visits. Within a year, Kelly’s progress was sufficient for her to return home with six months of aftercare services provided by Genacross. Kelly’s father is pleased to report that she has been extremely mindful of angry outbursts and verbally aggressive behaviors, and she knows how to independently utilize her coping skills. When angry outbursts do occur, they are processed and managed with therapeutic services. According to her father, he is impressed with Kelly’s progress, and he wants to thank Genacross team members for their hard work and being “miracle workers.”

## WOLF CREEK CAMPUS

“Herb” has a deep, life-long connection to music. In fact, he has served his entire working career as an organist at area congregations. That love of music has continued for Herb as he moved to the Genacross Lutheran Services-Wolf Creek Campus. Initially, he lived in a Creekside condominium while his wife received more support in nursing care. Herb would make a daily commute across campus to visit his wife. As Herb’s needs grew, he went to nursing care for short-term therapy. He was able to stay adjacent to his spouse as he worked to strengthen his body. As part of his therapy, Herb practiced using a powered wheelchair to get about — and a favorite destination was the organ in the Wolf Creek chapel. Herb stepped up several weeks ago when a snowstorm blanketed northwest Ohio, and the organist scheduled for the Sunday service was unable to make it. The chaplain had just announced that the service would proceed acapella when Herb’s hand shot up. “I can do it!” he announced proudly. Do it he did. Without preparation, he led the congregation in three hymns and the liturgy. Herb has expressed interest in playing again and will play a song in Wolf Creek’s Easter service this year.

## FOUNDATION

Genacross Lutheran Services Foundation maintains a Staff Benevolence Fund. The purpose of the fund is to provide immediate financial assistance to employees of Genacross Lutheran Services when they experience an emergency. Over the years, the Foundation has helped employees with support ranging from assistance after a fire, help with the burial costs of a loved one, and temporary rental assistance following a catastrophe. None of this could happen without the generous support of donors who saw a need and fulfilled a call to action to make a difference in the lives of others. The Staff Benevolence Fund is a living example of our mission: “Inspired by the Christian faith, we embrace individuals and families with compassionate care and services throughout life’s journey.”