

The FRIEND

GENACROSS LUTHERAN SERVICES



VOLUME CXII NO. 1 2026

GENACROSS IMPLEMENTS PROGRAM TO STRENGTHEN RESIDENT SUPPORT

A great deal of hard work by staff members at Genacross Home & Community Based Services has gone into creating CareAegis, powered by CareAxis, a coordination platform that officially launched in early February 2026. The platform enables affordable and senior housing organizations to support aging residents with increasingly complex needs.

For many older adults, that support is becoming increasingly important. Residents may be managing health concerns, transportation needs, food insecurity, isolation, financial challenges, or other circumstances that can affect their ability to live safely and independently.

The CareAegis platform was officially implemented on February 1, 2026, across the affordable housing and senior living communities operated by Genacross Lutheran Services. The platform is designed to help service coordinators identify resident needs earlier, connect residents with appropriate resources, manage regulatory requirements, and track progress in more consistent and effective ways.

“Every feature exists because a service coordinator needed it to do their job better, faster, and with greater confidence,” said Amanda Schroeder, Vice President of Genacross Home & Community Based Services. “This provides more options to help residents in need. Seeing it live is a milestone for the entire team.”

Ms. Schroeder and Jackie Petersen, Genacross Director of Management & Service Coordination, along with their



Service Coordinator Carl Thebeau works with Luther Haus resident Peggy Walters on an assessment that will help identify her needs and connect her with resources in the community.

team of service coordinators, have been developing the operational workflows behind the platform for years, creating structured resident assessments that help staff develop service plans that ensure solutions reflect real-world housing and resident coordination needs rather than theoretical models.

The early results are encouraging. From February 1 through April 30, 2026, Genacross service coordinators completed 221 resident assessments through the CareAegis platform. Through those assessments, staff identified approximately 512 resident care and service

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OUR MISSION

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

OUR VISION

Through our faith and work, we strive to be a forward-thinking, compassionate organization that improves the lives of current and future generations.

OUR VALUES

Faithfulness to Christ
Equality and Justice
Wholeness of Life
Integrity
Quality of Service
Stewardship of Resources

OUR MINISTRIES

Genacross Lutheran Services
Napoleon Campus
Genacross Lutheran Services
Wolf Creek Campus
Genacross Home &
Community Based Services
Genacross Family &
Youth Services
Genacross Lutheran Services
Foundation

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A note from Rick Marshall

President and CEO



Memory Care Construction

At Genacross Lutheran Services, our history is one of recognizing need and responding with purpose. Since our founding in 1860, we have grown and adapted to meet the evolving needs of the communities we serve — adding programs, expanding services, and building new ministries when gaps in care became clear. This spring, we take another meaningful step in that tradition.

I am pleased to share that construction is underway on a new memory care residence at our Napoleon Campus. This addition will provide a secure, supportive assisted living environment designed specifically for individuals living with Alzheimer's disease and other forms of dementia. We expect to welcome our first residents in early 2027.

This project represents a thoughtful investment in both our campus and the broader Napoleon community. By remodeling an existing skilled nursing care wing of our Health Center, we can expand services in a way that is both efficient and responsive, bringing new life to existing space while addressing a critical gap in care within the broader community.

The new memory care residence will include 20 units featuring a warm, homelike atmosphere, and it will offer specialized programming tailored to the residents' unique needs. Our team is committed to creating an environment that promotes dignity and meaningful engagement. Individuals living with memory loss require more than traditional care; they benefit from structured routines, purposeful activities, and a setting that is both secure and comforting. This new residence will be designed with those priorities at the forefront.

Equally important, the memory care residence will become a key part of the continuum of care available on the Napoleon Campus. From independent living to assisted living, skilled nursing, and now memory care, residents and their families will have access to a full range of services in one location. This allows individuals to receive the level of care they need while remaining in a familiar community.

As I watch this project take shape, I am reminded that we are called to serve with compassion and purpose. This new project is one more way we are living out that calling to help individuals in need, as we care for them, support their families, and strengthen communities.

Thank you for your continued support of our mission and the work we are privileged to do each day.

Blessings,

Nurse Embraces New Role at Family & Youth

Sometimes life does not go as planned. Jobs end unexpectedly. Take Sherry Thomas, RN, who worked for Genacross at Home for several years and loved her job providing nursing care to individuals in their homes. When Genacross at Home closed in June 2025, she went to another home health care company for about six months, but she was not happy there.

Ms. Thomas reached out to Ronda Campbell, who was Clinical Manager for Genacross at Home and now serves as Director of Health Services for Genacross Family & Youth Services. The two had stayed in touch after working together, and Ms. Thomas wanted to see if there were any open positions for a nurse at Family & Youth Services.

“It was a fortuitous phone call for both of us, as I did have a need for a full-time nurse to provide medication education to the children at our Wynn, Oregon and East group homes,” said Ms. Campbell. “We always enjoyed working with each other, and I knew her work ethic and what a great fit she would be at this Genacross ministry.”

Ms. Thomas has embraced her new nursing role at Genacross. In April, she even dressed up as the Easter



Bunny and handed out plastic eggs (10 of them to around 80 children) filled with either candy or small toys at every site in the Family & Youth ministry.

“This was all Sherry’s idea, and it was such a joy to see what a small gesture as simply dressing up and going to each location to place the eggs out in the yard (with all the kids watching from the windows) actually meant to the kids,” Ms. Campbell said.

Working together, they have started monthly medication education classes for staff members wishing to be medication passers and soon will be doing observations of all the staff members who perform the medication passes.

“I can’t tell you how pleased I am with the nursing department at Family & Youth, as we are making a huge difference, not only with the medication education for the children, but ensuring safe and thorough medication administration by the staff,” Ms. Campbell added.

The Easter Bunny, otherwise known as Sherry Thomas, RN, delivered treats and visited the children at all Family & Youth locations. In her new nursing role at Genacross, she truly enjoys working with the children and staff.

Resident Support - continued from front page

gaps. During that same period, service coordinators helped address or resolve approximately 374 identified gaps, representing a 73% success rate in helping residents move toward greater stability and well-being.

Those numbers represent more than data. They reflect residents being connected to services, needs being identified earlier, and staff having better tools to follow through on the support they provide every day.

CareAegis also reflects Genacross’ commitment to innovation that serves its mission to serve others in need. An earlier version of the product, known as Senior Connect, received the Innovator Award from Lutheran Services in America in 2021. Since September 2025, Genacross has continued to refine the approach, working in partnership with Link-age Group through the CareAxis

initiative to strengthen the program and prepare it for broader use.

“We didn’t set out to build a product; we set out to solve a problem,” said Rick Marshall, President and CEO of Genacross Lutheran Services. “Our teams were buried in manual processes, fragmented documentation, and growing compliance risk. CareAegis was built in response to those realities, and it’s already changing how our teams work and how we support residents.”

As older adults face increasingly complex challenges, programs like CareAegis can help bridge the gap between housing, social services, and health-related needs. For Genacross, the goal is simple: to help residents age safely, remain connected, and experience the stability and dignity they deserve.

Genacross Sells Former Sandusky Campus

A building that has served the Sandusky community since 1979 is beginning a new chapter. The former Genacross Lutheran Services-Sandusky Campus has been sold to the Erie County Health Department, ensuring that a facility long devoted to caring for older adults will continue to serve the community for years to come.

The campus, originally called Lutheran Memorial Home, was created from a spirit of shared mission. In 1979, nine local congregations joined together to create a nursing home for the elderly in Sandusky. The home officially became part of the Genacross family on January 1, 2005, after the boards of both organizations voted to join ministries. Genacross, then known as Lutheran Homes Society, had been providing management services to the location for several years prior.

Over nearly four decades, the building welcomed thousands of residents, patients, family members, and dedicated staff, providing assisted living services as well as skilled and long-term nursing care. When Genacross made the difficult decision to close the Sandusky Campus at the end of 2017, the building's future was uncertain, but its ties to the community endured.

The Erie County Health Department leased space in the 45,000 square-foot building in November 2023, using approximately 10,000 square feet for adult day care programming. That relationship deepened over time: In August 2025, the two organizations entered into a lease-to-purchase agreement for the building and its 12 acres of property at 795 Bardshar Road. The health department formally exercised its purchase option on April 16, 2026.

"We have an excellent working relationship with the Erie County Health Department and are pleased that they have continued to use the former Sandusky Campus for adult day programming, which has had a positive impact in the community," said Rick Marshall, Genacross President/CEO.

During its tenure as a tenant, the health department made meaningful investments in the property, including updating the fire suppression and water systems, repairing ceilings and drywall, installing new carpet, refreshing the building's exterior, and resealing and restriping the parking lot.



For nearly 40 years, the entrance to the Sandusky Campus welcomed thousands of residents, patients, families, and staff who made it a place of healing and home.

“We have an excellent working relationship with the Erie County Health Department and are pleased that they have continued to use the former Sandusky Campus for adult day programming, which has had a positive impact in the community.”

– Rick Marshall, Genacross President/CEO

Erie County Health Commissioner Pete Schade has shared additional possibilities for the property, looking to expand the health department's substance abuse and mental health services into the building — services that reflect pressing needs across the community.

For Genacross, the sale represents responsible stewardship of a community asset and an opportunity to direct resources toward the organization's continuing and growing mission across northwest Ohio.

"We are excited that the building will have new life and remain a community asset for residents of Sandusky and Erie counties. The spirit of those nine founding congregations lives on in the work that will take place there," Mr. Marshall stated.

Wolf Creek Rocking Chairs Return

Built of teak, with comfortable curving back slats — not straight — the rocking chairs outside of the Forestview Assisted Living entrance on the Genacross Lutheran Services-Wolf Creek Campus have been special since they were purchased in 2011. More than their quality wood, long life, or construction, the chairs create a front porch for Wolf Creek’s assisted living residents — a warm-weather invitation to relaxation, slow-paced social time, and entertainment.

For many years, a resident at the campus’ Creekside Condominiums maintained the chairs, making use of the woodshop in that building’s basement to make repairs. Last fall, though, many on campus wondered if the rocking chairs would return this spring. The beloved volunteer was no longer up to the task of maintaining them, and the chairs themselves needed attention.

In stepped Wallace Thompson, the newest member of the Wolf Creek maintenance team. A woodworker in his spare time, Mr. Thompson had already been eyeing the chairs when he was tasked with the repair project. “I was surprised to hear how old they were; that they had lasted that long,” he recalled.



Maintenance worker Wallace Thompson (standing) repaired and refinished the assisted living rocking chairs so residents like (left to right) Larry Boldt, Jennifer Edinger, Sue Rozek, and Freda Braylock can sit outside and enjoy the warm weather and sunshine.

Mr. Thompson sanded the chairs down using tools from the woodshop, but the key to the project was using wooden dowels and glue to restore the joints. “Back in the day, that’s how everything was done — wood glue and dowels. The old stuff lasts for years,” he said.

“Wallace did such a nice job,” said Assisted Living Resident Sue Rozek, “I thought maybe they would sand them or something, but he restored them a lot further than we all expected. I love sitting out there in the sun.”



Volunteers at the recognition event were treated to brunch, a gift, and a new orientation to make the volunteer process as effective as possible for the Napoleon Campus residents.

Napoleon Campus Recognizes Volunteers

April was National Volunteer Month, a time to honor the valuable contributions volunteers make in their communities. To celebrate those who generously give their time and talents, the Genacross Lutheran Services-Napoleon Campus hosted its annual Volunteer Recognition Brunch on April 28, 2026.

“Genacross has worked to revise and improve our volunteer process, and recognition is important to let volunteers know they are appreciated,” said Michelle May, Activity Director and Volunteer Coordinator for the Napoleon Campus.

Twenty-five volunteers attended this year’s event, where they enjoyed brunch and received wildflower crosses as tokens of appreciation. While everyone was recognized for their giving spirits that help provide more robust programming for residents across the campus, a few volunteers were recognized for exceptional service.

Volunteers from First Baptist Church in Holgate, Ohio, were honored for 39 years of service to the nursing home ministry in Henry County, including the Napoleon Campus. In addition, George Wells was recognized for contributing the most volunteer hours in 2025, dedicating 382 hours to the campus. Mr. Wells visits residents, delivers mail, helps transport residents to activities and calls bingo twice a week.

This year’s recognition brunch also included the campus’s new volunteer orientation process. Topics covered included HIPAA guidelines, resident rights, the prescreening process, the importance of signing in and out, expectations for volunteers who have direct contact with residents, and new volunteer opportunities.

Bank Employees Support Genacross



Buckeye State Bank Executive Vice President Kevin Rahe (far left) and Vice President/Market Manager Jeff Langenderfer (far right) present a check to Genacross leadership from funds raised during the bank employees' jeans days.

Employees at Buckeye State Bank in Perrysburg, Ohio, are proving that small acts of generosity can make a big impact. Through their ongoing Friday jeans day initiative, team members can contribute a portion of their bi-weekly pay in exchange for the opportunity to wear jeans at work on Fridays.

Buckeye State Bank Executive Vice President Kevin Rahe, who also serves on the Genacross Lutheran Services Board of Directors, proved to be a persuasive advocate for Genacross when the Buckeye State Bank team members were selecting their local charity of choice for 2025. Throughout the year, the bank employees raised \$1,700 to donate to Genacross Lutheran Services.

"The donation reflects Buckeye State Bank's culture of service and community partnership," stated Mike George, Executive Director of the Genacross Lutheran Services Foundation.

"By supporting Genacross Lutheran Services, employees are helping advance programs that provide essential services, compassionate care, and resources to individuals and families across the region."

"Our employees continually demonstrate their shared commitment to strengthening the communities they serve," said Jeff Langenderfer, Buckeye State Bank Vice President/Market Manager. "This is a meaningful reminder that when a workplace comes together around a common cause, they can help create lasting, positive change."

IN MEMORY OF

Nov. 1, 2025 - March 31, 2026

Colleen Adler

by Joan Schwartz

Carol & Georgia

Ardner by Mary Ardner

Dean Asmus

by James & Judy Hill

John & Amelia Beins

by Michael & Sandra Lininger

Kenneth & Louise

Beins by Michael & Sandra Lininger

Dorothy Clark

by Paul Clark

My husband, Walden

"Bud" Damschroder by Mary Damschroder

Joseph DeCair

by Carma DeCair

Clarence & Edna

Dierksheide by Rose Mary Schroeder

Kurt Ehrhardt

by Nancy Ehrhardt

Janis Hawkins by Jim & Rachel Nissen

Helen Heacock by Mary Jo & Dennis Hagey

Ann Hill by James & Judy Hill

Lydia Hopkins

by David & Esther Plassman

Julius & Emma Kahrs

by Lillian Keller

Loved Ones

by Sharon Wheeler

Beth Motsinger

by James & Judy Hill

Carl & Mary Nelson

by Calvin & Marvel Nelson

Lillian Petz

by Rose Morton

Glenn Pocock

by Molly Pocock

Lester Ramler -

Birthday by Arlene Ramler

John Ray by Ann Ray

Evelyn & James

Richason Sr

by Barbara Bamm

James Richason Jr

by Barbara Bamm

Dave Roberts by Nancy & Jeff Wellman

Fred & A. Mary

Schroeder by Rose Mary Schroeder

Harry Schroeder by Rose Mary Schroeder

Geraldine Squarcette

by Sara James

Trina & Joann

by Joyce Douglas

Harry & Laura Warnke

by Michael & Sandra Lininger

Richard & Ruth Warnke

by Michael & Sandra Lininger

Larry Witt

by Margaret Witt

NON-CASH

Nov. 1 - March 31, 2026

Beverly Apel

Robin Ballmer

Erin Burrey

Melissa & Tony Colburn

Chris & Gene Davidson

Pamela Davis

Carrie & John Gannetti

Mike George

Arlene Gerig

Nicole Gestwite

Sharon Gibbs

Kelly Harmon

Andrea Hoffman

Rebecca Jaessing

Paul & Mary Nungester

Sarah Rockwell

Alexis & Pete Smith

Heidi Spence

Jane Thompson

Dasia Warren

Michele & John Wright

Chris & Nicki Zawisza

IN HONOR OF

Nov. 1 - March 31, 2026

All child care staff

by Robert & Linda Mackey

Susan Conda

by Sarah Pope

David Roberts

by Pamela Roberts

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INDIVIDUAL DONATIONS *Nov. 1, 2025 - March 31, 2026*

Sandra & Paul Adam	Carma DeCair	Estate of J. Henry Huseman	Ed Mauntler	Jon Russell
Anonymous	Carl & Barbara Dierksheide	Sara James	Carol Meuser	Lorinda & Jeff Schalk
Mary Ardner	Fred Doering	Estate of Clayman Kabat	Patty & Arthur Michaelis	Karen Schepman
Barbara Bamm	Joyce Douglas	Lillian Keller	Callie Minier	William & Gayle Schmidt
Rev. Dr. Gerald Bauer	Alan & Mary Ann Draves	John Kramp	Melanie Moore	John Schneider
Rev. Steve & Amy Bauerle	Nancy Ehrhardt	Dan & Julie Kunos - Thrivent Choice Dollars	Rose Morton	Amanda Schroeder
John & Julia Bergman	Elizabeth Emmert & John Hensler	Sandra Laas	Calvin & Marvel Nelson	Rose Mary Schroeder
Jason Beyer	Vicki Feher	Leonard LaBine	James & Rachel Nissen	Joan Schwartz
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Terry L. Bossert	Marlene Ford	Michael & Sandra Lininger	Paul & Mary Nungester	Duane Shively
Stephen & Deborah Bowsler	Mike George	Dewayne & Bernice Lohmann	Howard & Dolores Oestreich	Estate of Christine Siefert
Rev. Alvera Brandt & Robert Storer	Arlene Gerig	Estate of Iolanta Lohmann	Lynn & Joyce Olman	Scott Slee
Kari Bucher	Timothy Guss - Thrivent Choice Dollars	Burt & Mary Ann Luring	Felicia & Arnold Page	Mark & Sandy Snyder Charitable Fund housed at Fidelity Charitable
Christina Burnette	Robert Haaf	Rev. Steve & Heidi Lutz	Rev. Dr. Frank & Diane Paine	Heidi Spence
Rev. Charles & Jeri Campbell	Mary Jo & Dennis Hagey	Robert & Linda Mackey	Rev. Dr. Tim & Kate Philabaum	Ross Stambaugh
Kathleen Chaka	Judith Hamilton	Ernest & Pamela Mangold	Ronald Pillera	Robert & Janis Stein
Estate of Walter Christen	Kelly Harmon	Rick & Janet Marshall via the Marshall Family Charitable Fund	David & Esther Plassman	Jane Thompson
Paul Clark	Vicky & Demetrius Harris	Pamela & James Martin	Molly Pocock	Maria Tzanakis
Jane & Jack Comume - Thrivent Choice Dollars	Estate of Arthur Hickok	Ken & Pat Mauer	Diane Pojedynski	Dasia Warren
Bill & Carol Cook	James & Judy Hill		Sarah Pope	Linda Weaver
David Coon	Erin & Jarrod Hirschfeld		Jeff & Sharon Przysiecki	Timothy Weirich
James Cordy	Paul Hotmer		Arlene Ramler	John Weislmeier
Marina Curtessi	David & Vicki Huber		Ann Ray	Nancy & Jeff Wellman
Mary Damschroder			Suzanne Riehl - Thrivent Choice Dollars	Estate of Glenn Wenz
Tamara Dawson-Kynard			Pamela Roberts	Sharon Wheeler
			Dr. Michael & Carolyn Roetter	Mary Widmer
				Margaret Witt
				Lee & Paula Wunschel
				Katie & Jay Zawisza

CONGREGATIONAL DONATIONS

Nov. 1, 2025 - March 31, 2026

All Saints, Toledo	Philoptochos Society of Holy Trinity	St. Paul, Defiance
Bethel, Toledo	Greek Orthodox, Toledo	St. Paul, Sulphur Springs
Bethlehem, Defiance	Providence, Holland	St. Paul's, McClure
Bethlehem (Okolona), Defiance	Resurrection, Port Clinton	St. Paul's, Toledo
Bethlehem, Pemberville	Solomon, Woodville	St. Paul's WELCA, Lakeside-Marblehead
Church of the Master, Perrysburg	St. John, Stryker	St. Peter, Ridgeville Corners
Faith, Toledo	St. John's, Toledo	St. Peter Ev., Norwalk
First, Leipsic	St. John's Ev., Oak Harbor	St. Petri, Toledo
First St. John, Toledo	St. Mark, Fremont	Trinity, Arcadia
First St. John WELCA, Toledo	St. Mark's, Defiance	Trinity, Wauseon
Grace, Fremont	St. Martin's, Archbold	Zion, Edgerton
Holy Trinity, Toledo	St. Matthew, Lima	Zion, Huron
Hope, Hamler	St. Michael, Ottawa Lake, MI	Zion, Perrysburg
Immanuel, Palmyra, MI	St. Paul, Bowling Green	Zion Ev., Gibsonburg
Messiah, Toledo		Zion Ev., Petersburg, MI
Olivet, Sylvania		Zoar, Perrysburg

ORGANIZATIONAL DONATIONS

Nov. 1, 2025 - March 31, 2026

Buckeye State Bank, Perrysburg
CWS Environmental, Bowling Green
First Fed Delta, Waterville
James & Mary Bell Charitable Foundation, Los Angeles, CA
Kirk Family Fund housed at the Hudson Community Foundation, Hudson, OH
Kroger Community Rewards, Columbus
Medical Mutual Charitable Gift Fund housed at Fidelity Charitable, Cincinnati
Miter Charitable Foundation, Temperance, MI
Plante Moran, PLLC, Columbus
Rolf Goffman Martin Lang Co., LLP, Cleveland
Signature Bank, N.A. Fund housed at the Greater Toledo Community Foundation, Inc.
TOPS #1648, Oregon

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Kari Bucher, Editor

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Some names and photos in The Friend are representational.



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GenacrossLutheranServices.org



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 an easy way to stay connected with what is happening around Genacross.



The Napoleon Campus kicked off Nurses Week, May 6–12, in the best way – with coffee, smiles, and appreciation for their amazing team!



Dee Levesque-Thomas (right), Senior Level Manager for Luther Hills senior community, recently was awarded a Staff Scholarship to obtain her Certified Occupancy Specialist certification from the National Center for Housing Management.



Many people hopped on over to the Wolf Creek Campus for the Easter egg hunt that was part of a morning full of springtime fun.



Ashlee Jones (right), Manager of Creekside Condominiums on the Wolf Creek Campus, recently received the Karl W. Klein Scholarship for Staff Development from Mike George, Executive Director of the Genacross Lutheran Services Foundation.



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[Genacross Lutheran Services-Napoleon Campus](#) | [Genacross Lutheran Services-Wolf Creek Campus](#)
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