# Wholeness of Life

#### 2014 ANNUAL REPORT



















In response to Jesus Christ, Graceworks Lutheran Services helps people experience dignity and wholeness in relationship with God, family and community. Faithfulness to Christ Wholeness of Life Equality and Justice Quality of Service Integrity Stewardship of Resources

Graceworks Lutheran Services will be the community leader that inspires and supports a sense of home when people experience challenging or changing circumstances.

#### Contents

Wholeness of Life	1
Commitment to Service	2
A Positive Influence	4
Coming Home	7
News and Highlights	10
Community Benefit	12
Community Care Programs	13
Board of Directors and Committees	14
Bequests and Deferred Gifts	15
Donors	16
Financial Reports	20
Member Congregations	21

Member of Lutheran Services in America Affiliated with the Evangelical Lutheran Church in America Recognized by The Lutheran Church - Missouri Synod A United Way Agency Graceworks Lutheran Services provides care and services as an intentional extension of the ministry of Jesus Christ. Jesus told his followers, "I came that they may have life, and have it abundantly."(*John 10:10, New Revised Standard Version*). This declaration is the basis for claiming Wholeness of Life as one of six Graceworks Values. Recognizing and valuing the inherent worth of every individual, we strive to help each person experience dignity and the fullest achievable level of physical, intellectual, emotional, spiritual, and vocational ability. More than 1,000 Graceworks employees and almost as many volunteers encourage and empower others who experience challenges to live their lives abundantly. Through their service and relationships with clients and residents, employees and volunteers also experience increased Wholeness of Life. This Annual Report shares stories of some of the interactions among clients, residents, staff and volunteers that demonstrate fulfillment of Wholeness of Life as an organizational Value.

Sometimes employees find their way back to Graceworks after leaving to pursue other interests, return to school or relocate to other parts of the country. One Bethany Village nurse aide discovered after moving with her family to another state that things in her new town never felt quite right and Bethany was always on her mind. She realized that she missed her Bethany Village family, leaving her life out of balance and unfulfilled.

The need for assistance in achieving Wholeness of Life extends to persons from all walks of life. A retired Major General called on Graceworks at Home to help him care for his ailing wife. The couple ultimately gained not only a caregiver with similar background and interests, but also a caring friend for life.

Then there is the story of four young, energetic guys living together with developmental disabilities in a Greene County home. Bonded together by address and common circumstance, the residents have become more like brothers and less like roommates. Their bond is strengthened through the work of one volunteer who helps them exercise and socialize every Wednesday evening.

We are blessed with many faithful congregations, donors, staff, volunteers and friends who share our Mission, Values and Vision. We thank them and recognize many of their commitments in this Annual Report.

Graceworks Lutheran Services

### Commitment to Service



"I could see the look of relief on his face," says Geneva Beard, explaining the first time she told retired Maj. Gen. Charles S. Cooper III, ANG, of her military background. "He didn't have to worry anymore. He knew that Ann was going to be in good hands."

Geneva, now a personal care aide with Graceworks at Home, retired from the military as a Chief Master Sergeant, the highest enlisted rank in the Air Force. She also worked as a paralegal, financial planner and retired as a social worker. But retirement was just too much downtime for Geneva, and Graceworks at Home proved the right avenue to give back.

Charlie and Ann Cooper moved to a Bethany Village cottage in 2013. Not long after the move, Ann experienced some health setbacks and Charlie contacted Graceworks at Home for help. Geneva, Ann and Charlie became fast friends, thanks to their shared backgrounds and interests.

"Ann would hug and kiss me and that was really different for me," says Geneva smiling. "She's wonderful," says Ann, smiling toward Geneva.

While Geneva was directly providing help to Ann, she was also helping Charlie experience wholeness of life. Knowing Ann was in capable hands meant he could continue his volunteer work at the National Museum of the United States Air Force. Being able to pursue his outside interests allowed Charlie to give back to the military community he holds so dear.

"That was really something I needed," Charlie admits.

Before Ann retired, she was a pilot, magazine journalist and author of books about aviation, mainly biographies. In addition to biographies, Ann often collaborated with Charlie on aviation books, their Bethany cottage filled with the fruits of their joint labor. One of Ann's biographies focuses on the career of commercial pilot Emily Howell Warner. Emily was recently selected for the Aviation Hall of Fame and she asked Ann to give the induction speech.





1,823 visits from home health aides and social workers

5,038 skilled nursing visits

"She did not feel that she could do it. She wouldn't want to get up there and stumble, fall or forget," explains Geneva. "So she gracefully bowed out."

Just because Ann didn't feel she could deliver the induction speech didn't mean the entire evening was off. Both Ann and Charlie were eager to attend, but Ann found herself recovering in the Bethany Rehabilitation Center (BRC) after a fall.

"Charlie asked if I could go with them to the Hall of Fame event," explains Geneva. "I was willing to help her get to that event." Geneva says proudly.

Since the Hall of Fame gala, Ann has moved to nursing care at Bethany Village. Although Geneva no longer provides care for Ann, they continue to have a strong connection. "I try to come every week to see her," Geneva says, quietly. "We're good friends."

"Graceworks at Home employees have an opportunity to learn from the clients. I'm a senior, and I want to grow old gracefully like Ann. I love learning new things."

- Geneva Beard, Personal Care Aide (1 YEAR)



### A Positive Influence



"It's a total bachelor pad!" exclaims Service Manager Kelly Bergstrom when referring to an all-male Graceworks Enhanced Living house located in Greene County.

Graceworks Enhanced Living provides residential living, support and daily care for individuals with developmental and intellectual disabilities through 31 homes and two day programs in four Ohio counties.

For the four men who reside in a home in Greene County, their days are filled with work, watching sports, attending activities at the new Graceworks Adult Day Program in Dayton, and being an average American family. Wanting a little more physical activity, the residents asked for some structured gym time. Enter professional trainer Michael Lee who volunteers his time and talents to train with the quartet once a week at the fitness center on the campus of Bethany Village. "I like being involved in things. There's a level of fulfillment that you get from that and just enjoying doing something for people without anything in return," admits Michael.

For Michael, a graduate of Cedarville University with a degree in exercise science, the goal of training the Graceworks Enhanced Living residents isn't to get them into Olympic-level shape. It's to help their overall well-being and foster a bond of friendship and help them experience life to the fullest. That friendship, and helping the guys learn to exercise to their full potential, supports their wholeness of life and Michael's too. It is something Michael says he enjoys most about his volunteer work with Graceworks Enhanced Living.

"I really appreciate the time that I get to spend with the guys," explains Michael. "It allows me to use the gifts that God has given me to bless them. The guys really enjoy the time that we spend together and that, in return, blesses me."

The residents also genuinely look forward to each training session.

### 31 homes and 2 day programs

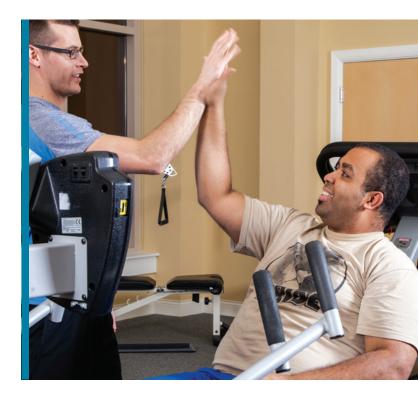
across Butler, Greene, Hamilton and Montgomery counties

Serving 2226 individuals including 65 adults in both day programs and 161 residents

"I like working out. It's fun. It gives us something to do and Mike's a nice guy!" exclaims 24-year-old resident Trent. "He's fun to talk to, especially about sports."

Sports is a big shared interest among the four residents and Michael. Each 60-minute training session is peppered with talk about the Cincinnati Bengals, Cleveland Browns, Dallas Cowboys and other NFL teams. The guys also discuss professional baseball, basketball, NASCAR and collegiate sports. But it isn't all idle chatter. While talking, all four residents are on exercise equipment, working up a sweat and Michael keeps a keen eye on all of them.

Thirty-four-year-old Josh attends the new Adult Day Program in Dayton two times a week in addition to living in the Greene County home. "We go to the Y or restaurants," Josh explains of his Day Program activities while moving his legs on a stationary bike.



"My legs get tired!" exclaims 36-year-old Drew while riding the bike next to Josh. Drew has the distinction of being an original resident of the Greene County home which opened in 2008.

"Drew gravitates toward the bike because he does it for physical therapy. He also rides the stationary bike regularly at the Day Program," explains Kelly. "Staff members race him on the bikes!"

Walking and gradually clicking buttons, Travis works up to about three miles per hour. "The treadmill is okay, I'll do 30 minutes," explains the 27-year-old. Travis and Trent work at a local company doing secured document destruction.

The duo work on government contracts, and each day is different. Sometimes they travel to federal buildings in Columbus and Cincinnati. Other days they work in the shredding offices of their employer, Greene, Inc., a non-profit that provides employment for Greene County residents with developmental disabilities.



Despite working, they still have plenty of time to enjoy activities planned by Graceworks Enhanced Living. On the weekends or when the work day is done, the four Graceworks Enhanced Living residents are always ready for fun. They host parties or take family-style vacations to places like Gatlinburg, Tennessee. In fact, the residents held a Christmas party and invited Michael to attend. When he walked through the front door, all the residents sat up a little straighter and made sure to mention all the vegetables they'd eaten before he arrived.

"His presence didn't stop them from eating cookies!" admits Kelly. "I think it's funny that when Mike first came out to the house, Travis had no interest in exercise. He said 'God made me perfect just the way I am, why would I want to change?'" With a little encouragement from his three housemates, Travis now looks forward to the weekly training session. He is usually the first one through the door of the Fitness Center.

"He isn't here yet!" a smiling Drew exclaims, ready and waiting for Mike's instruction on a cold, December evening.

"Stand up nice and tall when you're walking on the treadmill," Michael says while helping Trent with his posture. He'll continue to remind him each week.



"The residents are my family. I've spent my entire Graceworks career with Enhanced Living. I've referred several people to come work here at Graceworks. I love what I do."

- Brenda Nared, Enhanced Living (29 YEARS)

# Coming Home



"I enjoy working for a good company that respects you, and lets you give your opinion," says Deja Pittman wearing her characteristic wide smile.

The 27-year-old Bethany Village Resident Care Tech (nurse aide) recently returned to Bethany Village. For Deja, returning to work in the Courtyard Park memory support unit was more than just coming back to a familiar job. It was like coming home to family.

"Bethany is my second home, my second family," Deja says with a grin and excited laugh. "I don't have any family here in the Dayton area, so that's why I feel like Bethany is my second home."

Deja came to Bethany initially in 2010 but she left in 2013 to move with her family to Atlanta. The transition to the south proved to be very difficult. While she took a similar position at a long-term care facility in Atlanta, she continued to compare her new job to her days at Bethany and the new facility just kept coming up short. So after giving it a fair shot and struggling both financially and professionally, she made the decision to leave her actual family for her extended, Graceworks roots.

"I struggled for a whole year in Atlanta," she admits. "I struggled to where I never thought I would struggle. I'll never do it again. And I missed my job."



What she missed most of all was the residents she served. For Deja, her job was more than a job. It truly provided wholeness of life which she radiates out to those around her. "My residents are my best friends because they consider *me* as their best friend. One resident called me once a month when I was in Atlanta to see if I was still okay. This happened for an *entire year*. We have a resident that kept my picture up on her closet for a *whole year*. I can't see myself anywhere else. I brag about Bethany all the time."

Connie Mandel moved to Bethany in 2010. She has a special bond with Deja. The two often laugh, hold hands and share stories. Deja asks Connie about the trips she has taken. Connie especially loves Deja's little dog named Cash.

"He's a good dog!" laughs Connie as Cash jumps into her lap.

"Cash! No!" exclaims Deja, admonishing her beloved pet. Deja occasionally brings Cash with her to work. She says he cheers up the residents and the staff loves him too. "He's the star here," laughs Deja.

When Deja was first employed with Bethany, she worked first shift. Coming back, she requested third shift to help her get through a tough time in her life.



Going through a divorce, Deja did not want to leave work at 5 p.m. and face long evening hours with nothing to do. With the support of her Unit Manager, Artie Taylor, she has been able to cope and even thrive. "She talked me through it," Deja says of Artie's support. She kept telling me 'You can get through it."

In addition to the moral support, Deja praises Artie for the way she runs the Courtyard Park memory support unit. Taylor has worked at Bethany Village for 17 years.

"Artie is wonderful ... she understands you," Deja adds.

Courtyard Park demands a special type of caring individual with the ability to understand the challenges of Alzheimer's disease and other forms of dementia. Seeing a loved one in decline can cause panic among spouses and adult children of those afflicted with dementia.

BETHANY VILLAGE STATISTICS More than

400 residents

live in villas, cottages and apartments, as well as **252** long-term care and memory support residents and **58** assisted living residents **6550 seniors** received rehabilitation services For Deja, this challenge is the most appealing part of her work, fulfilling both her professional and personal needs, enabling her to find value and wholeness of life in her work while helping residents do the best they can, each day.

Faces light up when they see Deja coming down the hallway. Many have nicknames for her like Deja Mae, Deja Blue and Deega.

"It makes you feel good to hear a resident ask 'Is Deega coming in tonight?" laughs Deja.

When she began working in healthcare at age 16 in her hometown of Lima, Ohio, she worked in laundry, dietary and housekeeping before becoming a Resident Care Tech. Ultimately, Deja is interested in studying either physical therapy or human resources with the goal of someday having an office at Bethany Village.

"I just can't explain the feeling of Bethany helping me out. I can say it a million times: thank you, thank you. I really appreciate Bethany giving me my job back and helping me out. At the end of the day, I'll never leave Bethany to go somewhere else."



"We are truly grateful for each volunteer's unique contribution and value the gift of their time and talent. The depth and breadth of their involvement is inspiring and enriches the lives of residents, clients and employees."

 Ann Warner, Volunteer Services Manager (30 YEARS)

**240 employees** celebrated 10 years of service with Graceworks in 2014

37% of employees have over 5 years of service with the organization and 22% of employees have over 10 years of service GRACEWORKS VOLUNTEERS

**96,560** hours

**\$1,856,853** value of volunteer service

828 volunteers

For a complete list of volunteers, please visit www.graceworks.org.

# News and Highlights



#### Consumer Credit Counseling Service and Senior Companion Program Move to New Locations in Dayton

Consumer Credit Counseling Service (CCCS) moved to a new, modern location at the end of 2014 to better serve current and future clients and to explore partnership opportunities with other local non-profit organizations. The move puts CCCS inside the new Goodwill Easter Seals building, right on Main Street in Dayton. This means the facility is more accessible, with bus line access and ample parking.

The Senior Companion Program also moved in 2014. The program receives grant funding from the Ohio Department of Aging and the Corporation for National and Community Service. The office is located on Kuntz Road, which is a shared space between Graceworks and Goodwill Easter Seals. As with CCCS, this move provides more opportunities for cross-organizational partnerships.

#### Graceworks Enhanced Living Opens First Adult Day Program in Dayton

It was an exciting year for Graceworks Enhanced Living as the program celebrated the opening of its first Adult Day Program in Dayton. Graceworks Enhanced Living leased 6,000 square feet of office space in downtown Dayton for participants to socialize, get exercise, enjoy formal programming and more. The initial lease on the space is for five years.

The building required remodeling to make the space work for the adult day participants. The goal was to bring "the outdoors in," allowing participants to ride bikes, run and play traditional outside sports inside. This is especially beneficial during the winter months, allowing for physical activity when it is otherwise impossible to move recreation outdoors.



#### Graceworks Housing Services Community Completes Expansion, Marks Better Accessibility for Residents

Trinity Community, located in Union City, Indiana, celebrated the successful completion of extensive renovations over the summer. The renovations modernized the apartment community and greatly increased accessibility for those with disabilities. Making the community handicap accessible allows residents to age in place, increasing quality of life for residents. Residents and staff celebrated the completion of construction with an open house in August.

For residents of St. Mark's in Milford, Ohio, the addition of used exercise equipment to their already existing wellness center is a blessing. Graceworks Housing Services purchased the equipment from Nurses Care, Inc. and Care Connections of Cincinnati. Several residents use the equipment to exercise daily. In addition to the fitness equipment, many residents took advantage of sugar and blood pressure testing organized by the community's service coordinator. The residents learned how fitness and weight can impact both sugar and blood pressure numbers. This continuing education helps support wellness as well as aging in place. "Seniors in affordable housing are a growing number statistically. The ability to live independently and age in place in an affordable setting where rent is based on income allows individuals to live in safe environments."

 Lisa Berkemeier, Administrator, Graceworks Housing Services (16 YEARS)



GRACEWORKS HOUSING SERVICES

individuals served

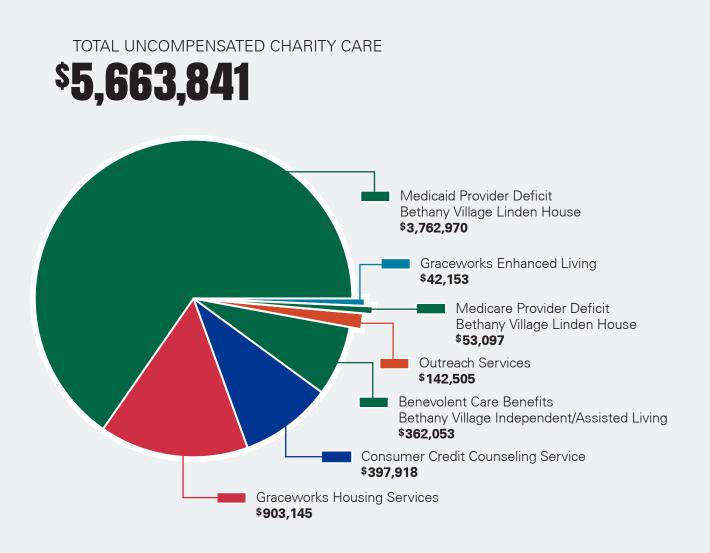
By the end of 2016, all Graceworks Housing communities will celebrate **20 years or more** of service

# Community Benefit

#### Graceworks Lutheran Services and Affiliates Uncompensated Charity Care

Year ended December 31, 2014 (unaudited)

Every day Graceworks Lutheran Services lives its vision by supporting people who are experiencing challenging or changing circumstances. Helping individuals of all faiths experience dignity and wholeness has been our driving force for more than 85 years. Through our residential and community care services, we provided over \$5.6 million of uncompensated charity care that was not reimbursed by user fees or government funding.



Graceworks provides services at more than **500** Iocations in Ohio, Indiana

and Kentucky

Indianapolis OHIO INDIANA KENTUCKY

### *Community Care Programs*



# 1,519 individuals received

financial counseling from Consumer Credit Counseling Service

on issues such as housing, bankruptcy and student loans

**371** clients participated in Debt Management Programs

**142** financial literacy workshops and presentations were attended by **1,271** 

#### Eaton Emergency Assistance provided services

to **7,516 clients** seeking clothing, food, or financial assistance

**The Eaton Once Around Shop** achieved \$74,668 in sales revenue through 10,845 customer transactions

47 Senior Companion Program volunteers provided

**56,098** hours of service and assisted **131** clients

"I have stayed all of these years because I appreciate the values and integrity that the organization upholds. Working in Community Care allows us to bring positive changes that help stabilize individuals and families to reach their goals." — Sharon Wiley, Community Care (25 YEARS)

www.graceworks.org/2014AnnualReport

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Pictured L-R: Judy A. Budi, Michael W. Allen, Rev. James V. Bosse, Willis O. Serr II, David V. Vandercher, Jackie A. D'Aurora





2014 Board of Directors



Pictured L-R, Bottom Row: Rev. Lisa A. Arrington, Debbie Watts Robinson, Sally D. Beals; *Middle Row:* Ronald A. Long, Dr. M. Katherine Loudermilk, Jeffrey R. Teeters; *Top Row:* J. Gregory Mayeux, Floyd Evans, Jr., Brent A. Strobel; *Not Pictured:* Michael G. Leesman, Joyce Rutherford-Donner, Dr. Craig A. Schmitt, Violet G. Sharpe, Ronald D. Wine

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#### 2014 Bequests

Graceworks Lutheran Services thanks and recognizes the following people who planned through their estates to help our ministries continue after their deaths:

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#### The Spiral of Life Society

People who have made known their completed arrangements for deferred gifts to Graceworks Lutheran Services through wills, gift annuities, life insurance or other charitable devices are members of the Spiral of Life Society. If you would like more information contact the Resource Development Office at 937-436-6888.

**Connie Aubry** Roger<sup>†</sup> & Nell Baker Ronald & Judith Baker<sup>\*</sup> Robert<sup>†</sup> & Bonna Behnken<sup>\*</sup> Rev. James & Julie Bosse Harry<sup>†</sup> & Jan Brown **Dennis & Helen Bruce\*** Judy Budi Matthew & Jennifer Buehrer Ed Cloughessy **Dr. Fred & Kay Freeberg** Albert<sup>+</sup> & Nancy Freudenberger Paul<sup>+</sup> & Beatrice Graham Mary Grisey **Reuben Hann** Gerald<sup>†</sup> & Lucille Helker **Daryl & Regina Hodnett** Ivar & Bernice<sup>+</sup> Holmer Hans & Virginia<sup>+</sup> Holztrager

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DECEASED
 CHARTER MEMBER
 Italic signifies NEW MEMBER

### Donors

We are grateful for the generosity of the donors listed on these pages. The list includes all cash gifts actually received by Graceworks Lutheran Services during 2014 for all programs. We also appreciate those who gave gifts-in-kind or designated contributions through United Way and the Combined Federal Campaign. We also thank other donors and volunteers who generously gave time and resources but whose names are not recorded.

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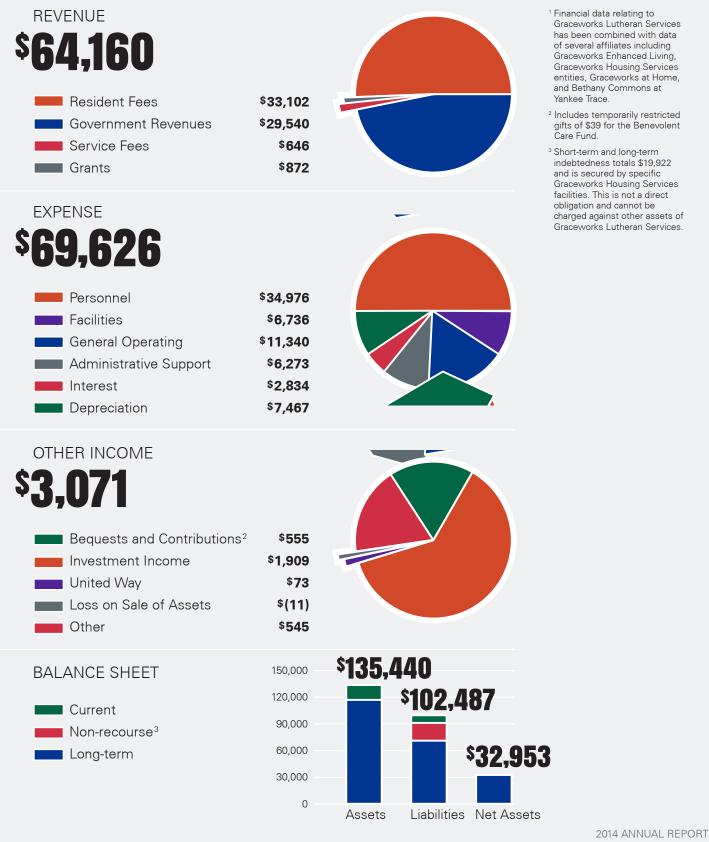
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#### For the 12 Months ending December 31, 2014 (all numbers are shown in thousands)

Financial information is based on unaudited financial data compiled by the staff of Graceworks Lutheran Services. An independent accounting firm will complete an audit and prepare detailed financial statements and an independent auditors' report for the Board of Directors. Copies of the audited financial statements will be available upon request after May 31, 2015.





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