

LIVING GOD'S GRACE

2016
ANNUAL REPORT



BETHANY LUTHERAN VILLAGE
GRACEWORKS HOUSING SERVICES
GRACEWORKS ENHANCED LIVING
GRACEWORKS AT HOME
CONSUMER CREDIT COUNSELING SERVICE



Graceworks
Lutheran Services

Our Mission

In response to Jesus Christ, Graceworks Lutheran Services helps people experience dignity and wholeness in relationship with God, family and community.

Our Values

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

Our Vision

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

Living God's Grace	1
Fighting Back Against Parkinson's Disease	2
Bringing Neighbors Together	4
Serving with Heart	6
Caring for the Caregiver	8
News and Highlights	10
Community Benefit	13
Bequests and Deferred Gifts	14
Donors	15
Board of Directors and Committees	19
Financial Reports	20
Congregational Members	21



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Affiliated with the Evangelical Lutheran Church in America
Recognized by The Lutheran Church - Missouri Synod
A United Way Agency

LIVING GOD'S GRACE

“For by grace you have been saved through faith, and this is not your own doing; it is the gift of God.” Ephesians 2:8

The theological understanding of “justification by grace through faith” inspires people of faith to remarkable actions and lives. Saint Paul writes in Romans 12:2 “Do not be conformed to this world, but be transformed by the renewing of your minds, so that you may discern what is the will of God—what is good and acceptable and perfect.”

This transformation changes everything. It offers new life and community in the body of Christ. It inspires people to use their gifts for something greater than themselves. It gives encouragement to address difficult circumstances with hope and not despair. Saint Paul observed in Romans 5:3-5 that good is possible even in suffering. For “suffering produces endurance, and endurance produces character, and character produces hope, and hope does not disappoint us, because God’s love has been poured into our hearts through the Holy Spirit that has been given to us.”

Living God’s grace demonstrates the life possible through the gift of faith in Christ Jesus. Graceworks Lutheran Services celebrated its 90th anniversary and the 70th anniversary of Bethany Village in 2016. These celebrations provided opportunities to appreciate the many people and events that defined Graceworks’ history and witnessed the power and presence of God that advanced Graceworks mission and ministry over the years.

Even more than milestones, remarkable blessings of God’s grace occur every day throughout Graceworks. Through the pages of this annual report, you’ll meet Lorna who recognized that her needs were just as important as those of her ill husband. You will encounter Florence, deaf since birth, who works with a Graceworks employee to make communication possible between two Graceworks Housing Services properties. You will come across older adults who are literally fighting back against Parkinson’s disease, banding together through fitness to keep their independence. Finally, you’ll meet two women who have spent a career caring for residents at one Graceworks Enhanced Living property. For them, the service is a calling from God. These stories all illustrate the impact of Graceworks employees and volunteers living God’s grace through service and community benefit.

We are blessed with many congregations, donors, staff, volunteers, and friends who encourage and support our ministry. We thank them and recognize many of their commitments through the pages of this Annual Report.

Fighting Back

Against Parkinson's Disease

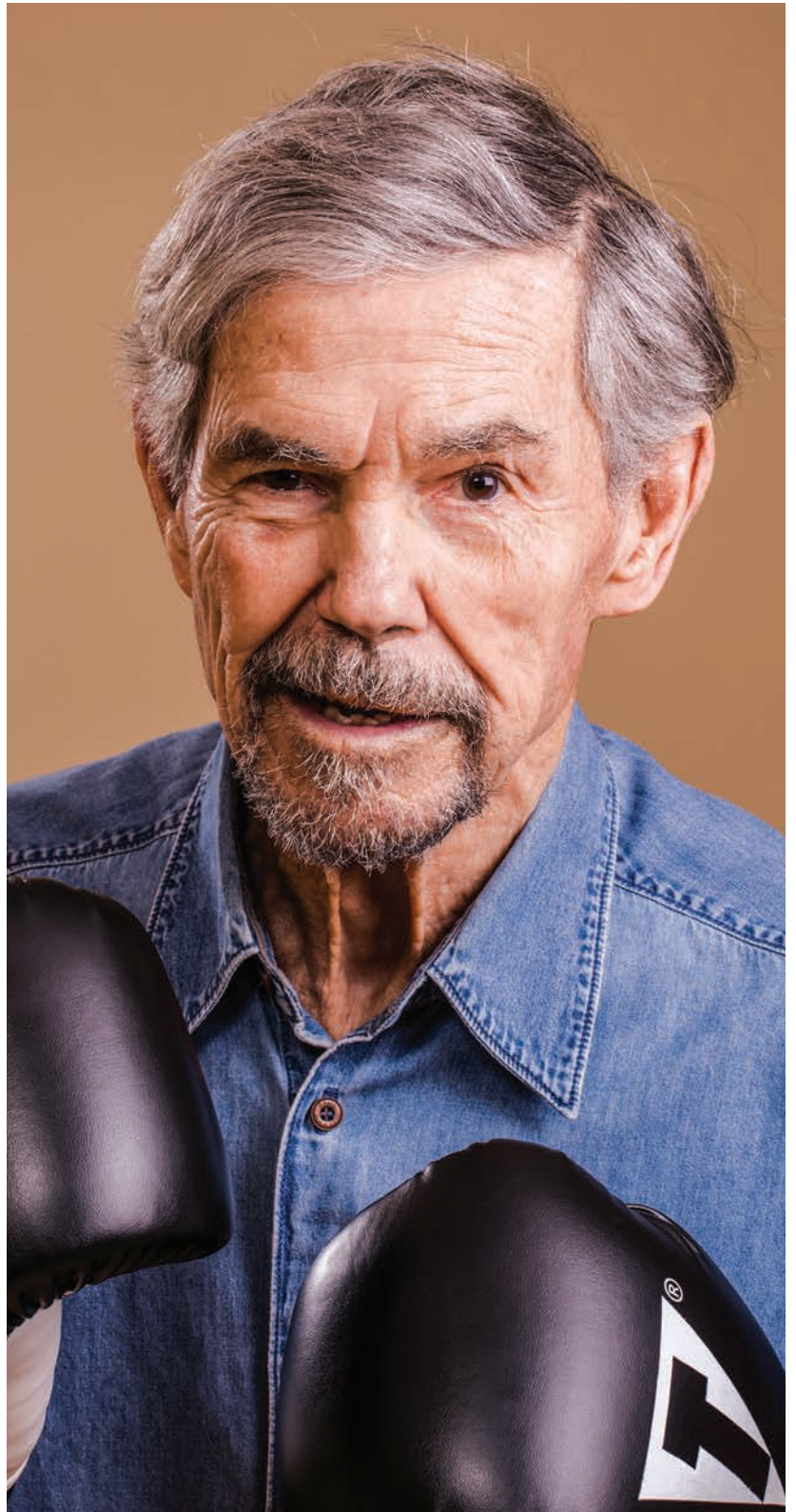
Parkinson's disease is undeniably frightening. The chronic, degenerative neurological disorder strikes its victims with shaking, stiffness, and difficulty with walking, balance, and coordination. But once a week, a small, determined group is learning through a revolutionary boxing regimen. This way, they can finally gain the advantage over a foe they once thought was insurmountable.

These Bethany boxers are not going down without a fight.

As retired entrepreneurs with successful business ventures in Ohio, Arizona and Colorado, Tom Proudfoot and his wife Lee were living the American dream. Twelve years ago, Tom was diagnosed with Parkinson's disease.

"Early on it was not too bad, it was bearable," Tom said. "Now, it's really tough."

As the disease progressed, Tom sought out ways to slow his body's decline. He found that exercise helped, but, "You have to talk yourself into doing it every day," he said. "The pain is constant." That's when Tom met Craig Cole, Exercise Physiologist at Bethany Village. Craig and Exercise Specialist Alex Sheets had recently brought the Rock Steady Boxing program to Bethany Village. Rock Steady Boxing is a program designed to help



Tom Proudfoot
Bethany Village Resident

"Fight the good fight of the faith. Take hold of the eternal life to which you were called and about which you made the good confession in the presence of many witnesses."

1 Timothy 6:12



Rock Steady Boxing participants work out regularly with **Craig Cole**, Bethany Village Exercise Physiologist

people with Parkinson’s combat the symptoms of the disease.

How does Rock Steady Boxing work? According to Craig, “The dopamine in our brains starts to deteriorate because of Parkinson’s. What we’re finding is that exercise techniques that use forced movement actually increase dopamine production. The exercise itself is actually helping to restore the patterns that the degeneration of the neurotransmitter dopamine is taking away.”

Rock Steady Boxing uses this “forced movement” exercise technique to get results. Using the Rock Steady method, trainers engage participants in non-contact boxing exercises to get those who have Parkinson’s to move their bodies in ways that the disease has limited.

Not all boxers are Bethany Village residents. Sheila Miller joined Rock Steady after hearing about the program from Alex at a local YMCA. “I just love it,” Sheila said. “There’s a great sense of camaraderie. It’s nice to be in a club where you don’t have to pretend nothing is wrong with you.”

“They’re a good motivation,” Tom said of his trainers and fellow classmates. “When you want to give up you get a pep talk. It’s hard to say no, so you’re back at it again.”

Tom has also seen improvements in his own movement and coordination. Recently, at a friend’s wedding, these baby steps became dance strides. “Everybody was dancing,” said Tom, “and I thought, well, we love to dance but my legs didn’t want to do it. But as we were about to leave... my legs relaxed. I said to my wife, ‘Let’s dance.’ People were cheering. I was able to dance at somebody’s wedding.”

“We want them to strive to become more than what the disease is allowing them to be at that moment,” said Craig. “Rock Steady Boxing gives people a fighting chance.”



Craig Cole
Bethany Village Exercise Physiologist



Alex Sheets
Bethany Village Exercise Specialist



Mike O'Hare and Sheila Miller, sibling rivals and Rock Steady Boxing class participants

Bringing Neighbors Together

Who Live Worlds Apart

At first glance, the residents of the two neighboring apartment buildings in Dayton would seem to have a lot in common. Both Graceworks housing communities provide safe and affordable housing options for low-income elderly and disabled individuals. But, in reality, there's often a divide between the two communities wider than their shared parking lot.

Redeemer community is a residence for people 62 or older, some with mobility issues. St. Mark is a hard-of-hearing and deaf community for people with disabilities. Many in the St. Mark community rely on sign language to communicate with one another, so it's difficult for them to interact with Redeemer residents, who are unfamiliar with that language.



"Do not seek your own advantage, but that of the other (neighbor)." | Corinthians 10:24

Florence and Lynore enjoy a break during ASL class

Despite the challenges, Lynore Sarber, site manager at St. Mark Community, is always looking for ways to bring the two communities together. “Sometimes we hire interpreters (for inter-community events),” said Sarber. The interpreters are students from Sinclair Community College who earn practicum hours for this work. Graceworks has a long history of partnership with the college for events with St. Mark residents. In fact, it isn’t uncommon for Sinclair graduates to find full-time work at St. Mark as interpreters.



Residents and volunteers gathered for ASL class



While the interpreters are helpful, many residents at Redeemer wanted to be able to communicate with people at St. Mark on their own. “We decided to collaborate,” said Sarber, “to set up an ASL (American Sign Language) class and start teaching the people at Redeemer sign language.”

Sarber approached St. Mark resident Florence Marr with the idea of teaching a class. Marr was thrilled with the prospect, and jumped right in. “I’ve been deaf all my life,” said Marr. “I went into a school for the deaf, and I was raised with sign language.” Using her lifelong experience with ASL, Marr has been teaching members of the Redeemer community to speak her language for nearly two years.

The response to the class was warm and enthusiastic. “Watching their progress is just phenomenal,” said Sarber. “Over the year, I’ve noticed Redeemer residents starting to communicate with some of the residents at St. Mark, so it’s actually bridging the gap.”

Robin Lovitt, a resident at the Redeemer community, wanted to take the class not only to communicate with St. Mark residents, but because her granddaughter was born deaf. “It’s been awesome,” Lovitt said. “I’ve learned a lot.”

“There have been no negatives” to teaching the class, said Marr. “It’s always been 100% positive. And it’s been great working together with the community and doing this as a team effort.”

Bridging the space between these two communities was about more than physical distance. Marr, Sarber, and their students have all taken that one extra step toward bringing these neighbors from different worlds just a little bit closer.





"... whoever wishes to be great among you must be your servant... just as the Son of Man came not to be served but to serve and to give his life as a ransom for many." Matthew 20:26, 28

Serving with Heart

Truly living a life of service inspired by God's grace requires devotion, dedication, and compassion. While we all may aspire to such a life, few of us are given the opportunity to serve our true purpose faithfully. Even fewer answer the call when it comes.





(L) Brenda Nared, Home Manager, and **Tracy Reed**, Resident Specialist

But two such women have built their lives around the fulfillment of this call. They are Brenda Nared and Tracy Reed of Graceworks Enhanced Living. Each of these women has devoted three decades of her life to caring for a small group of men with developmental and intellectual disabilities who live at a Graceworks residence in Cincinnati. Working with their peers, these women have not only transformed the lives of the residents, but also found their own callings.

Graceworks Enhanced Living provides residential services, day programs, and transportation services for adults with developmental and intellectual disabilities. The program provides a safe and loving environment for persons in its care where minds are engaged and happiness is nurtured. The caretakers practice the principles of Gentle Teaching, servant leadership, and building community. They also

place a strong emphasis on their residents' emotional development, creating a caring space saturated in security and love where everyone can be more open and engaged. As of 2016, Graceworks Enhanced Living operated 38 homes in four Ohio counties.

Brenda is the Home Manager at the Graceworks Washington residence. She has been with Graceworks for 32 years. Tracy, a Resident Specialist, has been there for 28 years. Combined, the women have dedicated nearly a lifetime of service to ensuring the well-being of the men in this community.

"My heart is here," said Brenda. "I love these guys to death, they love me the same... And they're just brothers, and we keep saying that's your brother, that's your brother, and so they learn from that and I think that's what makes them more of a family."

"It just warms your heart that you're able to teach somebody something," said Tracy. "You feel a



sense of accomplishment for the guys when they're able to tackle something that at one time, they would never do."

Brenda and Tracy work with Karen Kidd, a Senior Service Manager for Graceworks Enhanced Living, who has seen the women's work firsthand. According to Karen, "Both of those ladies are so dedicated to the individuals that they serve. They do it daily and it's not just a job to them. This is their life."



Theirs is a life informed by God's grace. "My opinion of God's grace is bestowing free gifts of love, and unconditional love," Brenda said.

"I feel like I'm living His grace because I come back every single day," said Tracy. "I feel like if I'm helping fulfill their lives and be positive and help them feel a sense of accomplishment every day then I'm contributing."

"God kept me here for something," Brenda said, "so I feel like that's what I'm here for. I'm here on a mission."

Caring for the Caregiver

The frightening effects of Alzheimer's disease on its victims – memory loss, disorientation, and behavioral issues – are easy

to recognize. But their caregivers also silently suffer. The stress of caring for a loved one with a degenerative condition takes an unmistakable physical and mental toll. It's a path that Lorna Dawes would have never imagined when she married her soulmate, Preston, 43 years ago.

"Preston was very intense and very intellectual. And at the same time, he was very gentle. I was drawn to that in him immediately."

Both thrived professionally, enjoyed their blended families, and were active in the community. And both were beginning to enjoy the



"Let us therefore approach the throne of grace with boldness, so that we may receive mercy and find grace to help in time of need." Hebrews 4:16

promise of a rewarding retirement. But nearly 10 years ago, Preston began exhibiting the early signs of Alzheimer's. "By 2009," Lorna explains, "it became increasingly apparent that he was losing ground."

In the next decade, both would endure a frustrating journey between hospitals, rehabilitation centers, and extended care. But Preston was never more content than when he was home. When Lorna reached out to Graceworks at Home for help, she expected to receive a high level of home care for Preston. What she didn't expect was the attention directed to her.

"It's centered around the patient, but it's family oriented," explains Graceworks at Home Personal Care Aide Anitra Sturdivant. "The family goes through a lot, so you're not just there for the patient."

Registered nurse Sheila Hammonds adds, "Sometimes we're just listeners. We let them tell us what their goals are, whether it be the patient or the family members. And then we try to help them connect with the resources that help achieve their goals."

Both Anitra and Sheila were part of a team of caregivers that tended to the Dawes family faithfully. They helped Preston in and out of the bed and shower, looked after a number of his medical needs, and spent hours working with him on memory exercises and word games. They were also determined to give Lorna her own time, too.



(opposite page) **Lorna Dawes** shares memories with **Sheila Hammonds** (c) and **Anitra Sturdivant** (r).
(above) **Lorna** proudly holds a photo of Preston.

Lorna smiles and remembers, "Anitra is the person who really kind of scolded me and said, 'We are here for you, Lorna. We're here to help take care of you, also.' She insisted that I tell her some things she could do for me. Graceworks support and encouragement made it possible for me to remain active in volunteer activities that are important to me."

Preston Dawes passed away on December 30, 2016. Months later, Lorna remains grateful for the loving attention they both received from Graceworks at Home.

"The people who coordinated our care lived God's grace. I cannot imagine having care that would have been any more professional, genuine, authentic, and compassionate."

Sheila defers that praise to a higher power.

"I have always believed that my patient assignments – on a normal day, or on call – are assigned to me, not only by my work, but also by God, and that I'm never in a home that I wasn't meant to be in. So I have a job to do while I'm there – for Graceworks and for the Great Physician, who assigned me to that home."

Bethany Village Assisted Living Construction Project Announced

Planning continues for the construction of 74 new assisted living apartments to be known as Crescent Crossing in the heart of the Bethany Village campus. The project is slated to begin in the summer of 2017 with completion targeted for fall of 2018.

The new assisted living building will feature two-room suites, providing separate areas for living and sleeping. A few of the units will be expanded to include a den. The project will also include a new chapel for resident worship.



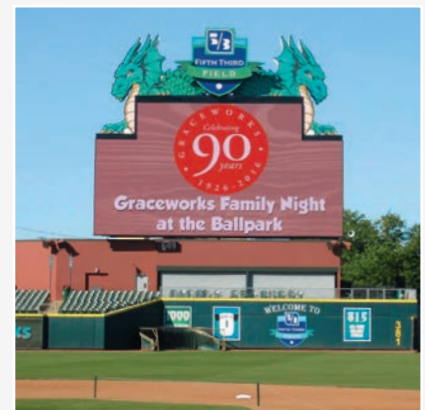
Bethany Village Celebrates 70 Years

During 2016, Bethany Village turned 70. Residents, staff, friends, and community members came together on Saturday, September 17 to celebrate the anniversary. Over 600 people attended a big party on the campus of Bethany Village, which featured authentic German food from Schmidt's Catering and music from the Sauerkraut German Band. Before the food, staff, residents, and guests gathered for a 5k fun walk. There was a short program featuring words from Graceworks Lutheran Services CEO Bill Serr and a proclamation from Centerville Mayor Brooks Compton.

Graceworks Lutheran Services Celebrates 90 Years

On a hot Tuesday night in June, Graceworks employees gathered at Fifth Third Field in Dayton to celebrate 90 years of Faithful Caring.

The family movie night event was held at the home of the Dayton Dragons baseball team. Hundreds of employees and their family members played games, mingled, and watched a movie under the stars. Family movie night was just one way Graceworks marked the organization's 90th anniversary. Special programming throughout the year reflected on organization milestones. Graceworks Lutheran Services was incorporated as The Lutheran Inner Mission of the Miami Valley on May 24, 1926.





Consumer Credit Counseling Service

Graceworks Lutheran Services

Miami Valley Works

In 2014, Goodwill Easter Seals of the Miami Valley formed a program called Miami Valley Works. The goal of the program is to help people living in poverty learn the skills needed to secure long-term employment. Participants go through a workshop to learn the best practices of how to obtain employment and to further their careers. They also have employment coaches to help participants obtain jobs. The program is free.



Consumer Credit Counseling Service partnered with Miami Valley Works to provide financial literacy training to program participants. CCCS counselors teach money management skills such as goal setting, tracking expenses, budgeting, saving, and how to use retirement accounts. Miami Valley Works boasts an 85% graduation rate.



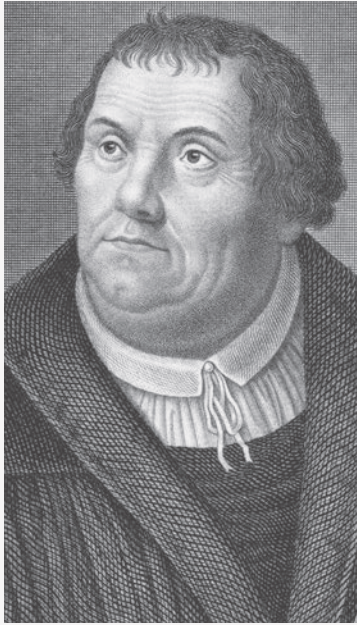
Housing Services Customer Service of the Year Award

Chris Conwell started his career in the maintenance department at Faith Community in New Castle, Indiana just over two years ago. Faith Community is a Graceworks Housing Services property. From his first steps onto the property, Chris knew there was a lot of work to be done and he jumped right in.

Faith Community operates on a tight budget and improvements to the property must be planned in advance. For the past two years, Chris stayed well within the budget for repairs and has never grumbled about having to do a great deal of labor himself.

In early 2016, Faith Community residents moved a picnic table under a tree in the backyard to create an additional gathering area. Chris mentioned that while the table under the tree was nice, the mess from wildlife was a bit much to clean on a daily basis. He made the decision that another form of seating was needed for the residents and built two swings for the backyard. The swings are perfectly angled and in a great location that provides shade at different times of the day without being directly under the tree.

For both the dedication to his job and residents, Chris was awarded the 2016 Graceworks Housing Services Customer Service of the Year award. The award is presented annually during the holiday season.



500th Anniversary of the Lutheran Reformation

In 2017 we commemorate the 500th Anniversary of the Lutheran Reformation. Although there were many dynamics at play, the center of the Reformation, launched by Martin Luther in 1517, was a theological understanding; namely, “justification by grace through faith.” Accordingly we have titled this annual report, “Living God’s Grace.”

Affirming that our salvation is by God’s grace, and not the product of our good works, has sometimes led to the assumption that good works have no part in the life of faith. To the contrary, they are a matter of priority. We do good works, not in order to be saved, but out of profound gratitude that God has already saved us through Christ. We hold this conviction in our name – Graceworks. God’s grace is received by faith, which leads to works of love for neighbors.

Martin Luther and the other Reformers were quick to establish the Common Chest in which resources were gathered to help the poor in the Wittenberg neighborhood. The commitment to the social ministry of the church is continued by Lutheran churches throughout the world today. In fact, it can be stated that Lutherans are one of the most generous non-governmental providers of social service in our country. We at Graceworks are pleased to be part of that tradition.

Waters of Creation Dedication

On January 29, Bethany Village residents, volunteers, and staff members attended a celebration of art and dedication of the *Waters of Creation*, a new piece of art by Stephen Canneto installed near Courtyard Park at Bethany Village.

Bill Serr, Graceworks President and CEO, introduced the artist. During his presentation, “In the Shelter of Each Other,” Mr. Canneto provided insight into the creative process and symbolism for the *Waters of Creation* as well as his personal artist creative evolution leading up to this work. A reception followed the dedication ceremony.



Bill Serr (pictured left) with Stephen Canneto at the dedication.

Living God’s Grace, One Life at a Time

We gain satisfaction with every life we touch. And, when we add those numbers together, we are proud to show our cumulative accomplishments for 2016.



Graceworks at Home

Skilled Nursing –
819 episodes
522 clients

Personal Care –
55,962 billable hours
262 clients

Graceworks Enhanced Living

38 total homes
266 individuals served
4 counties that host homes
2 day programs

Bethany Village

776 Bethany Rehabilitation Center stays in 2016
400+ residents living in villas, cottages, and apartments
300+ residents across skilled nursing, memory support, and assisted living

Consumer Credit Counseling Service

1,315 people received financial counseling:
964 for financial counseling
148 for housing
165 for bankruptcy
38 for student loans

Community Care

5,296 clients seeking clothing, food, or financial help received services from Eaton Emergency Assistance
96 clients received Senior Companion Program services in 2016

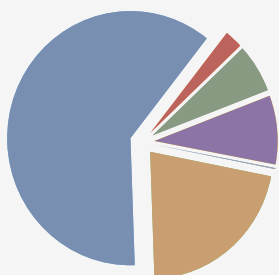
Graceworks Housing Services

697 total residents
18 properties
3 states served

Graceworks Lutheran Services & Affiliates Uncompensated Charity Care

Year Ended December 31, 2016 Projected (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 over 90 years. Through our residential and community care services, we provided over \$4.7 million of uncompensated charity care that was not reimbursed by user fees or government funding.



Medicaid Provider Deficit – Linden House	\$2,881,000
Medicare Provider Deficit – Linden House	\$111,000
Benevolent Care Benefits – Independent/Assisted Living	\$292,873
Community Care Programs	\$412,590
Graceworks Enhanced Living	\$6,006
Graceworks Housing Services	\$1,055,187
Total Uncompensated Charity Care	\$4,758,656

Volunteers

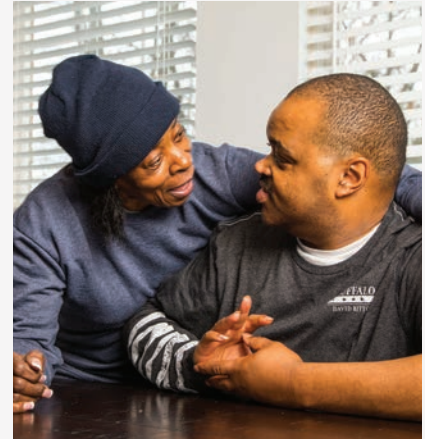
In addition to the generous funds given by our donors, our volunteers are equally valuable to us as they selflessly give their time and talent. Graceworks Lutheran Services relies on our volunteers who provide assistance and services to improve the lives of our community members.

850 Total number of volunteers for Graceworks in 2016

85,771 Total number of hours contributed by those volunteers in 2016 (professional, direct support, etc.)

\$1,840,651 Total dollar value of those hours contributed

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



Bequests and Deferred Gifts

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

Ruth Behm	Geraldine Miller
Georgette Belden	Lillian Mills
Eleanor Blank	Donald Myrom
Rayman & Elizabeth Coy	Robert & Emily Puckett
Charles & Lucille Gebhardt	Esther Reimueller
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George & Sue Lawton	Ellen Stutz
	John Trenholm

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.

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* 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 2016 for all programs. We also appreciate those who gave gifts-in-kind or designated contributions through United Way and the Combined Federal Campaign. We thank other donors and volunteers who generously gave time and resources but whose names are not recorded.

\$5,000+ Donor

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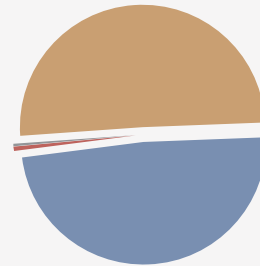
2016 Financial Reports¹

For the 12 Months ending December 31, 2016 (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 auditor's report for the Board of Directors. Copies of the audited financial statements will be available upon request after May 31, 2017.

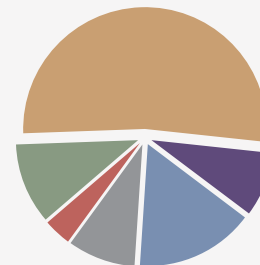
Revenue \$67,921

■ Resident Fees	\$34,308
■ Government Revenues	\$32,979
■ Service Fees	\$394
■ Grants	\$240



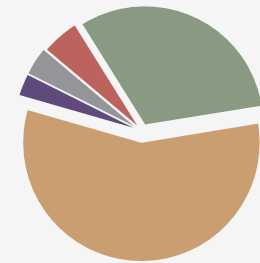
Expense \$70,915

■ Personnel	\$37,057
■ Facilities	\$6,073
■ General Operating	\$11,304
■ Administrative Support	\$6,252
■ Interest	\$2,610
■ Depreciation	\$7,619



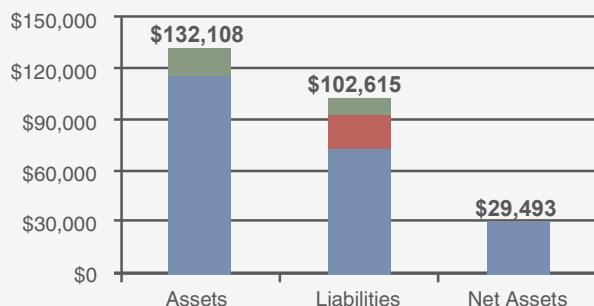
Other Income \$1,672

■ Bequests and Contributions ²	\$540
■ Investment Income	\$936
■ United Way	\$50
■ Gain on Sale of Assets	\$58
■ Other	\$88



Balance Sheet

■ Current ■ Non-recourse³ ■ Long-term



1 Financial data relating to Graceworks Lutheran Services has been combined with data of several affiliates including Graceworks Enhanced Living, Graceworks Housing Services entities, Graceworks at Home, and Bethany Commons at Yankee Trace.

2 Includes temporarily restricted gifts of \$80 for the Benevolent Care Fund.

3 Short-term and long-term indebtedness totals \$19,946 and is secured by specific Graceworks Housing Services facilities. This is not a direct obligation and cannot be charged against other assets of Graceworks Lutheran Services.



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