

our mission

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

our vision

Graceworks Lutheran Services will be a leader in offering services and settings that inspire and support a sense of home when people experience challenging and changing circumstances related to aging and living with disabilities.

our services

Bethany Village

As one of the Dayton region's largest continuing care retirement communities, Bethany Village offers the full continuum of care to help seniors enjoy life to the fullest.

Graceworks Enhanced Living

Graceworks Enhanced Living's residential living services and day programming bring unconditional love, security, and community to individuals with intellectual and developmental challenges.

Graceworks Housing Services

Graceworks Housing Services communities provide well-maintained, affordable housing for older adults with limited income and disabled individuals in a comforting family atmosphere.

Graceworks at Home

Offering non-medical, skilled nursing and therapy services, Graceworks at Home makes it easier for older adults to live independently at home while their loved ones gain peace of mind.

Let us then approach God's throne of grace with confidence, so that we may receive mercy and find grace to help us in our time of need.

Hebrews 4:16

Please note: Some of the photography in this year's Annual Report was taken prior to the pandemic. Therefore, you may see several photos that do not include masks or social distancing.



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lebrating wholeness



The COVID-19 pandemic has changed nearly every imaginable facet of our lives, but, for older adults and persons with intellectual disabilities, those challenges have been even more formidable. At Graceworks, keeping this vulnerable population healthy and safe has long been at the core of our mission, but keeping them safe during a once-in-lifetime global health crisis would be more important than ever before.

As President and CEO of Graceworks, Judy Budi was responsible for establishing a continuity of leadership and communication between the four Graceworks service lines while maneuvering varying regulations over three states and multiple counties.

"We had challenges obtaining personal protective equipment and cleaning supplies. We had challenges covering shifts for staff members who were off 10 to 14 days at a time. We had to modify how meals were served. We even had to step in as makeshift hairdressers when the beauty salons were closed," Judy remembers, "but time and time again, our employees were willing to do whatever was needed to maintain some normalcy in the lives of our residents."

As an organization, Graceworks was quick to respond, creating procedures where no precedent had existed before. We invested in technology to facilitate virtual visits for our residents. We accessed alternative food

resources for our housing communities. We conducted COVID-19 testing in accordance with the regulations and strictly followed all PPE protocols. At the same time, we understood that we not only had to protect, but also nurture those we serve.

"We learned to see the smile in the person's eyes above their masks, creativity flowed, and we supported each other," Judy recalls. "We just had to continually remind ourselves why we do this work - to make a difference in the lives of the people we serve. We have amazing resilience and are much more adaptable to change than we ever thought possible."







Our Values Inspired Our Response

Through the unpredictability of 2020, our six core Graceworks values served as our guiding principles:

Faithfulness To Christ

Our spirituality was our strength during the pandemic, through prayers to end COVID-19, worship services on closed-circuit TV, and telephone outreach to residents.

Wholeness Of Life

The Graceworks care team engaged our residents and clients to keep them connected while still keeping them safe.

Equality And Justice

Through our new Bridges program, we provided the opportunity to discuss biases on ageism and racism, as well as LGBTQ+ inclusion.

Quality Of Service

By exceeding basic regulatory standards in nearly every capacity, we provided our residents and clients a safe, healthy harbor from the storm.

Integrity

Despite the uncertainty of circumstances beyond our control, we strived to continually do what was right rather than what was easy.

Stewardship Of Resources

From PPE equipment to new technologies, we invested in the assets that assured our staff, residents, and clients were properly protected.



caring for our caregivers

Providing Strength and Support for Graceworks Employees

Graceworks employees work hard. Whether they're providing compassionate health care or housing support for older adults or offering stability and support for individuals with intellectual disabilities, it's an undeniably challenging labor of love.

In 2020, the COVID-19 pandemic added its own set of challenges. Care teams were challenged to cover for coworkers due to illness or quarantine, and many of our workers had to balance a home schedule uprooted by

school-aged children who could no longer go to school. It would be vital that the Graceworks response to the pandemic include special provisions for our valued workforce.

To that end, Graceworks did everything possible to ease their burden. Our organization implemented "hero pay," and attendance incentives. We accommodated flex-schedules. and supported eligible employees to access their extended illness

benefits sooner if impacted by COVID-19. For emotional support, we offered our employees a special resource library and one-on-one consultations with the Graceworks success coach.

"The Graceworks team has adapted amazingly," explains Dawn Barhorst, Vice President of Human Resources. "It seems like each week, we faced new obstacles and rose to the challenge."



Empowering Our Employees

Graceworks Lutheran Services is committed to creating wholeness of life not only for our residents and clients, but also for their dedicated care team. To that end, we created a number of opportunities to help them grow holistically in 2020.

Employee Resource Network

A confidential Success Coach is available to aid employees in matters of childcare, homelessness prevention, financial matters, and more.

Shine

SHINE (Supporting the Holistic and Individual Needs of Employees) encourages Graceworks employees to practice self-care and live well-balanced lives.

Bridges

Bridges leads our organization's efforts in raising awareness on issues including ageism, racism, or biases towards segments of the population living in poverty, with disabilities, or identifying as LGBTQ+.

Employee Development Programs

New training programs were provided to help our employees grow and better support each other.



Graceworks named DBJ Healthiest Employer

In 2020, Graceworks was honored to be named one of our region's Healthiest Employers by the Dayton Business Journal. The award recognizes organizations that are committed to creating a healthy workplace for their employees. "Graceworks' employee culture supports a healthy and talented workforce," says President and CEO Judy Budi. "Because health impacts every aspect of our employees' lives, we take a holistic approach in our wellness programs. We believe that providing education, resources, and peer support will positively shape our employees' overall health and have a lifetime impact."



Throughout the COVID-19 pandemic, nobody has been more at-risk than older adults.

With over 700 residents on the Bethany Village campus and hundreds more employees dedicated to their care, there has been no greater concern but for everyone's health and safety.

At the onset of the pandemic, Bethany Village implemented strict COVID-19 testing and quarantine protocols. All workers would follow enhanced CDC guidance on safety. And, as our employees became better equipped to maintain these more stringent safety standards, our residents settled into a new reality of sorts – with a refined concept of "community."

This new sense of community during the pandemic relies not on group gatherings, but on creating meaningful one-on-one connections. Of course, our caregivers have worked especially hard to help our residents fight loneliness and boredom.

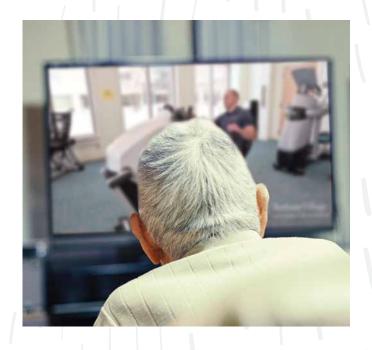
At the same time, our residents recognized the stressors our staff dealt with and reciprocated with kindness. Some sewed masks for our workers. Some supported our team members who were struggling with virtual schooling for their children.

As Bethany Village Director of Residential Services Lauren Coyle explains, "Through all of this, all of our staff and residents wanted to have a purpose, and we found that purpose in the support that we were able to offer each other."

"We all have such unique strengths! I am learning things about my peers that I would have never known had we not been under the stress that we were often fighting against." – Lauren Coyle RN, BSN, Director of Residential Services, Bethany Village

"I Want My BVTV!"

The residents of Bethany Village thrive because of our strong sense of community. So, when group activities were suddenly restricted, we helped bring that community into their homes. Bethany Village TV (BVTV) became an integral hub for live and pre-recorded Bethany programming. Church services and community events were joined by Resident Council meetings, fitness classes, and a new show called "Bethany Buzz," to help keep residents informed and engaged with life on campus.





Creating Meaningful Connections

With in-person visitations restricted, Bethany
Village worked closely with resident families to
provide their loved ones cake, decorations, and
birthday greetings. We catered "mobile happy
hours" via golf carts to independent living residents,
and we wheeled hospitality carts room-to-room in
our licensed care areas. But, most importantly, we
helped to organize safe meetings – both virtually
and socially distant – with the people our residents
loved the most.

Bethany Village | By The Numbers

631

Number of people choosing Bethany Rehab Center in 2020 400+

Bethany Village residents living in cottages, villas, and apartments

350 +

Bethany Village residents cared for in skilled nursing, memory support, and assisted living



Certainly, 2020 was challenging for everyone, but for persons with developmental and intellectual disabilities. the hardships were multiplied.

Individuals who typically thrived on routine were now confronted with unpredictability. Many who didn't understand the complexities of this new life in quarantine wondered why the most trusted smiling faces in their homes were now covered with masks and shields. Fist bumps replaced hugs. Uncertainty replaced familiarity.

Because of these unique challenges, the Graceworks Enhanced Living care team needed to create equally unique solutions. With our Day Programs closed, our residential staff and traveling Day Program team developed engaging ways to entertain residents while at home to maintain the daily routine they needed. Cooking contests, arts and crafts, and sociallydistant parking lot events kept them active. Garages that were converted into special "man caves" and "she sheds" gave them a place to meet. Zoom calls and garage visits allowed our residents to maintain a continuity of

communication with their loved ones.

Meanwhile, the pandemic created ongoing staffing challenges, requiring many of our home managers and direct support professionals to take on extra shifts and responsibilities. Still, they remained dedicated to providing wholeness of life for our residents, giving them love and comfort for their mental health while maintaining all guidelines and precautions for their physical health and safety. For our Enhanced Living residents, that stability was a saving grace.

"Graceworks Enhanced Living has some of the most dedicated employees who do what needs to be done for the individuals we serve. As long as we truly stand on our mission and values, we can get through this."

- Deb Lyle, Administrator, Graceworks Enhanced Living





Steps in the Right Direction

While our Enhanced Living homes promote community, Graceworks also recognizes individual dreams as well. When Bobby moved into the Anthony Home in April, he set a goal to complete a 5K run. With the assistance and encouragement from his direct support professional, Aji, Bobby has been eating well, exercising, and has lost over 60 pounds. He's even coined his own nickname: "Lightning Legs!"

Committed to Comfort

In August, members of the Graceworks Board of Directors, along with volunteers from Good Shepherd Lutheran Church of Cincinnati, assembled and delivered care baskets for our Graceworks Enhanced Living homes and day programs. The baskets were filled with supplies and activities to keep the individuals engaged, entertained, and in good spirits while staying safe in their homes.

Graceworks Enhanced Living | By The Numbers

295

Participants served residentially and in day programs by Enhanced Living 45

Enhanced Living homes 4

Ohio counties with Enhanced Living homes 2

Enhanced Living
Day Programs
in Dayton and
Cincinnati



lifted from loneliness

Graceworks Housing Services provide safe, affordable apartments for seniors with limited income and people with disabilities.

Yet, every resident knows that they receive so much more than a roof over their heads. During a typical year, community rooms are filled with activity, hallways bustle, and neighbors meet together frequently as friends. This, of course, was not a typical year.

As COVID-19 spread, our residents were encouraged to retreat to the quiet and solitude of their

apartments, presenting our housing staff with the challenge of not only keeping our residents sound physically, but also emotionally.

Property Managers had to learn quickly to establish best practices, not only through our Graceworks Lutheran Services network. but also through LeadingAge, a leading nonprofit resource dedicated to senior care. An eightmonth BUILD workshop also strengthened and refined their leadership skills.

Service Coordinators arranged food donations and delivery for our residents, and educated them on proper safety protocols. In addition, they helped manage health care needs and paid daily visits to each person in their building. Whether it was a virtual visit with a family member or fun exercises like walkie-talkie bingo and door decorating contests, every possible activity encouraged connectivity.

"We learned to be great listeners for our residents and employees because sometimes all they needed was to share their feelings and be heard," says Graceworks Housing Services Administrator Lisa Berkemeier. "We learned we are stronger together."

"The target for guidance and education was ever-changing, and when these changes occurred, we had to respond quickly and effectively with a message of hope and positivity." - Lisa Berkemeier, Administrator, Graceworks Housing Services

The Sweetest Gesture

With residents of All Saints Community in Columbus, Indiana, often confined for long stretches to their apartments, Property Manager Sonya and her Maintenance Technician, John, brought a sweet surprise to their front doors. John rode his makeshift ice cream truck down the hallways while Sonya rang a bell and surprised each resident with an ice cream treat.





Grace and Gratitude

Staff and residents at St. Paul Trinity Community in Maysville, Kentucky, have an annual tradition of hosting an appreciation dinner to thank the first responders in their community. This year, instead of a large in-person celebration, they shared their appreciation by delivering a card signed by residents and some sweet treats.

Graceworks Housing Services | By The Numbers

3

Number of states served (Ohio, Indiana, and Kentucky) 18

Total number of Graceworks Housing communities 848

Total number of households and their members served \$2.9M+

Dollars that service coordinators collectively saved residents during 2020



The coronavirus pandemic created unprecedented changes in daily life, especially among older adults.

As older adults have been confined to their homes during the pandemic, every visitor who comes through their doors can be seen as a breach in protection against the virus. With that in mind, the caregivers from Graceworks at Home have had the dual responsibility of giving the safest care inside of our clients'

homes while remaining especially diligent in their own.

Graceworks at Home educated our workers on how to protect themselves and their families from COVID-19 and ultimately lower the risk to their patients. Our caregivers then educated our clients that receiving home care was a safer alternative than traveling to a doctor's office or hospital. Now, our patients could feel comfortable at home while also getting valuable assistance navigating new challenges, ranging from virtual family visits and ordering groceries online to telehealth visits.

Ultimately, the true value of our care team was the companionship they provided for seniors who were unable to fully enjoy the company of their family and friends. Bonnie Smith, Graceworks at Home Administrator, recalls. "Our staff demonstrated such creativity and resilience in how they protected their families, coworkers and themselves, and as the pandemic lasted for months. their resilience became even stronger - a badge of honor."

"The quality thread that goes through our organization is Faithful Caring."

- Bonnie Smith, Administrator, Graceworks At Home





Safe at Home

According to a recent Kaufman Hall survey, 54% of consumers cited fear of contracting COVID-19 as a primary reason to delay care. At the same time, 43% cited a fear of going to the hospital as the reason. By receiving health care services from Graceworks at Home, our clients gained not only specialized health care, but also peace of mind.

Experience Matters

Our Graceworks at Home skilled nursing team has been together for over ten years. That experience gave us a sizable advantage when having to pivot in response to COVID-19. Most of our care team had extensive training in infection control well before the pandemic, and our communication skills helped assure that each patient received the best possible information and care.

Graceworks At Home | By The Numbers

1,165

Number of total episodes in skilled nursing services

676

Number of total clients using skilled nursing services

47,195

Number of personal care billable hours

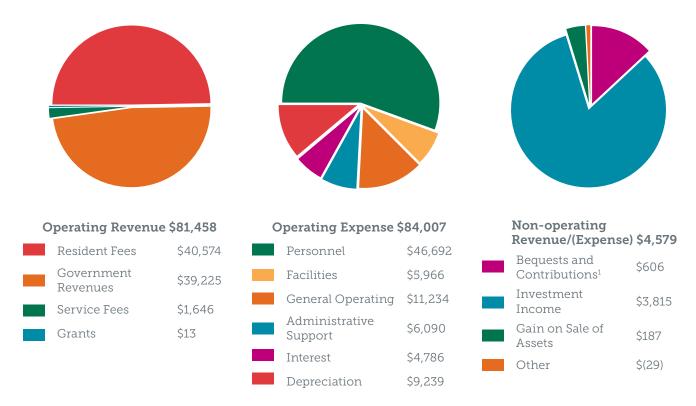
845

Number of total clients receiving personal care

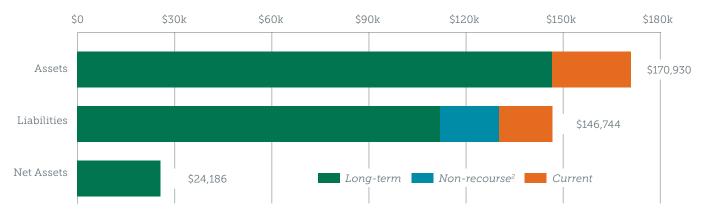
2020 financial snapshot

The financial information below is for the 12 months ending December 31, 2020. This 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, 2021.

The financial data of Graceworks Lutheran Services includes the combined operating results of several service lines including Bethany Village, Graceworks Enhanced Living, Graceworks Housing Services, and Graceworks at Home. All numbers are shown in thousands of dollars (\$1,000s).



Balance Sheet



- 1 Includes temporarily restricted gifts of \$66 for the Benevolent Care Fund.
- 2 Short-term and long-term indebtedness totals \$18,020 and is secured by specific Graceworks Housing Services communities. This is not a direct obligation and cannot be charged against other assets of Graceworks Lutheran Services.

2020 uncompensated charity care

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 home-based services, we provided more than \$4.8 million of uncompensated charity care that was not reimbursed by user fees or government funding.

Uncompensated Charity Care

Year Ended December 31, 2020 Projected (unaudited)

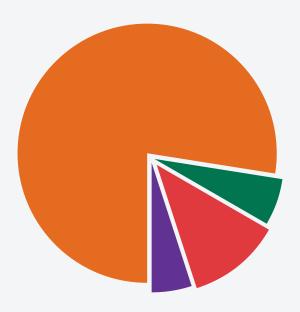
| Bethany Village Medicaid Provider | \$3,765,943 |
|-----------------------------------|-------------|
| Deficit - Long-term Healthcare | \$3,703,343 |

Bethany Village Benevolent Care Benefits Subsidy – Independent/Assisted Living \$293,625

Graceworks Housing Services Subsidy \$563,358

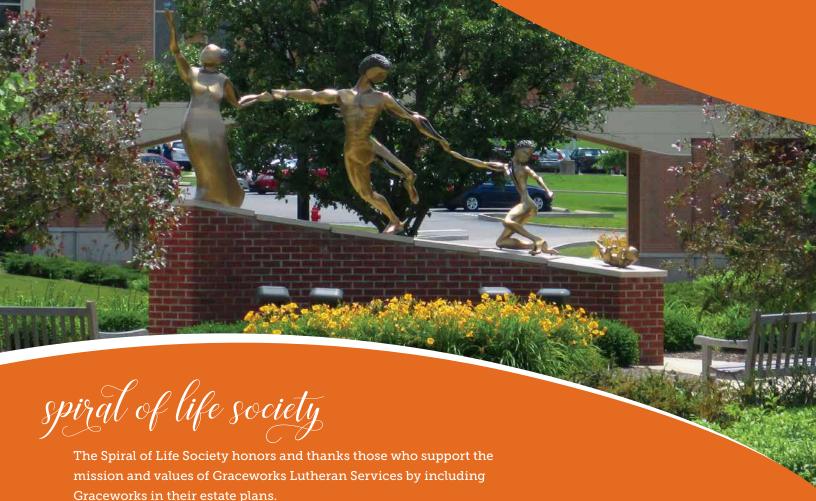
Graceworks at Home Subsidy \$234,567

Total Uncompensated Charity Care \$4,857,493





to welcoming our passionate volunteers back in 2021.



Dolores Anderson

Arthur & Judy Astbury

Connie Aubry

Ronald & Judith Baker*

Robert[†] & Bonna Behnken*

Rev. James & Julie Bosse

Janice Bowden

Harry to Jan Brown

Dennis & Helen Bruce*

Judy Budi

Matthew Buehrer*

Ed Cloughessy

Harold Croop

Maureen Evans

Dr. Fred & Kay Freeberg

Reuben Hann

Daryl & Regina Hodnett

Ivar & Bernice Holmer

Hans & Virginia[†] Holztrager

Steve McCarthy

Terry & Daryl Nels

Dr. Carl & Kimie[†] Payne

George & Diane Phillips

Kay Price

Michael Rench

Willis & Susan Serr*

Paul & Jean[†] Shank

Violet Sharpe

Dean & Marjorie Shupert

Dean[†] & Dorothy Snethen

bequests & deferred gifts

Graceworks Lutheran Services extends our gratitude and appreciation for the following donors for their bequests and deferred gifts:

Ruth Behm

Eleanor Blank

Rayman & Elizabeth Coy

Albert & Nancy Freudenberger

William & Gladys Grabeman

Richard Hartmann

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Robert & Emily Puckett

Esther Reimueller

Jack & Betty Semmelman

Dean Snethen

Donald & Dorothea Spindler

Melvin & Kathleen St. John

Don Steck

Robert & Katherine Westbrook

"Simple kindnesses were very much appreciated when so much was uncertain. Short outdoor visits and smiling faces went a long way to brighten their days." – Jackie D'Aurora,

Vice President, Marketing & Advancement

























Gifts to Graceworks Lutheran Services are made generally or designated to a particular program. We thank everyone for their thoughtful gift to help sustain Graceworks Lutheran Services. Please visit Graceworks.org/Donors2020 to see the complete list of donors.

\$25,000+

Raymond & Joan Gillaugh

\$10,000+

Marcia Andren Bob & Jeanne Coughlin Patricia Matthews Kenneth & Lily Schepers Southwest Ohio Council of Government for Hamilton Cty. Board of Development Disability

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Anonymous Mary Adams Francis & Judith Barnett Janice Bowden **Brighter Tomorrow Foundation** Judy & Gerry Budi Community Foundation of Madison & Jefferson County, Inc. The Dayton Foundation Flawless Finish Construction I.I.C. Levin Family Foundation P. Scott & Lori McGohan Kevin & Joey Nels Terry & Daryl Nels United Way of the Greater Dayton Area Michael & Susan Vision Jean Webster

\$2500+

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\$1000+

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\$500+

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Rev. Robert Swanson

Nancy Turner Shirley Wall Carol Waszkiewicz

Timothy & Regina Wayt Donald & Caryl Weckstein Dr. Bradley & Vicki Wertman

Georgetta Will Harmon & Judith Withee Richard & Donna Wolf Mary Zimmerman Zion Lutheran Church, Hamilton, OH

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Dorothy Berner Blair's Lawn Care Joanne Brandt

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Alan & Elizabeth Campbell

Maria Cata

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Union City, IN Warren Tripp **Emmoline Turner** Joan Ungerleider

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Linda Wolfe

Tod & Dana Wollschlager

James & Constance Xarhoulacos

Mary Younger Jane Zembaty Irene Zonars

meet our leadership

Our Board of Directors and Executive Team are deeply committed to Graceworks Lutheran Services and the communities we nurture, grow, and develop throughout our service areas.

2020 Executive Team

Judy A. Budi, President & CEO

Michael W. Allen, Vice President, Finance & Facilities

Dawn L. Barhorst, Vice President, Human Resources

Jackie A. D'Aurora, Vice President, Marketing & Advancement



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Mark S. Feuer

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Tawana S. Jones

Diane M. Kimpel

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Rev. John S. Shailer

Brent A. Strobel

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Thomas R. Petrovic.

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Dr. Eric A. High, Board Secretary

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Mark S. Feuer

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Arthur A. Astbury

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Stephen Hoffsis

Kevin S. Nels

Thomas R. Petrovic

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Margaret Cothern

Lauren Dreshman

Thomas Kahle

Diane M. Kimpel

Rev. John Mittermaier

Bonnie Parish

Robert Reichard

Diane Welborn

Nominating Committee

Tawana S. Jones, Chair

James Anderson

Debbie Watts Robinson

David Wickham

Rev. Charlie Woodward



We invite Lutheran congregations to affirm their involvement with Graceworks Lutheran Services by becoming members. Through the covenant process, member congregations can commit their support in a number of ways. In turn, Graceworks will assist congregations in their local ministry and provide opportunities for volunteers to participate in social ministry.

Augsburg Lutheran Church, Cincinnati, OH
Emmanuel Lutheran Church, Kettering, OH
Epiphany Lutheran Church, Centerville, OH
Faith Lutheran Church, Wilmington, OH
Good Shepherd Lutheran Church, Cincinnati, OH
Hope Lutheran Church, Cincinnati, OH
Lutheran Church of the Resurrection,
Cincinnati, OH
Messiah Lutheran Church, Cincinnati, OH

Messiah Lutheran Church, Cincinnati, OH
Peace Evangelical Lutheran Church,
Beavercreek, OH

Prince of Peace Lutheran Church, Loveland, OH Rockway Lutheran Church, Springfield, OH St. Jacob Lutheran Church, Anna, OH

St. John Lutheran Church (Ingomar), West Alexandria, OH

St. Paul Lutheran Church (Dog Leg), Dayton, OH

Trinity Lutheran Church, Brookville, OH

Trinity Lutheran Church, Cincinnati (Mt. Healthy), OH

Zion Evangelical Lutheran Church, Dayton, OH

Zion Lutheran Church, Hamilton, OH



Graceworks Lutheran Services 6430 Inner Mission Way Dayton, OH 45459-7400



Can also be viewed online at: Graceworks.org/2020AnnualReport

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