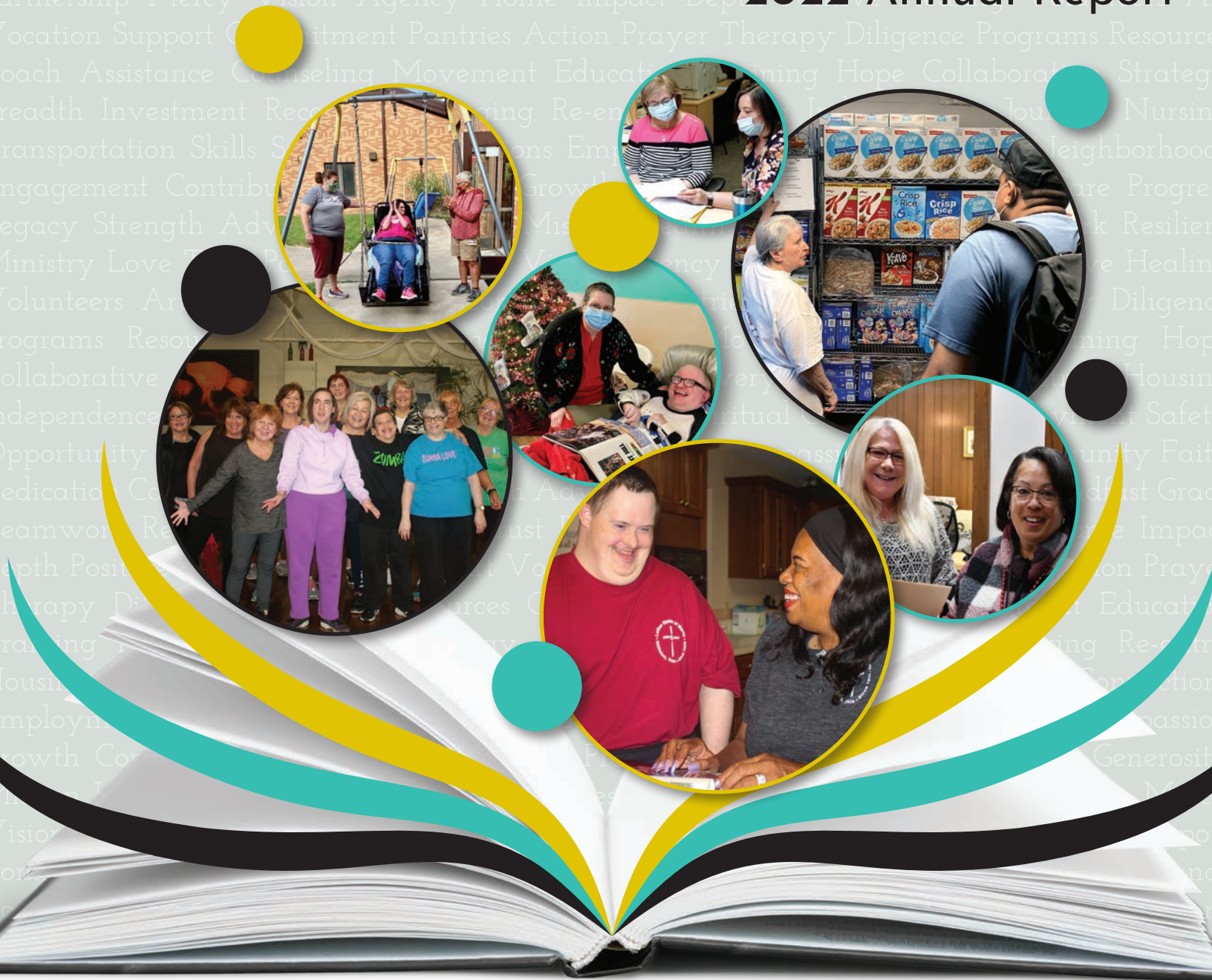


Many Voices, One Story

Lutheran Ministries of Mercy 2022 Annual Report



Lutheran Ministries of Mercy: *Many Voices, One Story*

Dear Friends, Families, and Supporters,

As we reflect on the past and prepare for the future, we hear the voices of those we serve, their families, our donors, and so many in our communities—voices that reflect lived experiences, hopes, and dreams for what is yet to come.

And we listen. Reflecting the rich diversity of the family of God, we recognize the unique perspective each individual brings to our ministry. Yet as these voices come together, they tell the same story—a story of love, reminding us that we are not so different at all. Jesus calls us from our own individual experiences to create a space where people can experience God's love through the care and compassion of all the agencies under the Lutheran Ministries of Mercy umbrella.

This annual report reflects our heritage, mission, and values as well as the important impact of this shared calling. Together, our agencies are helping those we serve, their families, and our communities achieve a healthier future. Creating a place where all people are empowered to lead their best lives.

Thank you for being part of this story.

Terri Rodriguez



Terri Rodriguez
President and CEO
Lutheran Ministries of Mercy

Chuck Winters



Chuck Winters
Chair, Board of Directors
Lutheran Ministries of Mercy

Who We Are In Service to Others

Lutheran Ministries of Mercy (LMM)

Strength through Partnership in Administration and Management

LMM was founded in 2013 with the goal of promoting sustainability, improvement, and innovation in the direct service operations of partner organizations. Initially created by a partnership of Filling Homes in Napoleon, Ohio and Luther Home of Mercy in Williston, Ohio, the group was then joined by Lutheran Social Services of Northwestern Ohio in 2015. Working together, administrative services are combined, shared, and designed to assist affiliated agencies in enhancing mission-driven community services by providing cost-effective and efficient management expertise.

Each of the organizations maintains their independent status as well as the independent status of their Foundations. At the same time, the combined strength, expertise, and size of affiliated agencies positively affect each organization. Affiliates have the advantage of a wider breadth and depth of expertise, of learning from one another, and sharing best practices. They also benefit from a larger collective visibility and voice in advocacy, rate setting, and vendor contracts, as well as in policy development and organizational systems design.

Together, our organizations impacted more than 28,134 lives during 2022, serving both children and adults across 24 counties in Northwestern Ohio and Southeastern Michigan. In 2023, we will celebrate 10 years of working together for the needs of those in our care. Dedicated staff, volunteers, donors, and corporate leaders join us all year long in service to others. We hope you will enjoy reading about our ministries in the pages ahead and join us in service to others.

Intermediate Care Facility Residents	132
Day Program Participants	218
Community Housing Residents	50
Supported Living Clients	105
Clients Served in Mental Health & Substance Abuse Programs	832
Clients Served in Food Pantries	18,791
Re-entry Clients	75
Scott HUB Clients	18,371
Rental Assistance Clients	850
Clients of the Employer Resource Network	257
Clients of the Financial Stability Program	428



LUTHERAN SOCIAL SERVICES
of Northwestern Ohio

Strengthening People in Body, Mind and Spirit

Summary of Impact

Number of
Volunteers
255

Number of
Volunteer Hours
3,474

Number of
Meals to Food
Pantry Clients
281,865



Left: John is a dedicated LSS Food Pantry Volunteer—he and others make shopping enjoyable for those in need of food for the month.



Right: Heather loves summer for planting flowers at her home. Her masterpiece of color and smile always brighten any day!

Summary of Impact

Number of
Clients Served
28,134

Number of
Staff
750

Right: Jenny was thrilled to shop for her own beauty products at our local Walmart. Thanks to a new adaptive van purchase, with funding from the 2021 Fall Fling, traveling is now available to many of our residents!



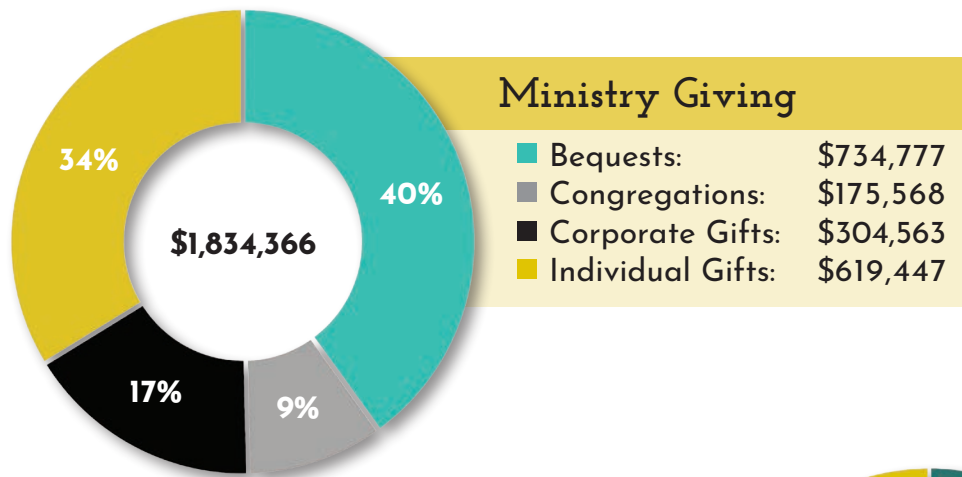
Left: Emmy's smile—one of 30 or so—inspired by 'Splash Days'. A staff-initiated, outdoor water party intended to bring the fun back after the long season of COVID.

Operating Budget

Filling Homes:		\$14,797,209
Luther Home of Mercy:		\$20,533,710
Lutheran Social Services:		\$4,074,565
Total Budget:		\$39,405,484

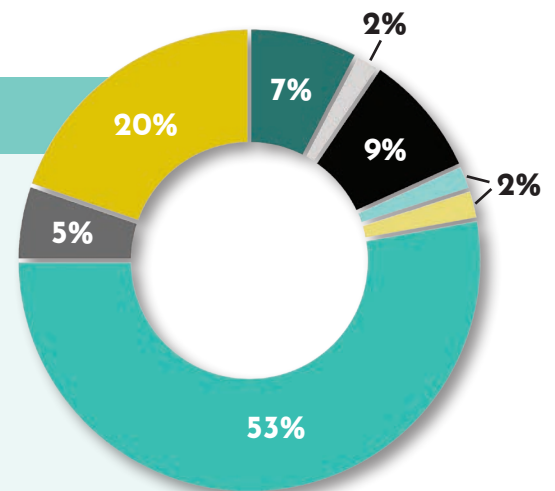
Stewardship

Lutheran Ministries of Mercy and our affiliates are committed to the care and stewardship of all gifts. We continually work to improve our efficiencies and thank you for your unwavering support. Below is an unaudited reflection of our 2022 year in review. Audits and 990's will be filed mid-2023.



Revenue by Operating Source

Adult Day Services/Vocational Habilitation:	\$ 3,179,988
Counseling:	\$ 736,194
Covid-Emergency Funding:	\$ 3,641,546
Grants/Refunds/Other:	\$ 752,093
Housing:	\$ 868,484
Intermediate Care Facilities:	\$21,909,684
LSS Partner Programs:	\$ 2,188,712
Supported Living:	\$ 8,172,706



Recognizing Years of Dedicated Service

Service above self. We are honored by the dedicated and collective work of 750 members of our staff. We would like to recognize the following members of our team who are celebrating the milestone of 25 years of service or more, along with those we miss because they have retired.

MILESTONES

Tonia Albright, 25 years, Luther Home of Mercy
Melissa Anderson, 25 years, Luther Home of Mercy
Cheryl Briggie, 35 years, Luther Home of Mercy
Nancy Chalfin, 30 years, Luther Home of Mercy
Toni Fletcher, 35 years, Luther Home of Mercy
Tara Kopp, 25 years, Luther Home of Mercy
Juanita Lauffer, 30 years, Luther Home of Mercy
Marlene Moll, 25 years, Luther Home of Mercy
Carol Purney, 45 years, Luther Home of Mercy
Anna Rayford, 25 years, Lutheran Social Services
Terri Rodriguez, 30 years, Lutheran Ministries of Mercy
Jill Scaggs, 25 years, Luther Home of Mercy
Susan Schuster, 35 years, Luther Home of Mercy

Karen Shaffer, 45 years, Luther Home of Mercy
Patricia Shank, 35 years, Luther Home of Mercy
Shelly Sharp, 40 years, Filling Homes
Sue Sonnenberg, 25 years, Filling Homes
Barbara Turner, 25 years, Luther Home of Mercy
Jean Witt, 60 years, Luther Home of Mercy

RETIRED

Lori Beakas, 46 years, Lutheran Ministries of Mercy
Tammy Jo Broshious, 21 years, Lutheran Social Services
Timothy Calhoun, 11.5 years, Luther Home of Mercy
Steven Emenhiser, 6 years, Filling Homes
Kathy Grau, 8 years, Luther Home of Mercy
Michael Hand, 7 years, Filling Homes
Kimberley Hart, 11 years, Filling Homes
John Irvine, 3.5 years, Luther Home of Mercy
Roxann Postema, 19 years, Filling Homes
Cathy Price, 50 years, Filling Homes
Michael Schriener, 2 years, Filling Homes
Deb Wilburn, 44 years, Luther Home of Mercy

Voices Echo: Cathy Dennison's Garden of Laughter & Joy



Dedicated in July, "Cathy Dennison's Garden of Laughter and Joy" is a lasting gift of Cathy's loving mother, Mary Ellen Nerod. Mrs. Nerod wanted to give something to Filling Homes as a thank you for the exceptional care Cathy has received while residing here since 1973 and that would honor the daughter she adores. Her donation provided approximately 4,000 square feet of concrete walking paths, beautiful perennial plantings, custom-built metal benches, and a year-round, wheelchair-adapted, covered picnic table and glider. Cathy's infectious laugh inspired the name for the garden.



Cathy Dennison surrounded by Lori Beakas, former Director of Facilities, Pastor Denise Brown, FH Chaplain, and Mrs. Nerod, Cathy's mom and the project's donor.

Many Voices . . .



Jen is an amazing and talented artist at Soaring Arts Studio in Napoleon, Ohio. In talking with Jen, you can just feel the excitement she has not only for creating art but also sharing her passion with others as a teacher of art classes at the studio. "I came here after high school at the suggestion of my mom. I was really shy and didn't have a lot of confidence—but the staff embraced me and have guided me to be the best person I can be! There are times when I am so grateful for the staff; I like to say they are the Bonnie to my Clyde! I am able to accomplish so much when I put my mind to it. My art is an expression of me that others can enjoy when they buy a piece for their own homes."

Now Jen is also teaching, as Soaring Arts invites guests to come and use their creative minds! Jen said, "I am really excited about teaching art in the community. I have learned so much, and now I can share that. It is so fun, and I tell everyone what the staff used to tell me, 'we can make mistakes and always work through it!'"

Jen joins 217 other clients who participate in one of our eight community-based day programs where they are creating connections and gaining confidence and other social and employment opportunities, all while engaging in activities they love!

When Director of Business Office Services, Jean Witt, recently celebrated her 60th anniversary at Luther Home, we knew it was a moment worthy of the royal treatment. In 1962 when she began as a volunteer and then three months later as an Administrative Secretary for \$1.00 an hour, things were very different. Then, it was pencil and paper; now, it's keyboards and computers. Jean has always been eager to learn new technologies and adapt to new responsibilities—including roles in finance, payroll, benefits, and even as an Interim Executive Director.

Over the years, her love of our residents and the Lord have served her well. Jean's passion makes her one of the longest serving employees in our almost 100-year history. When we asked Jean about her dedication, she simply said with a bright smile, "It became a habit. Luther Home has given me far more joy than I could have ever wished for. Even 60 years later, the Lord continues to bless me and those we serve."

Jean's big day was remembered with cake, a crown, and a throne as well-wishers offered their congratulations. We are honored to call Jean part of the LMM family and grateful for the many lives she has touched through six decades of selfless devotion. Please join us in congratulating Jean on her milestone of 60 years of service.



... One Story

Nicole, a full-time employee at a Wood County factory, is a client of the Lutheran Social Services' Shared Success Employer Resource Network (ERN). This program provides services to local and regional employers who join the Network as a benefit to their employees. Clients like Nicole can receive onsite and face-to-face coaching services with Shared Success Coaches when these clients are facing challenges and personal problems. Coaches act as confidants, and "friends" to provide sessions that help their clients maneuver through some of life's most pressing issues.

Nicole shared, "I began to tell [my coach] what was going on in my life and she listened! When I was all done, I remember crying with happiness because someone finally understood. She connected me to resources I didn't know existed to meet my basic needs. She became a shoulder to lean on as I navigated through work and life following the death of my son, my mother's illness and death from cancer, and my own needs too! Now I tell my co-workers to go see a coach—and they do!"

We are grateful for our ERN employers who trust our coaches to work with their employees and are pleased that more than 250 individuals are helped annually through this partnership program.



In our ministries, faithful and generous donors provide the resources needed to successfully care for the people we serve. One donor, Terry Bossert, donates monthly to our ministries—and giving is part of his life's mission. His generosity can be felt throughout northwest Ohio where he has worked, volunteered, and lived most of his adult life.

Following his first "retirement" after 25 years at Prudential, he served as a bus driver for Perrysburg City Schools and a courier for ProMedica. "Mr. B" has also volunteered for the Fire Service and served 40 years as a Sunday School teacher at Lutheran churches in Columbus, Chillicothe, and Perrysburg.

A proud 1957 graduate of the former Libbey High School, he loves seeing young people find success in their lives. The programs and services offered by our ministries align with his own giving strategies.

"When I was younger, my family needed assistance and I turned to Lutheran Social Services for that help," he said. "They were there for me, and I never forgot it. I live a very modest life, have raised my children to be caring adults, and now, if I can give just a little goodwill to others each month, it makes me happy, too." He makes donations using his Donor Advised Fund at the Greater Toledo Community Foundation, the ELCA Foundation, and Charitable Gift Annuities. We are honored to have him engaged in our ministries. Our community is better because of Mr. Bossert.

Mission Connection

"...in the same way, let your light shine before others, that they may see your good deeds and glorify your Father in Heaven." – Matthew 5:16

God has indeed called each of us to shine our light. We invite you to connect to our mission of service and to shine your light on our work.

Prayer, Time, and Talent are all engagement opportunities that mean the world to those we serve. Our clients face many challenges: please join them in prayer, or offer your time and talents as a volunteer.

Outright Gifts may be given as a direct contribution

or a pledge made over time. God has asked each of us to practice true generosity and stewardship. Your gifts will be valued as a joyful response to what He has done for you and your family. Be assured your wishes will be honored and helpful to those we serve.

Planned Gifts are also an option for giving. While they require more planning than a traditional gift, we are always interested in meeting with you and your financial or tax advisors.

The Legacy Society



As part of our ongoing desire to learn about you and those who have remembered our ministries with a legacy, estate, or planned gift, we have created the Legacy Society. When you notify us that you have remembered one of us in your plans, you become a member.

As a member of our Legacy Society, we will send special communications from our President, invitations to various events, and more. Thank you for allowing us the opportunity to recognize you today. For more information about Legacy giving, please contact Jeanette Hrovatich, Director of Planned Giving, at 419-972-4373 or email her at jhrovatich@luthmin.org.

Special Thanks to Our Community Partners



Churches & Leadership

We are honored to have 260 Association of Congregation Lutheran Churches and an additional 20 churches join us in our ministry. Members of these congregations and other community leaders comprise our Board of Directors.

Chuck Winters, Chair

Christina Fletcher, 1st Vice Chair • Michelle Dean, 2nd Vice Chair

Denise Lalonde, Secretary • Tim Schumm, Treasurer

Bobbie Abel

Bob Bethel

Jan Bratton

Rev. Juli Lejman-Guy

Rev. Stephen Lutz

Jeff Mires

Rev. Chuck Campbell

M. Christine Palmer

Michael Scheiding

Edward Schulte

Jeffrey Schwartz

Bishop Chester Trail

Nathan Zechman

We would like to honor the memory of dedicated Board Members, Barbara Moellman and Lillian Lager. We thank them for their service. May they rest now in the love of the Lord.

LMM Leadership

Terri Rodriguez
President & CEO

Sheldon Burke
Director of Facilities

Jeanette Hrovatich
Director of Planned Giving

Kenneth Richmond
Director of Finance

Michael Short
Director of Information Technology

Carol Slight
Vice President, Filling Homes

Tracia Jaksetic
Vice President, Lutheran Social Services

Our Shared Ministry

The strength of Lutheran Ministries of Mercy and our affiliates lies in our ability to work together and find balance in an environment where things are constantly changing. Joined by the many voices of 255 volunteers, together we share our program highlights with an on-going sense of pride and gratitude. We remain hopeful because you have made our ministry a priority through prayer and dedication of both time and treasures.





Sharing Resources • Enhancing Lives

5810 N. Main Street
PO Box 187
Williston, OH 43468

... we hear **the voices of those we serve,**
their families, our donors, and so many in our
communities ... as these voices come together,
they **tell the same story—a story of love,**
reminding us that we are not so different at all."

