



Lutheran Ministries of Mercy
2023 Annual Report

Lutheran Ministries of Mercy: *In Everything, Give Thanks*



Dear Friends, Families, and Supporters,

As we look over the accomplishments of 2023 and plan for the future of our ministries, we know that our organizations—Luther Home of Mercy, Lutheran Social Services of Northwestern Ohio, and Filling Memorial Home of Mercy—are driven by a strong sense of compassion and comradery, people working day in and day out to bring about positive change.

We are blessed by volunteers who selflessly dedicate their time, energy and skills. We are grateful to passionate donors who make it possible for our organizations to achieve ambitious goals in service to others. And we are fortunate to have many kindhearted individuals offering their unwavering support and encouragement. When joined by caring and dedicated staff, these are our strengths even in times of change or uncertainty.

We recognize that it is compassion, kindness and selflessness that have allowed our organizations to thrive. Our success is not the result of a single person's work, but rather a testament to the power of unity and community spirit. We are fueled by the enduring support of many incredible individuals who understand the strength of giving thanks and helping others to thrive.

This collective effort of all involved has improved lives, created opportunities and brought hope to those who need it most. In this annual report we highlight some of these stories, creating a vivid picture of the incredible impact an organization can have when supported by such a caring community.

In appreciation,

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

Lutheran Ministries of Mercy (LMM) celebrated 10 years of strength through our partnerships with Filling Homes, Luther Home of Mercy and Lutheran Social Services of Northwestern Ohio. Founded in 2013 with the goal of promoting sustainability, improvement and innovation in the direct service operations of partner organizations, LMM continues to find new ways to meet the demands of our clients and residents too.

Working together, administrative services, information technology, and planned giving services are combined, shared and designed to assist affiliated agencies in enhancing mission-driven community services by providing cost effective and efficient management expertise.

While each of the organizations maintains their independent status, as well as the independent status of their Foundations, it is the combined strength, expertise and size of affiliated agencies that positively impacts those clients and residents in our care.

All of our affiliates in 2023 took significant steps to partner with other agencies in our work too. From LSS assisting families impacted by tornadoes in Point Place/Toledo, to community gardening at our base facility at Filling Homes in Napoleon, we strive to be of help where we can, when we can.

Together, our organizations impacted 31,874 lives during 2023, serving children, adults and seniors across Northwestern Ohio and Southeastern Michigan. We hope you will enjoy reading about our ministries in the pages ahead and continue to join us in service to others. ❤️

Intermediate Care Facility Residents	138
Day Program Participants	234
Community Housing Residents	114
Supported Living Clients	97
Clients Served in Mental Health & Substance Abuse Programs	566
Clients Served in Food Pantries	23,855
Re-entry Clients	150
Scott HUB Clients*	5,786
Rental Assistance Clients	583
Clients of the Employer Resource Network	252
Financial Opportunity Center Clients	99

*January - June 2023



Summary of Impact

Number of
Volunteers
575

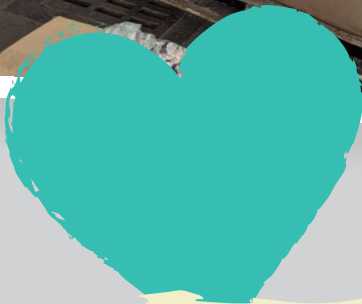
Number of
Volunteer Hours
12,786

Number of
Meals to Food
Pantry Clients
358,991



A moment of pride. In the spirit of community service, our residents and staff Charlie, Deon, Ralph, Mike, Talmadge, Don, Mallory, and Patti, stepped up to help at the local food bank. Their hard work and dedication ensured that area veterans could pick up a special basket for the holidays and know that we appreciated their service to our country.

As we embrace opportunities to serve, we also strengthen the bonds of our community.



Rene and Maysin show us a smile is the best accessory you can wear! Shared smiles and colorful scenery make every moment a celebration at one of our Day Programs.



Summary of Impact

Number of
Clients Served
31,874

Number of
Staff
758



Whitnee Smith, Success Coach for the LSS Employer Resource Network Program, loves to engage with local companies and their employees. Whitnee's compassion and care make it easier for employees to learn about resources available to them in our community as they maneuver through difficult challenges.



A heartwarming return! After retiring from his position at Filling Homes, Roger returns often as a volunteer reading stories with his friends, Luke and Clyde.

Operating Budget

Filling Homes:		\$15,146,471
Luther Home of Mercy:		\$22,971,623
Lutheran Social Services:		\$1,905,855
Total Budget:		\$40,023,949

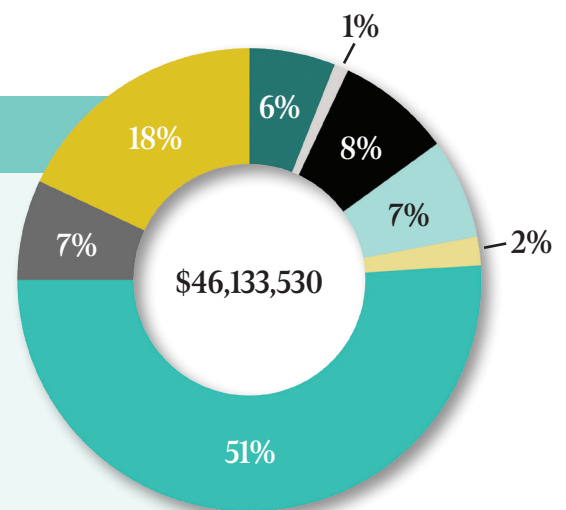
Stewardship

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 2023 year in review. Audits and 990's will be filed mid-2024.



Revenue by Operating Source

Adult Day Services/Vocational Habilitation	\$ 2,806,695
Counseling	\$ 533,640
Covid-Emergency Funding	\$3,658,389
Grants/Refunds/Other	\$3,184,894
Housing	\$ 1,042,258
Intermediate Care Facilities	\$23,575,963
LSS Partner Programs	\$ 3,340,644
Supported Living	\$ 7,991,046



Planning for the Future of Services

Filling Homes, Luther Home of Mercy, and Lutheran Social Services have taken on program expansion opportunities that have positively impacted our ministries. Staff and volunteers continue to monitor the needs of those in our care so we can meet those demands through our operational goals. Below is a sampling of what the future holds as we continue to fill gaps and strengthen and grow our programs.

Phase I Building Expansion

At Lutheran Social Services (LSS), we began Phase I of our fundraising efforts for a 2024-25 building expansion project (7,240 additional square feet of space) for the Toledo office at Collingwood Boulevard and Bancroft Street. These expansion plans are designed to meet sustainable program demands as LSS continues to fulfill its mission of providing human services that strengthen the mental, moral, physical, social, and spiritual well-being of its clients.

For more than a century, LSS staff and volunteers have worked to bring quality, compassionate programming to area residents, evolving services to meet both existing and emergent needs. Today, these services include Behavioral Health Counseling, Substance Use Disorder Treatment, Abusive Partner Intervention Programs, Reentry Programs for those formerly incarcerated, Financial Stability Services and Housing Programs, Emergency Choice Food Pantries and the Feed Your Neighbor Network. During the past three years, more than 70,000 people have benefited from the services offered by LSS throughout a 24-county region including Northwestern Ohio and Southeastern Michigan.

As programs expand at LSS we seek to find a balance between the past while emerging with a renewed sense of mission to carry us well into the future. For that reason, we envision a space where thousands of clients are served in a more accessible and welcoming Emergency Choice Food Pantry, where the growing numbers of those attending vital educational programs have room for learning, and where mental health counselors have offices conducive to their client's comfort and healing.

With the support of our community, local and state officials, corporate partners, and congregations, our clients, staff, and volunteers will benefit from this expansion as we proudly increase our capacity to better meet the needs of our neighbors. Please contact our Director of Planned Giving Jeanette Hrovatich at 419-779-4193 for more information. ❤️



The current exterior of the Toledo campus of Lutheran Social Services of Northwestern Ohio



Exterior and interior renderings of the LSS Toledo office expansion, projected to cost approximately \$3M

ad·vo·ca·cy

"...any action that speaks in favor of, recommends, argues for a cause, supports or defends, or pleads on behalf of others."



LSS & LMM staff with Ohio State Representative Michele Grim

these visits allow us to educate and "shine a light" on policies and funding concerns that dampen our ability to serve.

During 2023, our advocacy efforts, when joined by others in the state, have resulted in significant funding and regulatory changes benefitting individuals with developmental disabilities and promoting the health of the agencies that serve them. And for Lutheran Social Services, meetings with elected officials broadened our ability to serve and provided the opportunity to apply for significant state and local funding.

We are hopeful that our voices will continue to have far reaching impact on critical decisions impacting those we serve and we are thankful for all those across the state who have joined in these important efforts. ❤️

2023 was certainly a year of advocacy for Filling Homes, Luther Home of Mercy, and Lutheran Social Services. Members of our staff and volunteers spent countless hours sharing our message all while advocating for fair wages, program expansions and changes in regulations that allow us to better serve the needs of our clients and residents. Letter writing campaigns, meetings with a variety of elected officials, appearing before State officials in "hearings" and providing tours of our facilities are all ways that we advocate for those we serve, for our organizational needs and strategic growth opportunities. As we look at our unique missions, we know that by advocating for each of our ministries,

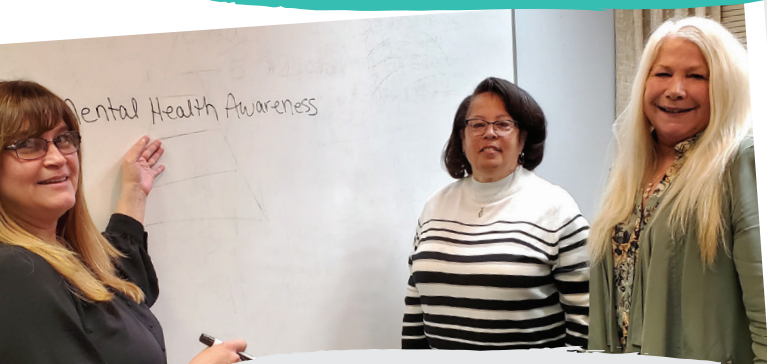


Ohio Governor Mike DeWine with LHM VP Megan O'Brien



From (L-R): Kasey Binning, DSP at Filling Homes; Lori Siclair, Henry County Commissioner; State Rep. James Hoops; Carol Slight, Filling Homes VP

Mental Health Counseling



Director of Behavioral Health Patty Hall with therapists Sherry Easterling and Karen Howard

Life might not come with instructions, but it does come with support! Thankfully, the stigma associated with needing assistance with your mental well-being is changing. Today, we are encouraged to seek help rather than struggle in silence.

At Lutheran Social Services of Northwestern Ohio (LSS), mental health counseling programming is offered by licensed therapists in person at our offices in Fremont, Findlay, Tiffin, and Toledo, in addition to online teletherapy services which can be offered from the comfort of your own home! Under the direction of Patty Hall, LSW, MSW Director of Behavioral Health, our staff provides a safe and hopeful environment for individuals and families who are facing some of life's most complex situations.



Filling the Need...

60 Years of Women in Philanthropy

*Unstoppable. Exciting.
Amazing. Awesome.*

These are the words the officers of the Women's

Guild of Filling Homes used to describe the volunteer work this group accomplishes each year to make a difference. Founded 60 years ago by Mrs. Steinert, a pastor's wife at Bethlehem Lutheran Church Okolona, the group is now made up of individuals from the 4-county service area of Filling Homes: Henry, Fulton, Williams, and Defiance Counties.

In their six decades of service, the Guild has evolved. As a women's organization, the members started by helping with sewing and mending projects, canning fruits and vegetables at harvest time, making pads for resident beds and wheelchairs, and helping wherever their talents were needed. Today, 161 members raise significant funds for a variety of projects.



The Women's Guild Executive Committee. From (L-R): Donna Drewes, Treasurer; Cathy Aschemeier, 2nd Vice President; Phyllis Knappe, Secretary; Carol Dille, President; Carolyn Schlade, Vice President; Jean Cohrs, Director of Mission Advancement (Filling Homes)

Two \$1,000 scholarships are part of their annual fundraising efforts. The Moser Nursing Scholarship (named after Filling Homes' first CEO) assists a current high school senior interested in nursing. The Employee Scholarship is granted to an active Filling Homes employee wanting to advance their education in Health and Human Services with the intent of serving those with intellectual and developmental disabilities.

The Guild also holds popular events. The *Festival of Tables* is one opportunity to support the women of the Guild on the last Saturday in September. The *Filling Fall Fling* is an annual auction in November. With funds raised from these events, the Guild members have purchased handicapped accessible vans, tables, chairs, adaptive equipment, and more!

According to Filling Homes Director of Mission Advancement Jean Cohrs, "The Women's Guild is the heart and soul of our ministries. They come together to do amazing work, and yet are very humble when it comes to 'patting their own backs.' We are so thankful for them and the work they do—we have grown as an organization thanks to their dedication and care."

Interested in the Guild? Contact Jean Cohrs at 419-599-6901. Membership is open to anyone with an interest in serving. ❤️

In 2023, more than 550 individuals and families participated in our program. According to Patty Hall, "it is not easy to ask for help, but our clients know that through LSS programming, they will find the support, empathy and compassion needed to confront anxiety, family conflict and more."

LSS can offer guidance to children, adults, and families in the following areas:

- ✓ Loss of a loved one
- ✓ Depression and anxiety
- ✓ Stress management
- ✓ Parenting
- ✓ Physical abuse

*Lutheran Social Services of Northwestern Ohio
VP Traci Jaksetic with Patty Hall*

- ✓ Family conflicts
- ✓ Marital problems
- ✓ Divorce
- ✓ Domestic violence
- ✓ Trauma

If you or a loved one is in need of these services, please reach out to LSS at 419-243-9178 and we'll get you connected to the counselor who will be able to serve your needs. ❤️



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 asks each of us to practice true generosity and stewardship. Your gifts are valued as a joyful response to what God has done for you and your family. Be assured your wishes will be honored and helpful to those we serve.

Planned Gifts are another option. 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 remembered our ministries with a legacy, estate, or planned gift, we have created the Legacy Society. When you notify us that you have remembered our ministries in your plans, you become a member.

Legacy Society members receive 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 Hrovatic, Director of Planned Giving, at 419-972-4373 or email her at jhrovatic@luthmin.org. ♥

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Churches & Leadership

We are honored to have 250 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

Rev. Chuck Campbell, Secretary • Tim Schumm, Treasurer

Bobbie Abel
Nate Daniels
Leon Fitzpatrick
Marilyn E. Ford

Matthew H. Garrow
Rev. Juli Lejman-Guy
Rev. Stephen Lutz
Jeff Mires

Jeffrey Schwartz
Becky Stewart
Bishop Chester Trail
Kathleen Winters

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

Denise Wagner, Director of Human Resources

Our Shared Ministry



The strength of LMM is our affiliates and the community work that they do to provide for those in our care. Working together we are able to find balance, even as the needs of our residents and clients change. Joined by the dedication of more than 250 volunteers, we share our program highlights with an on-going sense of pride and gratitude through our quarterly newsletters, social media pages and more. We remain hopeful because you have made our work a priority through prayer and dedication of time and treasure.

Our affiliate Vice Presidents pictured above with Terri Rodriguez, President & CEO of LMM. From (L-R): Carol Slight, Filling Homes; Traci Jaksetic, Lutheran Social Services; Megan O'Brien, Luther Home of Mercy; and Terri Rodriguez



lutheranministriesofmercy.org



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Sharing Resources • Enhancing Lives

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"We are fueled by the enduring support of many incredible individuals who understand the strength of giving thanks and helping others to thrive."

