

THE LUTHERAN HOME  
ASSOCIATION



- 2021 -

# IMPACT REPORT

Where the care of the soul  
is the soul of care.

# TURNING CHALLENGES INTO OPPORTUNITIES

A MESSAGE FROM OUR CEO, CHRISTOPHER MEYER



“Thank God for what you have. Trust God for what you need.”

These are the messages prominently displayed in my office to set my mind for the coming day. These simple sayings redirect my thoughts toward choosing the right path and trusting that God will protect and provide by whatever means necessary, no matter what is going on in my life or the world around me.

Nationwide, there is a crisis in the healthcare industry in dealing with staffing shortages and ongoing COVID related issues. As a healthcare provider, The Lutheran Home Association has not been exempt from such issues and has faced some demanding situations this past year.

We’ve worked hard to overcome ongoing challenges and hurdles in our day-to-day operations, and we continue to do so to meet the needs of our organization.

Staffing remains a significant issue, and we find ourselves praying for additional support in this area. Our team continues to go above and beyond, even when faced with challenges.

We are fortunate to find very resolute, dedicated, and loving team members who continue to step up and do more each day. Our ministry continues to recruit and retain team members in an extremely competitive employment environment.

**With all we encounter, our leadership team focuses on turning our trials into opportunities. The way we conduct business has changed; we must find new and better ways to move forward.**

We trust God with our organization, we trust him to provide what we need, and we thank you for your continued support to our ministry and mission.

God’s continued blessings to you.

OUR MISSION IS TO SHARE CHRIST’S LOVE

AS WE SERVE THE SPIRITUAL, PHYSICAL, INTELLECTUAL



## OUR SELFLESS CAREGIVERS

A MESSAGE FROM OUR BOARD CHAIR, LOWELL HOFFMAN

What is the difference between a selfish and selfless person? Selfish people wonder how they can get something from others. Selfless people wonder how they can give something to others.

*"Do nothing out of selfish ambition or vain conceit, but in humility consider others better than yourselves. Each of you should look not only to your own interests, but also to the interests of others."* (Philippians 2:5-6)

Paul points out to the Philippians that selfish ambition can ruin an individual, but genuine humility can build a person up. Being humble involves having a true perspective about ourselves. It does not mean that we should put ourselves down, but that we should lay aside selfishness and treat others with respect and common courtesy.

We are to consider others' interests as more important than our own, as this links us with Christ, who was a true example of humility.

We have countless selfless caregivers in our care communities and programs throughout The Lutheran Home Association, and we trust every life as infinitely precious.

From our talented and skilled nurses, dedicated aides, and devoted volunteers to our accomplished auxiliary staff and hallowed chaplaincy team, each of our caregivers is committed to serving the spiritual, physical, intellectual, and emotional needs of people who are in our care and whose lives we touch.

I see the benefits of selflessness year after year. **Visitors who have toured our community notice our devotion: "We were so impressed with the interaction and the quality of care that each of the residents were given. They treated each of them as if they were family."**

We are blessed to have such an extraordinary, selfless team of caregivers.

AND EMOTIONAL NEEDS OF PEOPLE ENTRUSTED

TO OUR CARE AND OTHERS WHOSE LIVES WE TOUCH.



# GOD IS IN CONTROL

**A MESSAGE FROM REV. JOEL GAERTNER**  
*VP OF MINISTRY AND NATIONAL DIRECTOR OF JCM*

*God is our refuge and strength an ever-present help in trouble. (Psalm 46:1)*

It would be an understatement to say that the last year has been challenging. We all have experienced challenges in our personal lives, and The Lutheran Home Association has faced challenges as well.

The pages of this annual report give you a glimpse of the way God has sustained our ministry and has continued to bless us in spite of the challenges.

The words of Psalm 46 are a promise that we can turn to God for protection and strength. **It is a great reminder that God is not just there when things are difficult or when we turn to him or speak to him in prayer; God is *always* there!**

God is the reason TLHA has been privileged to serve people for more than 123 years.

One unique aspect of our ministry is our embrace of the principle “the care of the soul is the soul of care.” The care of the soul guides every one of our team members.

Everyone in our ministry has *leaned* on God for that support and strength from 123 years ago to today. In addition to leaning on it, they have *shared* it.

We thank God for being that ever-present help during times of trouble to continue to sustain our ministry.





# ULTIMATE PEACE

## A MESSAGE FROM MARK HAYES

*PRESIDENT OF MINISTRY*

I have attended more funerals in the past three months than I have in a long time, and this reminds me of why my mother transitioned from nursing to providing daycare when I was young. Saying goodbye to people she took care of was hard.

On the other hand, it reinforces what drew me to TLHA in the first place and inspires me to stay. Our mission to “share Christ’s love” has been a lifeline to our residents through the pandemic. God’s message brings security to seniors who are afraid or lonely or who don’t have loved ones or friends come to visit.


Most significantly, it gives them the ultimate peace of knowing that when they close their eyes for the final time in this life, they will open them to eternal life with Jesus.

Pastor Ed, who serves as a chaplain in Belle Plaine, often ministers to residents with dementia. He has seen those who can’t always identify their family members, but who light up when he comes into the room. Even the ones who rarely speak will still smile and say, “Hi, Pastor.” This sometimes hurts the feelings of the family members for a split second until they realize how naturally and how often their loved one is hearing about God’s love and making the connection.

**Revelation 14:13 says, “Blessed are those who die in the Lord....” I am blessed to be part of a ministry whose goal is to provide that priceless gift to seniors and individuals with special needs whom God has placed in our care. We are preparing them for eternal rest with their Lord.**





A woman with dark hair tied back, wearing green medical scrubs and a stethoscope, is smiling warmly at the camera. She is holding a tablet computer in her hands. The background is a blurred clinical or hospital setting.

**"IT IS IMPORTANT TO HEAR GOD'S WORD TO HAVE A  
MENTAL, SPIRITUAL, AND PHYSICAL BREAK FROM THE  
STRESS THAT COMES IN THE HEALTH CARE FIELD. GOD'S  
WORD HAS THE POWER TO COMFORT PEOPLE IN ANY  
SITUATION. THE POWER OF CHRIST'S LOVE, LIFTS US  
UP IN THE BEST OF TIMES AND IN OUR DARKEST TIMES."**

*-Pastor Patrick Feldhus, Chaplain at Hope Residence*



"I often hear stories of how when family members enter one of our communities, they are in awe. They say, 'It's just different here.' The only way to explain it is to welcome you to visit a care community. Only then will you know what they are talking about. And our chaplains and team members are a part of it!"

*-Mark Hayes, President of Ministry*

## The hands and feet of Jesus

One of the most intangible benefits of working for a care community at The Lutheran Home Association is hearing the message of Jesus's life, sacrifice, and resurrection and what that means for each individual person. From weekly staff meetings to resident worship services, team members can interact personally with the community's chaplain.

**You can't put a price on being able to share God's comforting love. This is one benefit that can't be listed on a page with a check by it.** This benefit is felt when you walk through the doors of any of our communities—whether you are a team member, a resident, or just visiting.

- It's the helping hand by the caregiver you pass in the hall.
- It's the physical nourishment received from our dietary staff.
- It's in the smiles of other residents as they attend an activity.
- It's the soothing voice of the chaplain as he reads scripture.
- It's all of these things and more.

775

TEAM MEMBERS, PART OF THE  
LOCAL ECONOMIES OF SIX  
COMMUNITIES IN TWO STATES.



"OUR GOAL IS TO SHARE GOD'S WORD."

During the pandemic, the Jesus Cares Ministries program at St. Mark's Lutheran Church in Bemidji, Minn., continued its outreach to share God's message of love with people with special needs, ultimately reaching more people!

*"We did not shut down at all; we just tried to find new ways of going forward and meeting the needs of the participants."*

*-Jill Kirk, Bemidji JCM co-leader*

Although JCM has on-demand Worship at the Cross services available, many lack the technology to access the internet. **This gap was highlighted more as everyone was experiencing limitations with no in-person gatherings.**

This led the national JCM office to help to bridge the gap between the local programs and the local group homes.

***"Hearing this feedback inspired us to make the DVDs of the Worship at the Cross services. Ultimately, our goal is to share God's Word with as many individuals as possible, and we will continue to do our best to make that happen. "***

*-Rev. Joel Gaertner, National Director of JCM*



Nothing is possible without God.  
Always make time for God and listen to  
His whispers, because he is telling you the  
way to Him. I love the Bible!

- Gavin Schultz, JCM participant

## The Hopeful One

With approximately 80 percent of people with special needs and their families reporting feeling unwelcome in the church, Jesus Cares Ministries' friends with special needs are experiencing God's welcome with open arms.

**This allows such individuals as Gavin to experience God's faithfulness firsthand.**

Gavin, who has severe autism, regularly attends Worship at the Cross and a JCM Bible study at his local church.

He participates by communicating with his hands and other electronic tools that are his "voice." Moving from the early stages of faith, learning and embracing, to now living the faith, Gavin is a true disciple of Jesus. His faith is never more evident than when you read his writings.

*Want to follow Gavin's faith journey? "Like" The Hopeful One on Facebook.*

3,418

PARTICIPANTS IN JESUS CARES  
MINISTRIES LEARNED ABOUT  
GOD'S SAVING GRACE.



A portrait of Keturah Carbon, a young woman with long brown hair, smiling. The background is a blurred outdoor scene with greenery and a blue sky.

“ We love seeing JCM volunteers transition to supporting our ministry financially. It’s nice to hear the impact the program has made on Keturah. ”

-Rev. Joel Gaertner  
JCM National Director

1,273

CHEERFUL GIVERS,  
SHARED  
ETERNAL HOPE,  
PROVIDED AND  
INSPIRED HOPE.

## Staying connected to JCM

During her four years at Luther Preparatory School, Keturah Carbon shared her time volunteering at the school’s Jesus Cares Ministries (JCM) program.

As a senior in college with no local program to volunteer with, Keturah continues to support JCM through prayers and financial giving. In early 2021, she chose to faithfully give a monthly gift to support a program that helped to make a difference in her life.

**“I really enjoyed volunteering, and I feel like it had a big impact on me,”** Keturah explained. **“Making the small donation is my way of staying connected to JCM.”**





“ CRIBBAGE CONTINUES TO BE A GOOD WAY TO VISIT WITH RESIDENTS WHILE BRINGING BACK MEMORIES OF THE TIMES I SPENT WITH NICK. ”

*-Pastor Kenley Mann, Chaplain at Wellhaven Senior Living*

## Jesus' gift of eternal life

As a chaplain at Wellhaven Senior Living, Pastor Kenley Mann spends one-on-one time with each resident. He often brings along a cribbage board in the hopes that they might be able to play a game together.

There's something special about Pastor Mann's cribbage board. It is homemade and was gifted to Pastor Mann from a Wellhaven resident, Nick Huttner, who was called home to heaven in 2020.

Pastor Mann learned that Nick had grown up Catholic but after joining the military had no church home and thus stopped hearing God's Word. The conversations would jump back and forth from humorous to serious.

During one of the games, Nick asked, **“Pastor, is Jesus my Savior because He showed me how to live or because He did everything for me?”**

It was a joy for Pastor Mann to explain how Jesus had done everything for him to give eternal life to Nick as His gift.

95

**VETERANS**  
*[INCLUDING NICK]*  
**SERVED ON**  
**OUR TEAM,**  
**RECEIVED CARE**  
**OR CALLED A**  
**TLHA**  
**COMMUNITY**  
**HOME.**



## A gift that sparked joy

Kingsway Retirement Living received donated quilts from the Lutheran Women's Missionary Society.

With each quilt was a handwritten card reading, "Please accept this lap quilt from your sisters in Christ as they were made with Christian love and care. May they be reminders of God's unending love and countless blessings."

One quilt was given to Kingsway resident Pat. Her life changed during COVID-19.

Like Pat, many Kingsway residents were used to being around others and enjoying large group activities with their neighbors.

**When the quilt was presented to Pat, the look on her face was full of amazement and joy. The joy was visible through her mask!**

“It's so nice to be noticed and cared for. I remember walking with my husband at the community center years ago and we'd admire the quilts on display for purchase. We never returned to buy one. I pray my husband, who is in heaven, sees that I received this quilt. ”

*-Pat, resident at Kingsway Retirement Living*





“I WAS HOPING TO COME  
BACK TO THE LUTHERAN HOME  
BECAUSE I EXPERIENCED  
GOOD THERAPY HERE.”

*-Bonnie, resident at  
The Lutheran Home: Belle Plaine*

## *A successful recovery*

Following a fall resulting in a broken femur, Bonnie temporarily moved to The Lutheran Home: Belle Plaine to receive therapy. Although her main objective was to gain strength and to successfully recover, she gave herself six weeks to return home in time to celebrate her anniversary with her husband, Albert.

**“It is my 20th wedding anniversary, and I made it,”** she shared.

Bonnie worked with the therapy team from Pro-Rehab, The Lutheran Home’s in-house therapy partner. She worked with an occupational therapist to

complete self-care tasks and a physical therapist to restore mobility.

“Little by little, we got my leg to move. Once I was able to access the therapy room, we used the equipment, like weights. Working with them allowed me to get stronger,” said Bonnie.

Bonnie, who is from Belle Plaine, was familiar with care community, especially the therapy department. She had a similar stay the previous year after she had a stroke. Bonnie met her goal and was able to return home in time to celebrate her anniversary.

7,209

LIVES IMPACTED THROUGH OUR  
HEALTH CARE, HOUSING SERVICES  
AND OUTREACH MINISTRIES.



# A legacy lives on



In April 2021, Shannon's loved ones gathered to honor her life. Hope resident Shannon was called home to Heaven. More than 150 individuals, including Shannon's family, friends, and Hope Residence team members and residents, bundled up for the memorial service. Shannon had called Hope her home for nearly two decades.

After living at home and watching her siblings move out of her family home, she realized that she wanted to have her own place. Her parents began to look at various options, which included Hope and area group homes.

"I wanted her to have a continuous group of people who knew her, and she knew them. We were looking for a safe, happy place for Shannon to be, and she found a family who loved her," said Joyce Noll, Shannon's mother.

Shannon was a social butterfly and served as the unofficial Hope greeter to all who entered.

**"Shannon's legacy lives on. She is home in Heaven, celebrating with Jesus. We are blessed to have had more than two decades with her on Earth,"** said Debra Wilbright, Regional Director of Disability Services.

**"Shannon definitely knew who Jesus was and she cheered whenever we talked about going to heaven to live with Jesus forever."**

*—Pastor Patrick Feldhus, Chaplain at Hope Residence*





"See you later."

Pastor Kenley Mann, chaplain at St. Michael's Assisted Living, spent time with Noelle\*, a resident who is nearing the end of her life. Together, they had a conversation on how Christ rose from the dead, as well as the meaning of his resurrection.

“ Christ paid all of our sin debt, and his 'It is finished' is the receipt for us to hear, feel, and see in the Bible. ”

*-Pastor Kenley Mann, Chaplain at St. Michael's Assisted Living*

Christians do not have to say “goodbye” but rather “see you later!” Although Pastor Mann plans to visit Noelle again in the coming weeks, they both know that he will “see you later,” even if later means in heaven one day.

24/7 pastoral care is provided through our ordained chaplains to remind residents, like Noelle, that nothing can isolate them from the love of Christ.

1,645

CHAPLAIN VISITS EACH MONTH.

AVERAGE NUMBER OF VISITS WITH  
RESIDENTS BY OUR PASTORS THROUGH  
THE CHAPLAINCY PROGRAM.

*\*Name has been changed at the resident's request.*





Like memory loss, we can't control the weather, only our reaction to it.

In August, The Lutheran Home: Belle Plaine campus hosted our fifth annual “Stepping Forward for Dementia.” Despite off-and-on rain throughout the morning, more than 60 attendees participated in the two-mile walk.

Leading up to the start of the walk, attendees had an opportunity to “plant” a pinwheel in our pinwheel garden. **These pinwheels represent a promise to remember, honor, care, and fight for those living with Alzheimer’s disease and their caregivers.**



“ We are grateful nearly everyone who registered came out to walk despite a few raindrops. ”

*-Emily Bullert, Therapeutic Recreation Director at The Lutheran Home: Belle Plaine*

100

ATTENDEES HEARD THE MESSAGE  
“IT’S ALZHEIMER’S — IT’S TIME  
FOR EXTRAORDINARY LOVE,”  
BY REV. CURT SEEFELDT.





## Enjoying life at 100 years old

Charlotte has lived a lot of life. On Jan. 24, 2021, she turned 100 years old.

Charlotte has called Highland Regency House, an independent senior apartment community in New Ulm, Minn., home for the past six years. She moved from a farmhouse more than 180 miles away to be closer to family.

“We wanted to bring her closer to us. Highland was just barely built when we first looked at it.

It's a beautiful place.”

*-Lanis, Charlotte's daughter*

**Turning 100 marked a special day for Charlotte. Even at 100, she continues to live independently and care for herself.**

Living at Highland allows her to enjoy a high standard of living with the comforts of home without the added responsibilities.

**“FORGET ABOUT EVERYTHING BUT LIVING.  
ENJOY LIFE AND WHAT YOU HAVE BECAUSE YOU  
DON'T KNOW HOW LONG IT WILL LAST.”**

*-Charlotte, resident at Highland Regency House*



# Annual memorial service HOSTED IN NEW WAY

Each year, Pastor Mark Bartsch, chaplain at Heritage Homes, hosts a memorial service to remember and honor the community's residents who have been called home to Heaven.

With consideration for the current COVID-19 restrictions, the team at Heritage opted to transition the service to a virtual event. Family members and loved ones were invited to watch the live stream of the service on Facebook.

Kristine Learman, daughter of Armin Schuetze, watched the service. Her father was honored as he passed away in 2020 at the age of 103.

**"It was very nice that they could do that. It is so difficult at this time, but they did their best to honor everyone,"** Kristine explained. **"It was a very thoughtful service."**

During the past year, Pastor Bartsch continued to share God's message of love and hope through hallway worship services and individual visits with residents.

*"Our chaplains represent a special type of frontline worker. They put on their masks and face shields and complete the same entrance questionnaires and tests that nurses do. And they visit with our lonely moms, dads, grandmas, and grandpas. They assure them daily that God is here with them, loves them, and cares for them."*

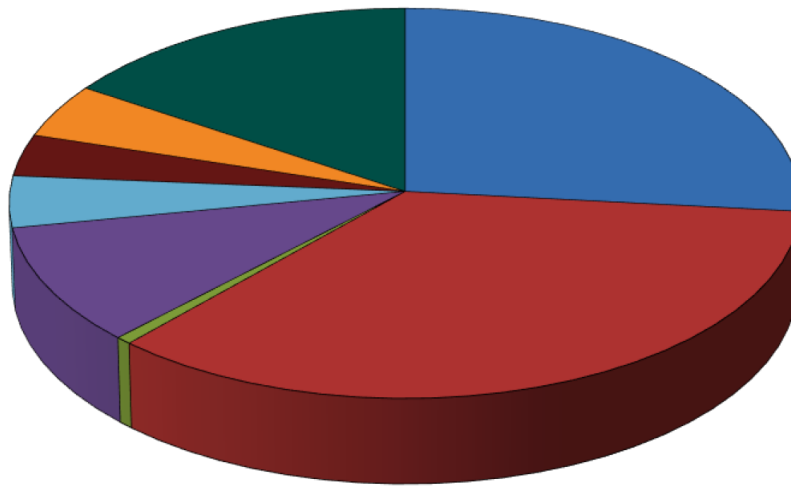
*-Mark Hayes, President of Ministry*



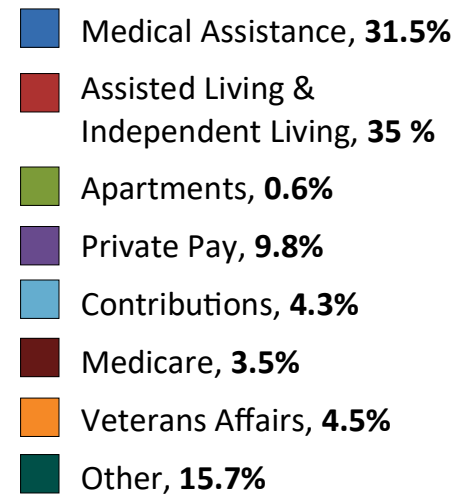


# FINANCIAL STATEMENTS

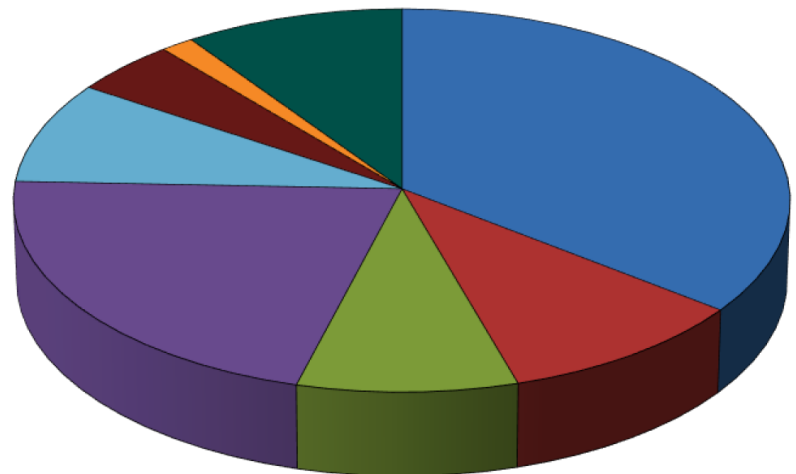
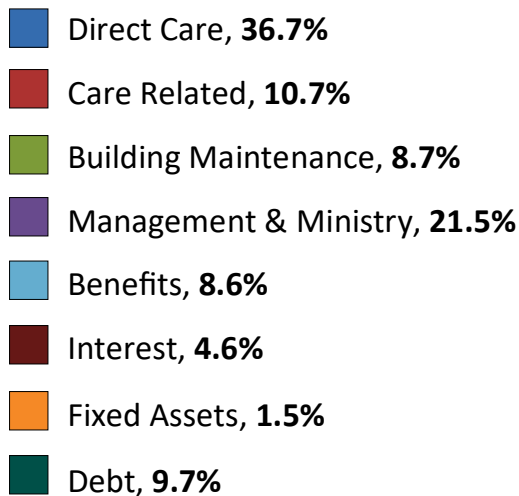
*\*Fiscal year ended Sept. 30, 2021*



## REVENUE SOURCES



## EXPENDITURES



## CARE COMMUNITIES AND PROGRAMS

**BOESSLING VILLAGE APARTMENTS**, Belle Plaine, MN  
**FAITH RESIDENCE APARTMENTS**, Belle Plaine, MN  
**HERITAGE HOMES**, Watertown, WI  
**HIGH ISLAND CREEK RESIDENCE**, Arlington, MN  
**HIGHLAND REGENCY HOUSE**, New Ulm, MN  
**HOPE RESIDENCE**, Belle Plaine, MN  
**JESUS CARES MINISTRIES**, Belle Plaine, MN  
**KINGSWAY RETIREMENT LIVING**, Belle Plaine, MN  
**ST. MICHAEL'S ASSISTED LIVING**, Fountain City, WI  
**THE LUTHERAN HOME: BELLE PLAINE**, Belle Plaine, MN  
**WELLHAVEN SENIOR LIVING**, River Falls, WI

**MORE THAN**

**2,840**

**VOLUNTEER HOURS**

**GENEROUSLY**

**DONATED TO OUR**

**PROGRAMS AND**

**CARE COMMUNITIES.**

## BOARD OF DIRECTORS

**Lowell Hoffman**, Board Chair  
*Belle Plaine, MN*

**Dr. Bruce Becker**  
*Jackson, WI*

**Jon Maertz**  
*New Berlin, WI*

**Rev. Matthew Rauh**, Vice Chair  
*Arlington, MN*

**Rev. John Boeder**  
*New Ulm, MN*

**Rev. Michael Muehlenhardt**  
*Cottonwood, MN*

**Tim Schuth**, Treasurer  
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**Jeff Davis**  
*Lake Mills, WI*

**Randy Niemann**  
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**Lance Schwartz**, Secretary  
*Mankato, MN*

**Wayne Larson**  
*Belle Plaine, MN*

**David Oldenburg**  
*Fond du Lac, WI*

## EXECUTIVE LEADERSHIP TEAM

**Christopher Meyer**  
*Chief Executive Officer*

**Mark Hayes**  
*President of Ministry, TLHA Foundation and  
Jesus Cares Ministries*

**Patty Narveson**  
*Chief Finance Officer*

**Rev. Joel Gaertner**  
*Vice President of Ministry and National  
Director of Jesus Cares Ministries*

**Beth Wadsley**  
*Vice President of Human Resources*

**Dawn Schaffer**  
*Director of Marketing and Communications*

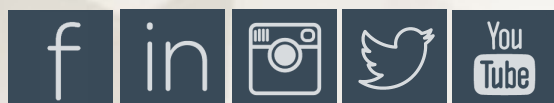
**Doyle Voss**  
*Director of Information Technology*

**Jacqueline Grimm**  
*Regional Director of Senior Services  
for Minnesota*

**Debra Wilbright**  
*Regional Director of Disability Services*

**Tiffany Olson**  
*Regional Director of Operations for Wisconsin*

THE LUTHERAN HOME  
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