

WHERE
the Care of the
- SOUL -
is the Soul
of Care® ♡



THE LUTHERAN HOME
ASSOCIATION



ANNUAL REPORT 2013

"May the Lord our God be with us as he was with our fathers; may he never leave us nor forsake us." - 1 Kings 8:57

This year marks the 115th year of The Lutheran Home Association.

The Lutheran Home Association began during the Civil War when Sophie Boessling, a Minnesota farm widow, took her earthly resources and presented them to her pastor at Trinity Lutheran Church in Belle Plaine, Minn., with the request that her church would start a home for widows and orphans. In November 1898, Boessling's dream became reality as she became the first resident of the "aged and orphans" home. She lived there for two days before being called to her eternal rest. Over the last 115 years, many people have been touched and cared for by The Lutheran Home Association all because of Boessling's dream.

Our tagline, "**Where the care of the soul is the soul of care,**" has been carried out in many ways over the past 115 years. As you read these pages and reflect on the work done in 2013, ponder the words of 1 Kings 8:57 "May the Lord our God be with us as he was with our fathers; may he never leave us nor forsake us."

This report shows how the words of King Solomon's prayer have been answered in and reflected by our work. From weekly spiritual care and nationwide Jesus Cares Ministries to campus residents and people admitted to our facilities seeking the excellent physical care—all are touched by our spiritual care and in any number of cases, come to saving faith in Jesus Christ as their Savior.

Yes, the Lord our God has been with us as he was with our fathers of faith throughout the pages of Scripture! Yes, the Lord our God has been with us for 115 years and has blessed us as we care for the souls and bodies of those entrusted to our care! Thank him for those rich blessings and pray that he will continue to bless and keep The Lutheran Home Association, those who are served by it and those who serve in it!

PRESIDENT'S REPORT

"I was blind but now I see"

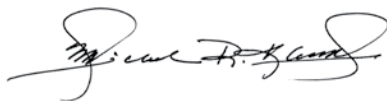
It is hard for me to imagine what it feels like to not have the gift of sight. I always ponder that feeling when singing the above referenced verse of the hymn, "Amazing Grace". Yet, the real gift of sight is not what our eyes can see, but rather the clear vision of knowing who our Savior is and the joy we look forward to in heaven.

When you consider the ministry of The Lutheran Home Association (TLHA), our core focus—the care of the soul—seeks to address spiritual blindness. Many people in society do not see the value of Christian ministry serving seniors and persons with intellectual and developmental disabilities. Regardless of the exact reasons we are able to service people, our focus on caring for the souls demonstrates an unwavering conviction that in the end nothing is more important than knowing in death that the victory through Jesus is ours. Our mutual blindness is over.

As we enter our 115th year, by God's grace, thousands of people will be touched by this ministry. They will see extraordinary quality in our programs, devoted caregivers, engaged congregations, passionate volunteers and profoundly dedicated donors. Each and every day represents an opportunity for service, as author Hans Finzel articulates, "To follow our calling, rise above mediocrity and make a difference in the world with our life." Regardless of the abundance of uncertainties that are part of health and human service programs today, we cannot become paralyzed by doubt or the fear of the unknown. We believe we have positioned this ministry and have plans that can sustain and grow this mission well into the future.

While we can do much, and God permits much to be done, our hope, our confidence, our trust today, tomorrow, and in the future is built upon our Lord's promise, the answer to spiritual blindness, with the joy of salvation in Jesus Christ. I invite you to be our partner in sharing this special calling. Thank you for making a difference in this ministry.

Caring for the soul,



Michael R. Klatt
President and Chief Executive Officer



Michael R. Klatt,
President and Chief Executive Officer

CHAIRMAN'S REPORT

We are celebrating the completion of 115 years of continued service to The Lutheran Home Association (TLHA) community. The contrasts between 1898 and 2013 are so great that our imagination has difficulty making the comparison.

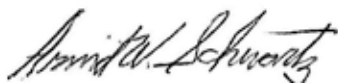
During this period of time, TLHA has given care to thousands of people. It is difficult to wrap our mind around the circumstances under which care was given. Today, we take for granted we have the most up-to-date facilities and equipment needed. This was not always the case in the early 1900s.

In the last 115 years, TLHA has had only six people leading the organization. From 1898–1961, a total of 63 years, three men—Pastors Erich Moebus, C.F. Kock and Louis Brandes—served as president and administrators. From 1961–1993 Pastor Robert Schlicht served as president and chief executive officer. Louie Lieske served as interim chief executive officer from 1994–1997. In 1997 Michael Klatt was named president and chief executive officer and continues in the position today. On Oct. 23, 2013, he completed 25 years of service to TLHA. He started in 1988 as a direct care person, followed by a variety of other roles until his current appointment in June 1997.

Like those preceding him, Michael has built a stable, high-performing organization by putting people first in a Christ-centered environment. Under his leadership, TLHA remains at the forefront as one of the leading providers of care to people with many different needs. More important than the physical care is his commitment to the mission of TLHA, “where the care of the soul is the soul of care.” To those thousands of people who have passed through the doors of TLHA, each of them heard God’s words of encouragement, God’s plan of salvation for all and God’s promise of life eternal to all who believe.

It is only fitting to pause and give thanks to God for providing men who have lead TLHA for the past 115 years and recognize the 25 years of service by Michael Klatt and his wife, Shari. Through their stewardship and commitment to excellence, they lead by example as humble servants doing the work of the Lord. We thank them for their dedication and making TLHA “where the care of the soul is the soul of care.”

To God be the glory!



Arvid W. Schwartz
Chairman of the Board



Arvid W. Schwartz,
Board Chair

GENERATIONS

COMING TOGETHER



The book *“Tuesdays with Morrie”* is summarized as a story about “an old man, a young man, and life’s greatest lesson.” Last fall Belle Plaine, Minn., teacher Jill Morreim wanted her high school English students to experience this lesson so she contacted Kingsway Retirement Living about a multigenerational learning project.

“The idea actually started with my grandmother,” said Jill. “She and I used to sew for days and days, and we’d just chat away. I’ve always thought it would be good for my students to have the opportunity to talk with someone like I did. Having my students read *Tuesdays with Morrie* solidified that idea.”

Now, four times a year, Jill brings her class to interview senior residents at Kingsway, the independent living community in Belle Plaine affiliated with The Lutheran Home Association. All students interview their own resident for 20 minutes, asking questions they’ve prepared in advance and practicing the social skills of which Jill has cultivated in them, such as introducing themselves, shaking hands and making eye contact.

“After each session, I have the students write a reflection on the person they interviewed,” said Jill. “It’s been a great learning experience. Some of the students even come back to visit their senior outside of class. They just love it.”

The students aren’t the only ones enjoying the learning project. More than 20 senior residents

participate and they feel they’re gaining as much, if not more, from the visits than do the students.

“Oh yes, I’ve learned so much from the students,” said Anne Wendlandt, a Kingsway resident since October 2011. “I love hearing what younger generations are like. I like to hear about their school and their activities. It’s so different from when I grew up.”

As a child, Anne lived in Nymegen, Holland. She remembers taking shelter from the bombing raids of World War II and delivering food for Jews hiding in the underground. She and her family immigrated to the United States in 1950, when she was 18 years old. To high school students interviewing Anne, she presents a fascinating life story.

Of course, everyone—young and old—has an interesting story. And when multiple generations come together and talk, simple moments of teaching and learning bestow wonderful memories to last a lifetime.

“It’s been a great learning experience.”

WORKING TOGETHER,

Sharing the Gospel

Kingdom Workers and Jesus Cares Ministries (JCM) partnered with the Lutheran Church of Central Africa (LCCA) in Malawi to share the gospel with people who have intellectual and physical disabilities and their families.

The goal for this groundbreaking team of volunteers is to pave the way and provide the template for future volunteers to help in this same setting, training Malawians to serve individuals with disabilities and reach out to them with the life-changing message of Jesus.

Cedric, a 23-year old man with severe physical and developmental disabilities, came to know his Savior this past summer. With lack of wheelchairs or transportation, his mother carries him on her back. She first brought him to the Bible class hosted by the local LCCA congregation and led by Nathan, a student at Wisconsin Lutheran Seminary, and other JCM/Kingdom Workers volunteers.

Cedric and his mother returned two days later to the simplified worship service, where she asked if Cedric could be baptized. The congregation's pastor agreed and asked Nathan if he would like to do it. Nathan was quick to say "yes". He quickly scribbled the Chichewa words on the palm of his hand and repeated them over and over to get them right.

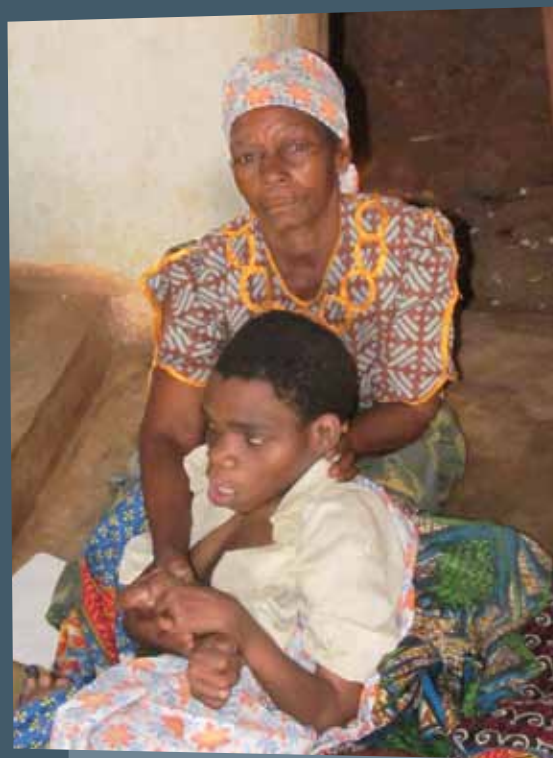


This would be the first baptism he conducted, and while a bit nervous, he was glad to play a role in it. Nathan shared, "To be a tool used in bringing Cedric to faith ... wow! What an honor bestowed on each of us in different ways—God chooses to use sinners to spread his Word."

Cedric and his mother returned on Sunday to attend the congregation's regular worship service. His mother shared they didn't know they could come before, but now she knows that all are welcome and loved.

The team of six volunteers worked with a broad spectrum of participants in the various congregations during their seven-week volunteer service. Some participants spoke English, while many needed a translator. Some members were able to read and write, while others were illiterate. Some congregation members owned Bibles and others did not. Three teachers had teaching degrees, 126 did not.

The team encountered individuals with a variety of disabilities: blindness, deafness, physical handicaps, autism, Down syndrome, cerebral palsy and infectious diseases such as HIV. They also had the opportunity to witness to countless caregivers, family members and children from the community in addition to individuals with disabilities.



Reaching out with the life-changing message of Jesus.

ELECTRONIC EXCHANGE OF MEDICAL RECORD INFORMATION

Three Organizations Band Together to Create Pilot Project

Mayo Clinic Health Systems, The Lutheran Home Association of Belle Plaine, Minn., and the University of Minnesota Academy of Family Physicians Research Network have been awarded a grant through the Minnesota e-Health Connectivity Grant Program for Health Information Exchange issued through the Minnesota Department of Health.

The goal of this initiative is to complete a pilot project and study the structure and systems for implementing an electronic exchange of patient medical record information between organizations. It will involve a select group of individuals at Kingsway Retirement Living in Belle Plaine. The project will test elements of electronically exchanging health record information for meaningful use between Kingsway, Mayo Clinic Health Systems and the University of Minnesota Physicians.

The objective is to explore how the electronic exchange of health record information can be seamlessly transmitted, improve overall quality of care and reduce costs. A survey conducted earlier this year by the Bipartisan Policy Center, a nonprofit founded in 2007 by George J. Mitchell and fellow former majority leaders Howard Baker, Bob Dole, and Tom Daschle, found that 71 percent of physicians thought the lack of interoperating communication among electronic health records, along with a lack of infrastructure for exchanging information, was the highest challenge to achieving desired improvement in digital health care.

Dr. James Lim, the lead Mayo physician on the project, stated, "We have to explore new options in improving our communications and systems with

various providers. Too often we see delays in an individual's care and treatment because various disciplines do not see the entire picture of care." Dr. Kevin Peterson, University of Minnesota physician overseeing the research aspect of the grant, concurred with him. "We need to take a significant leap in health care reform by creating the structure and systems for organizations to communicate effectively."

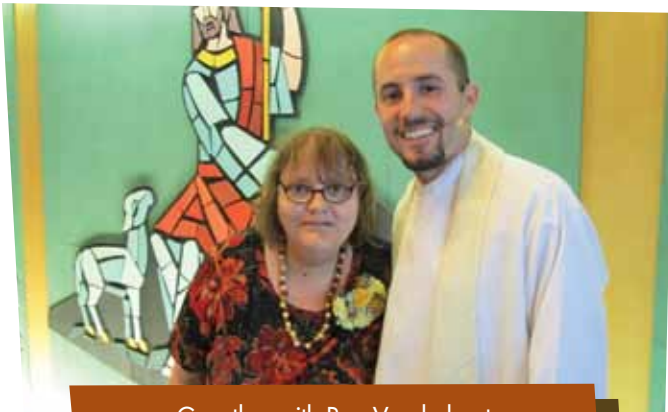
In many situations, individuals head to the emergency room with little to no information available about drug allergies, medical conditions or family contacts. "If we do not solve the communication gap in electronic medical records, much of the effort to improve quality and reduce costs in the Affordable Care Act will not be achieved," said Michael Klatt, president of The Lutheran Home Association. "The organization is committed to innovation and we hope to contribute in some way to explore a better model of health information exchange technology through this project."



JESUS CARES MINISTRIES

helping people with disabilities learn about Jesus

One of the greatest challenges for the Jesus Cares Ministries (JCM) is reaching out to people with disabilities who live outside group homes.



Guenther with Rev. Vanderhoof

Because they don't reside in the structure of a community-based facility, they are harder to find and introduce to the Jesus Cares program of Bible classes and church services.

Recognizing this challenge, the Beaver Dam Area Jesus Cares Ministries, of Beaver Dam, Wis., took creative initiative and set up a booth at a community disability awareness event. As a result, seven new people came to their JCM program. One of them was Suzanne Guenther, who has become a very special member.

"Suzanne came to our booth by herself. She was very interested in everything," said Marianne Miller, a volunteer with JCM since 2007.

Suzanne is a 47-year-old woman with social disabilities who lives independently in the Beaver Dam area. She had previously attended different churches but felt they did not meet her needs. Like many people

with a disability, she had no way of getting to the JCM classes by herself, so Marianne and her fellow volunteers arranged a system of transportation to Good Shepherd Lutheran Church, where the classes are held.

And so Suzanne began coming to Jesus Cares Ministries. She appreciated the simplified monthly church services and the twice-monthly Bible classes, all of which are done at a level of comprehension for people with intellectual and developmental disabilities.

"Suzanne just fell in love with Good Shepherd Church," said Marianne. "She started attending regular church services and our regular adult Bible class. She wanted to know what she needed to do to commune with us, so Pastor Vanderhoof began teaching her in Bible information classes."

On May 5, Rev. Collin Vanderhoof baptized and confirmed Suzanne at one of Good Shepherd's morning services and she joined in taking communion. After the service, members hosted a luncheon in her honor.

"This was my first experience with the Jesus Cares Ministries and it was very special to see how the Gospel works. It doesn't matter who you are. Suzanne's baptism and confirmation were a good reminder of how important the Jesus Cares program is. To see Suzanne's enthusiasm, her excitement to be learning—for me, as a pastor, that's the story right there" said Vanderhoof, who has been serving Good Shepherd for the past year.

The Beaver Dam Area Jesus Cares Ministries assists Dodge County WELS congregations in reaching out to people with intellectual and developmental disabilities. Started in 2007, pastors and volunteers from three area congregations help to bring the Gospel to an average of 30 to 35 students each month.

WESLIE'S MINISTRY

as told by his sister Donna

Weslie Jagow has a ministry he loves. That ministry is Jesus Cares Ministries (JCM).

He is strengthened through God's Word at JCM and St. John's Lutheran, his home church. He uses JCM to bring his closest friends to hear about Jesus. When he gets extra money to spend, some of it goes to support Jesus Cares Ministries.

Weslie is deaf and has developmental disabilities. Weslie went to deaf schools and lived a good life, but he was searching for relief from agitation of all his physical and spiritual conditions. In the past he tried other church bodies and would become involved only to become frustrated when the programs weren't tailored to meet his developmental and spiritual needs.

His sister, Donna, prayed for a church that could reach him. A church that would care about his soul so he would be able to understand the Bible and know Jesus.

Weslie's health began to decline and he ended up in the hospital. This gave Donna the opportunity to search for nearby group homes. She trusted God had a plan. Soon she was led to a home in Jefferson, Wisc. that would accept Weslie. While Jefferson was further away from her and their mother, she was thankful to God that this worked. Weslie's safety and comfort were the most important.

When visiting Weslie soon after he moved to Jefferson, Donna and her husband went to a nearby church where she discovered they had a Jesus Cares Ministries program. Immediately, Donna worked with Weslie's home to figure out how he could participate in the program. What could have been a stumbling block became a gift; the group home recognizing the importance of spiritual growth, offered to drive Weslie in their van

and stay with him for the program. This further confirmed to Donna that Weslie was in the right place.

Soon Weslie was less agitated on a regular basis. He would talk about what the Bible said and how Jesus was his friend. He knows that Jesus died for his sins and will take him to heaven. He wanted others to know this truth and now regularly brings five of his housemates to Jesus Cares Ministries with him.

Weslie was confirmed on Oct. 2, 2012, by Pastor Mark Bartsch. "It still brings tears to my eyes; he was beaming as he was confirmed as a member of St. John's," Bartsch shared. "The dedication of his sister to come to each adult instruction was inspirational."

Jesus Cares Ministries made a difference for him and his friends. This is why he chooses to give his extra spending money to support the ministry. Weslie's life is now a ministry—a ministry that is influencing others.



Thanks to Weslie's sister, Donna, for sharing the story of God leading Weslie to have his own ministry.

Weslie was supposed to only live a few years due to his various physical and developmental disabilities. Weslie is now 70-years-old and going strong. Donna credits God in all things and continues to see his hand extend through the senior and disability ministries of TLHA.

She trusted God had a plan.

WATERTOWN AIMS TO BECOME FIRST DEMENTIA-FRIENDLY COMMUNITY

At 88, Shirley Stryck shows no signs of physical decline, but her memory isn't as crisp as it once was, and she's very aware of the change. That's why she no longer cooks.

Stryck, a retired nurse, began noticing memory problems about five years ago and has been diagnosed with early-stage dementia. On a hook above her kitchen counter hangs a notebook where visitors log in, a step family members took a few months ago because Stryck sometimes couldn't recall who had dropped by.

Stryck may be among the more fortunate of those with memory loss because of where she lives. Watertown, Wisc. a city of about 24,000 people 45 minutes east of Madison, has embarked on an effort to become a dementia-friendly community, perhaps the first in the country.

"This is massive, absolutely massive," said Lori La Bey, executive director of Alzheimer's Speaks, an advocacy group in St. Paul, Minn. "Watertown, to our knowledge, is going to be the first dementia-friendly community in the U.S."

Jan Zimmerman initiated the effort in Watertown and envisions a community where residents are fully educated about dementia, business owners are trained on how to assist customers with memory loss and people with dementia remain independent for as long as possible.

Zimmerman is a nurse and administrator of Heritage Homes, a residential community in Watertown operated by The Lutheran Home

Association. It includes assisted-living apartments and a memory care wing. Zimmerman has worked closely with dementia patients for decades and became frustrated that those with memory loss often become isolated from the community.

On Oct. 20, 2013, about 40 community members attended a meeting to hear about the initiative—a first step Zimmerman hopes will lead to a formal coalition that meets regularly and puts forth detailed proposals.

At the meeting, attendees could pick up pocket-sized cards intended to be carried by people with memory loss and presented at retail establishments. The cards read: "Thank you for your patience. I am memory impaired and may require a few extra moments. Your cooperation and understanding is much appreciated."

The cards are a subtle way people can signal their situation without having to announce it publicly, Zimmerman said. Also, businesses are being offered free, on-site training for their employees, and those that complete training can display a purple angel in their window.

On Oct. 21, 2013, the first monthly "Memory Cafe" was held at Connection Cafe, a coffee shop near Heritage Homes. The concept, now prevalent in many communities, provides a laid-back social setting where people with memory loss and their caregivers can share tips and support each other. Twenty people attended the first one.

"I'm absolutely proud of our town and what we're doing," said Mayor John David, who is encouraging community members to

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get involved. Both his mother and mother-in-law died of Alzheimer's, he said.

As the large baby boomer generation ages, experts say memory loss will become an increasingly familiar part of society. Already today, one in nine Americans over age 65 has Alzheimer's, the most common form of dementia. By age 85, one in three people has it, according to the Alzheimer's Association.

In an interview, La Bey said restaurants, in particular, can be overwhelming to someone with memory loss due to the sheer number of decisions a diner must make quickly. A trained waiter can break down the options into manageable chunks, she said. For instance, instead of reeling off a long list of beverages, a waiter can first ask whether the diner wants a hot or cold beverage, then gradually get more specific, such as coffee or tea, she said.

Strysick, whose assisted-living apartment is at Heritage Homes, no longer drives or leaves the premises alone. Even with a family member, she has become increasingly reluctant to go out because of a fear of becoming disoriented, said her daughter-in-law, Carol Strysick.

Strysick did not yet have one of the pocket-sized cards but said she would not be opposed to carrying one.

"It's OK if everyone knows I need help," she said.



MORE THAN A PLACE TO LIVE

KINGSWAY OF BEVERLY HILLS

In December 2012, Kingsway of Beverly Hills welcomed its first residents. The independent senior living community is part of St. Paul's Evangelical Lutheran Church campus in Beverly Hills, Fla. St. Paul's welcomes residents with an introductory care package and, throughout the year, church members reach out to residents to build a sense of community.

Alice Pedersen was one of the first residents to move into Kingsway of Beverly Hills in late 2012. Born in Denmark in 1930, she was confirmed Lutheran only because it was the state religion at the time. In spite of being confirmed, she rarely attended church. That changed when she moved into Kingsway of Beverly Hills.



A month after moving into Kingsway, Pedersen attended church for the first time in almost 40 years. A few weeks later, she enrolled in Bible Information Class. Pastor Mark Gabb personally walked to her villa to meet with her. She would work through the material ahead of time since her first language was Danish and her formal education only went through eighth grade. She was determined to finish Bible study class. Each week, Gabb watched as her faith grew. Through Pedersen's dedication and the Holy Spirit, she was confirmed on May 5, 2013.

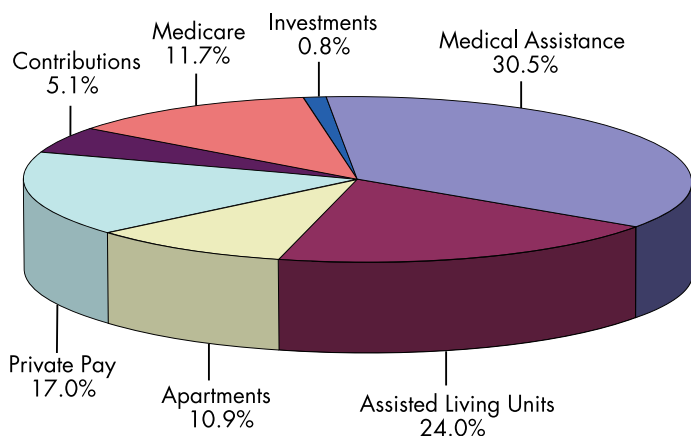


Pedersen isn't merely a resident. She is part of the St. Paul's and Kingsway family. She built friendships with other church members and rarely misses a service. For the first time in her life, Pedersen is hearing the word of God.

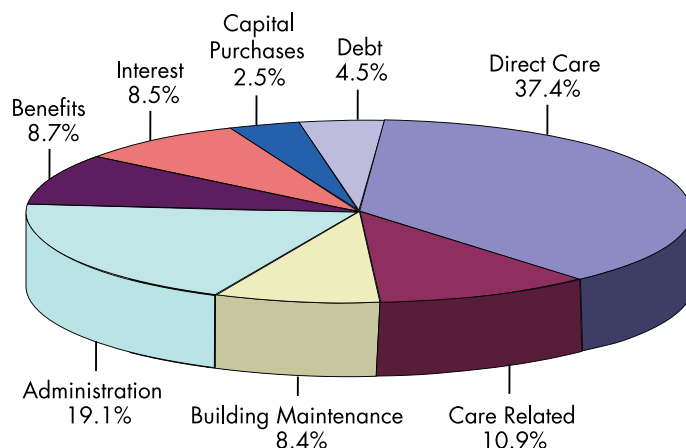
FINANCIAL REPORT

FINANCIAL YEAR ENDED 9-30-13

REVENUE SOURCES



EXPENDITURES



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THE LUTHERAN HOME
ASSOCIATION



NATIONAL MINISTRY OFFICES
337 South Meridian Street
Belle Plaine, MN 56011-1919

www.tlha.org
Email: info@tlha.org

P: (952) 873-6000 or (800) 600-TLHA (8542)
F: (952) 873-6111