

IMPACT REPORT 2016



LUTHER MANOR
A Life Plan Community

TO OUR STAKEHOLDERS

Stephanie Chedid
President & CEO
Luther Manor



2016 was a significant year in Luther Manor's history as we reflected on our heritage and built a plan for the future. Together, our ULPA Board of Directors, staff, residents, volunteers, donors and industry experts helped us reaffirm the core of our mission and set a vision to inspire a three-year strategic plan. This collaborative initiative made clear that our community of care is not simply about the impact that Luther Manor has on our residents, employees, volunteers, families, donors and the community. **It's about the impact created by them.** It's through and because of this impact—created individually and collectively—that we live and model our mission and commitment to our faith and those we serve.

This year's Impact Report, replacing the annual report, focuses on the impact on and created by all that is Luther Manor. We are grateful to continue operating in fulfillment of our mission to **share God's love by enriching the lives of older adults** as we pursue a vision of **leading the way in abundant living for all who trust us to care.** I am grateful for the blessings we receive every day and to everyone who has a role—large or small—in making Luther Manor a remarkable place to live, grow and serve.

Stephanie Chedid

Share
God's love
by
enriching the lives
of
older adults



Leading
the way
in
abundant living
for
all who trust us
to
care

SHARING GOD'S LOVE



9,161
dollars given by
employees to Luther
Manor & Luther
Manor Foundation

1,020
pairs of shoes
donated to Soles for
Jesus

"Every time I volunteer at Luther Manor, the residents embody the phrase "The Greatest Generation" through their shared life experiences and stories."



"In the end, it's not what you have, but it is who you loved and how you loved which really matters in life and makes a difference. That quote is why I'm involved as a board member at Luther Manor. Luther Manor is a place where I can help create a culture and a community of love and care that changes lives and makes a difference. It is about being a part of something deeper and more profound than what I could do on my own. I work with a team who tirelessly loves and works together, as a family, so our residents and their families feel they are home."


Pastor Bill Knapp,
Board Member

326
bags of non-perishable
groceries donated to Tosa
Cares food pantry

5,454.36
dollars total offerings
used to expand Luther
Manor's benevolence to
the larger church

23
handmade blankets
& quilts donated to
Lutheran World Relief

100+
hats & pairs of mittens
donated to an area
homeless shelter via
our annual Mitten Tree

664.25
dollars raised by our
annual Toy Sale,
proceeds purchased toys
donated as Christmas
gifts for area children

LUTHER MANOR FINANCIAL REPORT

BALANCE SHEET

As of 12/31/2016

ASSETS

Cash and Investments	\$24,005,755
Other Current Assets	\$3,517,604
Property and Equipment	\$21,812,325
Total Assets	\$49,335,684

LIABILITIES AND NET ASSETS

Current Liabilities	\$4,104,047
Founders Fees	\$8,555,562
Long-Term Debt	\$14,818,940
Total Liabilities	\$27,478,549

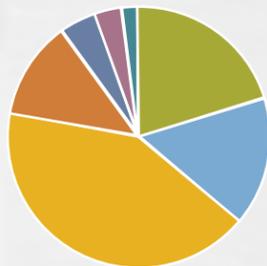
Total Net Assets \$21,857,135

Total Liabilities and Net Assets \$49,335,684

STATEMENT OF OPERATIONS

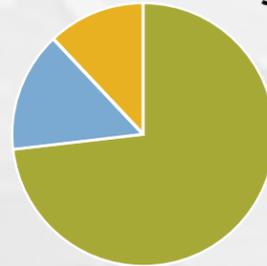
Operating Revenue
\$34,930,136

- Independent Living
- Assisted Living
- Long-Term Care Services
- Transitional Care Rehabilitation
- Hospice and Other Revenue
- Donations and Grants
- Investment Income



Operating Expenses
\$36,306,644

- Reimbursed Program Expenses
- Unreimbursed Charity Care
- General and Administrative



FOUNDATION FINANCIAL REPORT

It is our goal that every resident can call Luther Manor home for the rest of their lives. The Luther Manor Foundation was established in 1985 to support that commitment by helping provide for residents whose resources no longer meet the cost of their care.

More and more, our residents are living longer and for some that means outliving their own financial resources. The Luther Manor Foundation, through grants to Luther Manor, helps to cover the cost of care so no resident will be asked to leave because of an inability to pay. Through their generous support of the Luther Manor Foundation, donors help provide peace of mind to all residents that, at Luther Manor, they are home.

BALANCE SHEET

As of 12/31/2016

ASSETS

Cash and Investments	\$15,859,753
Other Current Assets	\$5,482
Total Assets	\$15,865,235

LIABILITIES AND NET ASSETS

Total Liabilities \$436,169

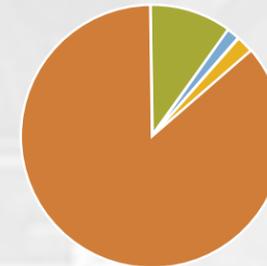
Total Net Assets \$15,429,066

Total Liabilities and Net Assets \$15,865,235

STATEMENT OF OPERATIONS

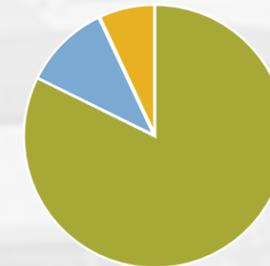
Revenue and Support
\$1,313,180

- General Donations
- Legacy Gifts
- Memorial and Tribute Gifts
- Investment Income



Foundation Expenses
\$1,250,892

- Program Grants
- Fundraising
- Professional Services



Michelle Robertson,
Staff Member

"I enjoy coming to work because I know I am part of an organization that puts its residents first and encourages employees. The strong Christian values create a positive and balanced setting for residents and staff. Management is careful to strategize for a successful future while also being open to suggestion. I love working for Luther Manor so much I have referred many of my friends and past co-workers!"



Family Member

"My mother was a resident of Luther Manor for 9 years. She was happy there and received excellent care. I will forever be grateful for all the kindness and love she experienced from all the staff on her floor. I want them each to know that they made her life worth living!"

ENRICHING LIVES

1,271
total residents & participants cared for

3
locations
Wauwatosa
Life Plan Community

29
acres of living
and green space
on Wauwatosa
campus



Pastor Ron
Froehlich,
Donor

"The almost 16 years I have served as a part-time chaplain at Luther Manor have been very rewarding. I have been particularly blessed by the excellent care my wife, Judy, received. The relations the Lord enabled me to establish with residents and staff motivated me to give back out of my pay to continue Luther Manor's service to the church and the community."

7,280+
Life Enrichment
activity hours
across 3 locations

17
ULPA partner
congregations
made financial gifts

11,013
dollars gifted

5,460,000
dollars of unreimbursed
charity care

557
full & part-time
employees

1,430
dozen cookies
received as donations
for Coffee Carts

1,462,307
total employee
hours

6
dining venues

362,771
meals served



John &
Karen
Silseth,
Donors

"We have always seen God's love present through the staffs' caring and concern for those in their charge. Compassion is deep in the organization's DNA. The Holy Spirit is present and in action at Luther Manor. The mission of Luther Manor is most importantly within each of the employees. Alumni of Luther Manor continue in this mission even when they are gone. It's because of this we are called to support Luther Manor."

798
donors made 1,631 gifts

239,950
dollars in
contributions to
ULPA

179,157
dollars in contributions
to Luther Manor
Foundation

479
total volunteers
across 3 locations

42,579
total hours
volunteered

90
new volunteers



Tom
McConnell,
Donor

My dad did a terrific job of providing for my mom, but she outlived him by 34 years. After a year or two in assisted living, she had finally exhausted her assets. Because the Luther Manor Foundation Resident Support Fund was able to help cover the cost of care, my mother could remain at Luther Manor rather than transferring to a different bare bones facility. It made a huge difference in the quality of her last year. I contribute regularly to the Luther Manor Foundation to repay the Foundation and so they can continue their wonderful work.

1,056
rides given

2016 LUTHER MANOR DONOR RECOGNITION SOCIETY

The Donor Recognition Society celebrates individuals, businesses and foundations who count Luther Manor and the Luther Manor Foundation among their favorite charitable organizations. Luther Manor welcomes membership to one of the following donor circles based on cumulative giving for one calendar year.

Benefactor's Circle - \$10,000 or more
President's Circle - \$1,000 to \$9,999 • Founder's Circle - \$500 to \$999
Sustainer's Circle - \$100 to \$499 • Friend's Circle - \$1 to \$99

BENEFACTOR'S CIRCLE

Den of Antiquity Resale Shop
 Friends of Luther Manor
 Gwenda French Endowment Fund –ELCA
 Donald Narloch †

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 Nancy Becher & Miloudi Elafess
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 Richard & Shirley Ann Behrendt
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 Coleen Marshall
 David & Julie Meier
 Bonnie Mortag

William Pickering & Joy Tapper
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 Renaissance Charitable Foundation
 The Schulz Family Fund
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 The Silseth Family Charitable Fund
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 PTK Sales, LLC—HCI Fundraising

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Sandra Westbrook	Sharon Wiorek	Pamela Wu	Ron & Kim Young	Bill & Sharon Zitzer
Carol White	Diane Wirth	Rose Yaksh	Harold & Susan Young	Linda Zywicki

†Deceased

LIFELONG CIRCLE

The Lifelong Circle was established in recognition of individuals, businesses and foundations whose lifetime support of Luther Manor exceeds \$10,000. We are grateful for their continued support of our journey of faith and community.

Anonymous (2)	Foundation	Michael & Maureen Klein	Judy Meyer	George & Dotty Roth	Thrivent Choice Program®
Martha Andeen	Gwenda French Endowment	Pauline Kliefoth	MilSCO Manufacturing	Roth Distributing Corp.	Thrivent for Lutherans
David & Carol Anderson	Fund –ELCA	Donald & Eunice Koehler	Company	Russell & Margaret Rutter	GivingPlus Program®
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Forest County Potawatomi	Dale & Dollie Kirchner	Virginia McCormick	Jerry Redding †	Foundation	†Deceased

RECOGNIZING GIFTS OF LEGACY

The Luther Manor Heritage Partner Society recognizes faithful donors who include Luther Manor's ministry in their charitable estate planning, ensuring that Luther Manor's compassionate care and service for God's older adults continues. Examples of such charitable estate planning include remembering Luther Manor in your will; obtaining a charitable gift annuity that names Luther Manor as the ultimate beneficiary; making provisions for Luther Manor in a trust agreement; naming Luther Manor as your life insurance beneficiary or naming Luther Manor as a beneficiary of a retirement account. We gratefully acknowledge and celebrate the following members of the Heritage Partner Society who have included Luther Manor and/or Luther Manor Foundation in their charitable estate plans. Their generous intentions go a long way toward ensuring the continuation of Luther Manor's mission in the future.

Mary Ann Abrahamson	Lynne Cole	Joan Heyne	Robert and Patricia Long	Dr. Frederick and Roylee	Shirley Skarr
Martha Andeen	Mary Alice Dean	Kenneth Holley	Lillian Love	Pflughoeft	Ronald and Kathy Sonntag
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Marilyn Bub	Win Hensel	B. H. Lohr	Vicki Petzko	Schultz	†Deceased

In gratitude for a matured estate gift, we celebrate the life and legacy of:
Donald Narloch

Ministries of the ELCA serving Wisconsin comprise Lutheran Planned Giving of Wisconsin (LPGW). This partnership includes the East-Central, LaCrosse, Greater Milwaukee and South-Central Synods of Wisconsin. Luther Manor is pleased to be a member of this partnership. Gift planning counselors provide services within the four synods to assist the partners, synods, synod churches and individuals in gift, estate and endowment planned giving. By encouraging planned giving, the partnership assists ELCA ministries serving Wisconsin to make Christ known in this century. If you are interested in learning more about planned giving, please contact **Cherie Swenson, Luther Manor Foundation** (cswenson@luthermanor.or, 414.831.8950) or **Tim Knutson, Regional Gift Planner at Lutheran Planned Giving of Wisconsin** (timothy.knutson@elca.org, 414.477.9979).

LUTHER MANOR ANNOUNCES NEW LOGO

A logo is the "face" of an organization. As such, it's important it emphasize mission, vision, strengths and values. Our recent strategic planning gave us a new vision, an updated mission and helped reinforce our strengths and values.

The three figures represent the Holy Trinity to declare that we are a faith-based community. They also speak of the community, joy and abundant life found at Luther Manor. The center figure represents Christ with his arms spread wide (as on a cross) even while He blesses and welcomes others. Finally, they represent our three primary living options: independent living, assisted living and skilled nursing.



The box represents Luther Manor. The figures are within the box, representing our home and workplace, but also reaching outside of it, reflecting our desire to share God's love with others.

The colors of our logo are intentionally bright and happy. The green communicates growth, the blue represents the hope of Jesus having come, and gold represents the joy of His resurrection. Lastly, the gold and blue also represent sun and water which are necessary for growth.

LUTHER MANOR

A Life Plan Community

Clear communication of what type of community we are.

Crisp, bold lettering to make sure our name is easily read.



LUTHER MANOR
A Life Plan Community



LUTHER MANOR

A Life Plan Community

A ministry of the United Lutheran Program for the Aging, Inc.
4545 N. 92nd Street • Wauwatosa, WI 53225

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Julie Jolitz, Chief Clinical Officer
Lauren Malensek, Chief Human Resources Officer
Cherie Swenson, Executive Director, Luther Manor Foundation



Resident

"Since I moved to Luther Manor, I no longer worry about what will become of me. I greet each day with the knowledge that living here has been a blessing not only to me, but to my family as well."

CONNECT WITH US ONLINE: LUTHERMANOR.ORG

