



LUTHER MANOR
A Life Plan Community

SHARING

God's LOVE

**IMPACT
REPORT 2020**

LIVING OUT OUR MISSION IN THE MIDST OF THE CRISIS

TO OUR STAKEHOLDERS

As we prepared this annual impact report while also finalizing plans to celebrate Luther Manor's 60th anniversary in 2021, I am reminded of our heritage that is grounded in our faith in God and our faith in one another. While that was certainly put to the test during 2020, it was also what we relied on to live out our mission in the midst of crisis. With so much about the pandemic that was out of our control, we focused on what we could control and on what mattered most - our residents, their families and our staff. What emerged was a commitment to heal, protect, enrich, and inform. Thank you to the remarkable team at Luther Manor, to our residents and their families, our friends and those who came to know us, and to our donors - all of whom proved that when you have faith in God and in one another, anything is possible.



Stephanie Chedid

President & CEO, Luther Manor



WE healed

Physically, emotionally and spiritually, 2020 was a year of healing. In addition to caring for our residents, Luther Manor was entrusted by local and regional hospitals to care for their COVID-19 patients' recovery. As other organizations closed their doors to people needing care, we opened ours. In addition to the critical care provided to help people in the community regain their health, we augmented the care we provided to all residents and patients through telehealth visits, pastoral care, and emotional support throughout the pandemic when loved ones could not be present.

137

Community
COVID-19 Cases
Brought in to
Luther Manor

580

Telehealth
Visits Between
Residents &
Doctors



333,761
Nursing Hours

133

Virtual Worship
Services on
Luther Manor TV

846

Total
Residents
Served

1

COVID-19 Specialty Care Unit*

*Luther Manor among the first in the state



WE protected

While infection control is not new to Luther Manor, protecting our residents and staff during a global pandemic was. Procuring masks and PPE was challenging at first because of a limited supply, but by enlisting the help of longtime vendors, congregation and community partners, and donors new and old, we provided employees with the necessary PPE. Sound stewardship of supplies helped them last.

Members of our housekeeping team were dedicated full-time to disinfecting spaces and stopping the spread. Grants helped us afford disinfecting equipment like ultraviolet light units to further enhance our cleaning protocols.

Additionally, a system was developed to screen all employees and essential visitors for COVID-19 symptoms upon their arrival and departure from campus.

7,200
Hours Spent Disinfecting

131,102
Staff Screenings

14,700
Community Donated Masks



2,700
Community Donated Gowns & Face Shields

1,000
Masks Made & Donated by Luther Manor Residents

46,760
Resident Vitals Checks



WE enriched

Senior care organizations like Luther Manor were among the most impacted by COVID-19. Older adults are the most vulnerable to infections and complications. Because of this, loved ones were unable to visit in person. Staff put their own health at risk caring for residents while at the same time providing care for their own families.

Still, our mission continued without pause. Technology, COVID appropriate resident activities, notes of encouragement from friends new and old, and CARES bags inspired by our values and filled with necessities for staff kept our entire community connected, able and enriched.

7,100
Hours of Life
Enrichment on
Luther Manor TV

300
Cupcakes at
the Christmas
TEAMS Event

303
CARES Bags
Given to the
Staff

327,375
Meals Delivered
to Residents

1,035
Virtual Visits
Made Between
Residents
& Loved Ones



9,275
Letters, Emails, Notes &
Pictures of Encouragement
Sent In by the Community
for Residents



WE informed

Throughout the pandemic, information was as changing as it was plentiful. Keeping our residents, staff and community apprised and updated was a priority. Early on, we established a web page with up-to-date information regarding infections and quarantines; developed an email communication to which nearly 1,000 family members and friends subscribed and a communication system using text messaging for urgent communication with staff. Luther Manor also became a resource for the larger community, appearing on local news outlets in stories relating to COVID-19 upon request.

214

COVID-19 Update
Emails Sent to Friends
& Loved Ones

143

LoopedIn
Emails Sent to Staff
Regarding COVID-19

7,258

Text Messages
Sent to Staff
Regarding COVID-19
Updates



435

Signs Made
& Posted Around
Our Community

LUTHER MANOR FINANCIAL REPORT



BALANCE SHEET

As of 12/31/20

ASSETS

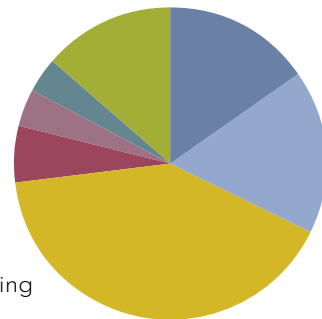
Cash & Investments	\$24,239,815
Other Current Assets	\$3,223,172
Property & Equipment	\$18,931,646
Total Assets	\$46,394,633

LIABILITIES & NET ASSETS

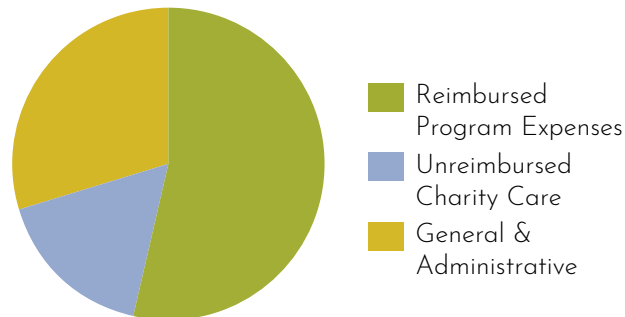
Current Liabilities	\$8,598,934
Entrance Fees	\$8,221,199
Long-Term Debt	\$8,311,847
Total Liabilities	\$25,131,980
Total Net Assets	\$21,262,653
Total Liabilities & Net Assets	\$46,394,633

STATEMENT OF OPERATIONS

Operating Revenue \$30,873,133



Operating Expenses \$30,221,226



FOUNDATION FINANCIAL REPORT

The Luther Manor Foundation was established in 1985 to support Luther Manor's mission of care. More and more, our residents are living longer and for some that means outliving their financial resources. The Luther Manor Foundation, through grants to Luther Manor, helps to cover operating costs 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 12/31/20

ASSETS

Cash & Investments	\$1,858,579
Other Current Assets	\$9,921
Total Assets	\$1,868,500

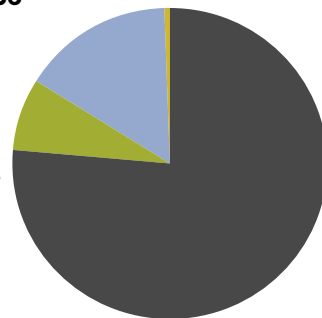
LIABILITIES & NET ASSETS

Total Liabilities	\$115,592
Total Net Assets	\$18,852,908
Total Liabilities & Net Assets	\$18,968,500

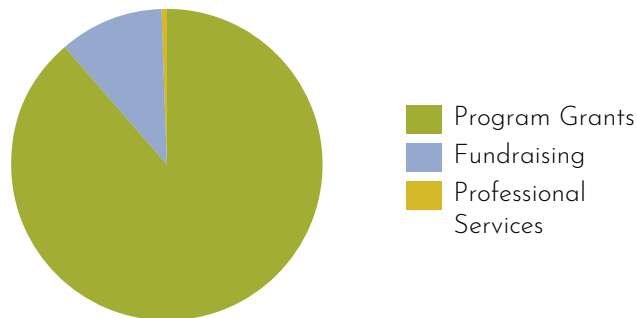
STATEMENT OF OPERATIONS

Revenue & Support \$2,137,136

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



Foundation Expenses \$1,441,497



2020 LUTHER MANOR DONOR RECOGNITION SOCIETY

The Donor Recognition Society celebrates individuals, businesses and foundations who support Luther Manor and the Luther Manor Foundation. 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**

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Martha Andeen †

Gwenda French
Endowment Fund -
ELCA

Greater Milwaukee
Foundation
Gertrude & Frank
Loeffler Fund

Lutheran Services
for the Elderly
Endowment at the
ELCA Foundation

Jean Moberg †

Nancy Lee Tapper

Revocable Trust
Greg and Susan
Zacharias

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Mary Ann
Abrahamson

Advocate Aurora
Health Team
Members

David & Carol
Anderson Family
Foundation

Nancy Becher and
Miloudi Elafess

Richard & Shirley
Behrendt

Tray & Lindsey Black

BMO Harris Bank

Dr. Thomas & Jane
Buck

Caspian Technology
Concepts

CIBC

Thomas and Joyce
Christie

Thomas De Buhr

Den of Antiquity
Resale Shop

Fidelity Charitable

Fox Point Lutheran
Church

Luther & Lorraine
Graef

Greater Milwaukee
Foundation's
Flomar
Thanksgiving Fund

Greater Milwaukee
Synod - ELCA

Greater Milwaukee
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Family Foundation
Fund

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Holy Cross Lutheran
Church

InFaith

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M3 Insurance

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Lutheran Church
Silseth Family Charitable
Fund
SORFCO - The Knick
Thrivent Choice Program
Erika Tole
Stu's Flooring
Unity Church
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Vanguard Charitable
Gerald Voors
Arlene Watson

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Engineering Co.

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Coreen Dicus - Johnson
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St. John's Lutheran Church
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Rev. Dr. Wolf Knappe
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Rosemary Link
JP Morgan
B. R. Mortag
Dr. William Nimmer
Jane Novak
Jean H. Novotny
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Piper Sandler & Co
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Church
Redemption Lutheran
Church
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Jeanette Schultz ✚
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Elizabeth Strachota Benz
Jill Strawbridge
Cherie Paust Swenson
Symbria Rehab Inc
Gail Tews
UWM Center on Age &
Community

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Lucille Abshire
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Barbara Alpert
American Litho and
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Gordon & Nancy Anderson
Michael Arndt
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Austermann
Dr. Stephen & Penny Baker
Kevin & Susan Baumann
Pat Behling
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Impact Fund
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Avis Beranek
Nancy Blachowski
Robert & Ellen Bladorn

Patricia Bode
Matt Boray
Charles & Susan Brenner
Edgar Burhop
Richard Butzer
Dennis & Linda Byrum
Mack & Nancy Cameron
Steve & Gloria Cartwright
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Church
Christ the Victor Luth.
Church
Gary Christianson
Mark & Kathy Conrad
Donna Corder
Sue Corrigan
Sandra Cunningham
Lee & Melodee Curtes
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Dahlquist
Kenneth & Cindy Dahlquist
Charles J. Davis III
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Schneider

Timothy and Rev.
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Strobel

Dorothy Stuhlmacher

Stevie Taylor

Dr. Richard Thiede &
Susan Penl

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Jeffrey & Linda
Tortomasi

Thomas & Sharon
Tradewell

Betty Trampe

Sharon Tym

Thomas & Maureen
Umhoefer

Peter Unterlander

Cindy Ursprung

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Ellyn Van Valzah

The Rev. Wayne &
Patricia Viereck

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Viereck

Gregory Waite &
Family

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Essie Whitelaw

Aimee Wiedmeyer

Stacy Williams

Marne Wilson

Sharon Wiorek

Thomas Woehrl

YMCA Southeast
Wisconsin

Your Cause LLC,
Trustee for Thrivent

Financial

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Anne Zizzo

Linda Zywicki

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Lutheran Church

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David & Christine
Abresch

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Helen Adams

Richard & Kathy Adix

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Carol Behrns

Laurice Bell

Leota Benson

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JoAnn Berdelman

Sylvia Berggruen

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	Mary Jo Christensen	John & Judy Drees	James & Phyllis Frank	Thomas & Kathryn Graf	
	Eleanor Ciurro	Scott Drewianka		LaVerne Gresch	
		Joe & Dawn Driscoll			
		Brian & Jill Due			

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	Kathy Kempke				

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John & Pam Stockbridge	Tim & Mary Tollander	Aimee Wiedmeyer
Kathy Stokebrand- Spore	Irene Trippe	Jennifer Wills
Kathy Sturgill	Jim & Pam Truax	Marne Wilson
Judie Suleski	Roger & Tiquita Tuomi	Bob & Lois Winans
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Darleen Tabbert	Ann Udvaré	Sandra Wolf
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Paul & Susan Thielke	Joyce Van Valzah	Dolores Wuttke
Marian Thielke	Mary Vettel	Robert & Beverly Yelle
James & Beverly Thomas	Ida Wachs	Norma Ziolkowski
Yolanda Thomas	Patricia Walia	† Deceased
John & Betty Thompson	Beth Weare	
	James & Lois Weber	
	Reed Weick	

2020 LIFELONG CIRCLE

The Lifelong Circle recognizes lifetime support of Luther Manor exceeds \$25,000.

Advent Lutheran
Church

Fred Amerell †

David & Carol
Anderson

Den of Antiquity
Resale Shop

ELCA Foundation

Ruel Fessenbecker †

Badger Meter
Foundation, Inc.

Friends of Luther
Manor

Greater Milwaukee
Foundation

Greater Milwaukee
Foundation's Flomar
Thanksgiving Fund

Gwenda French
Endowment Fund -
ELCA

Betty Heibler †

Joyce Heinrich

Helen Bader
Foundation, Inc.

Helwig Carbon
Products Inc.

Holy Cross Lutheran
Church -
Menomonee Falls

Marjorie Jochen

David & Susuan Keller

John † & Doris Keller

Marianne Koehler

Richard & Geri
Koehler

Sr. Rose Kroeger

Stanley & Kathy
Krueger

Lutheran Services
for the Elderly
Endowment at the
ELCA Fdn.

Luther Manor Pastoral
Care Memorial
Endowment Fund

Mt. Carmel Lutheran
Church - Milwaukee

Memorial Lutheran
Church - Glendale

Milsko Manufacturing
Company

Florence Panning

Janice & Raymond
Perry Community
Fund, Inc.

Nancy Pinter

Glen & Lois Port †

Redemption Lutheran
Church - Milwaukee

St. John Lutheran
Church - Lakefield

St. Matthew
Lutheran Church -
Wauwatosa

CG Schmidt, Inc.

Walter Schroeder
Foundation

Schulz Family Fund

Shepherd of the Hills
Lutheran Church -
Hubertus

Siebert Lutheran
Foundation

John & Karen Silseth

Lorraine Stanek

Joyce Stibbe †

Howard Tapper Trust

Nancy Lee Tapper †

The Christian
Stewardship
Foundation

Thrivent Choice
Program

United Way of Greater
Milwaukee, Inc.

Unity Church -
Brookfield

Wauwatosa Savings
Bank Foundation

Whitnall Park
Lutheran Church -
Hales Corners

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	Robert & Caryl Braatz	Inga Harwick	Rosemary Link	Larry & Vicki Nines	Mary Rose Schroeder
Martha Andeen †	Lynne Cole	Kenneth Holley	Barbara Lohr	Florence Panning	Shirley Skarr †
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Perry & Donna Bartlett	Ardell Doerr	Marjorie Jothan	Lillian Love	Dr. Frederick & Roylee Pflughoeft	Jeffrey & Lori Van Dalen
Nancy Becher	Carlyle & Marjorie Fay	David Keller	Anita Lucht	Jean Rosier	David Warner
Shirley Behrendt	Linda Gaalaas	Marianne Koehler	Edwin & Janice Manske	George & Dotty Roth	Douglas Yeager
	Luther & Lorraine Graef	Sr. Rose Kroeger	Betty Mattson †	Betty Schrader †	

The individuals listed below included Luther Manor and Luther Manor Foundation in their estate plans.
We celebrate the lives of these individuals and acknowledge their legacy and passing in 2020.

MARTHA ANDEEN & BETTY MATTSON

If you are interested in learning more about planned giving, please contact
Cherie Swenson, Executive Director, Luther Manor Foundation (cswenson@luthermanor.org, 414.831.8950)

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

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

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LUTHER MANOR

A Life Plan Community

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

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