

Healthcare Reform is Major Topic at Trustee Forum

With more than 46 million uninsured people in the U.S., and an estimated 14,000 additional people losing coverage every day, the current healthcare system in America is unsustainable, said John Carr, an expert in Catholic social teaching and advocate on major issues of justice and peace. “Our healthcare system is broken. Access, quality, safety and affordability all need attention now,” said Carr, speaking to attendees at the recent Trustee Forum.

Carr, who serves as executive director of the Department of Justice, Peace and Human Development at the United States Conference of Catholic Bishops based in Washington, D.C.,



John Carr

spoke to forum attendees about the current state of healthcare reform initiatives and how Catholic healthcare organizations can bring their mission and voice to the conversation about reform.

Catholic healthcare brings many assets to the reform discussion, Carr said. “We have our principles and moral framework, everyday experiences in caring for the sick, our presence and structures throughout the country, leaders and people working in our institutions.” All of this together should make the Catholic health ministry a powerful force in helping shape reform, he said, quipping, “if you got your act together, you’d be dangerous.”

More than 40 board members from the FHCM organizations and corporate office, as well as members of the Franciscan Sisters of Christian Charity General Administration, attended the two-day forum held in Manitowoc, Wis., March 27-28. Gathered

around the theme “The Changing Landscape of Healthcare in America: Our Mission Moving Forward,” attendees also heard from Jeff Tieman of the Catholic Health Association of the United States (CHA).

Tieman, CHA’s senior director of Health Reform Initiatives, explained some ways people can participate in the healthcare reform debate. It is important for all stakeholders to stay informed, be ready to act, learn details of emerging reform plans, educate colleagues and constituencies, contact lawmakers and help counter misinformation, he said. One medium for accomplishing some of this work, he explained, is web-based social networking.



Jeff Tieman

Though some may be hesitant to start considering such things as blogs, Facebook and Twitter, Tieman said that a lot of movement around healthcare reform is happening in the realm of social networking. “These websites and internet applications are a way not only for friends and family to stay connected, but they also provide a place for communities of people to gather around and follow the same issue, track the same news and share ideas,” he said.

One benefit of social networking is the ability to get timely messages instantly noticed and passed around, Tieman said. He added that CHA is currently producing a video that will be posted on the website YouTube, with the hope that it will be viewed and shared by thousands of people, thereby contributing to the momentum that has gathered around healthcare reform. See next page for an easy way to get involved.

More on the Trustee Forum inside

MISSION STATEMENT

The MISSION of the Franciscan Sisters of Christian Charity HealthCare Ministry is to carry out the commitment of the Sponsor to the healing mission of the Catholic Church through the provision of quality healthcare services. In a spirit of partnership of dedicated religious and lay caregivers, the Franciscan Sisters of Christian Charity HealthCare Ministry will strengthen the Sponsor’s commitment by managing change, ensuring stewardship of resources and integrating mission and values.

Message from the President

Dear Friends,

As I open my letter this edition, I am reminded of a quote I found recently. Virgil A. Kraft wrote “spring shows what God can do with a drab and dirty world.” Looking out my window at the bright sunlight and the green of the grass dotted with dandelions, I affirm Kraft’s statement with a joyous **yes!** Spring is here to replace the long and arduous winter. By the end of February, I didn’t think I could endure the piles of dirty snow and the dreary skies for one more month. Today, we are enjoying another beautiful spring afternoon with the promise of many more in the days ahead. I have come to even enjoy the rain as it washes the sand off the parking lots and coaxes new life from brown lawns. We are so blessed with all that is appearing before our eyes each day—flowers, trees leafing out, sidewalks and grass reappearing from under snow piles. It really does bring one’s heart to thankfulness and praise.

When I review the work of our System, my heart is brought to similar feelings of praise and gratitude! We have been blessed with marvelous partners in ministry who reach out to others each day and find new and creative ways to bring the mission alive in their communities. We asked our member organizations to share with us some of the ways they are serving their communities in this time of economic challenge. I hope you are impressed with the grassroots ways they are reaching out to those in need: the economically challenged, the elderly and the young. I was struck by the vast needs identified and the generous service that has resulted. We are immensely grateful for the people who are the heart and hands of our mission at work in each market every day. They bring new life to the ministry at work in their communities and assure its future. We have much to bring us to praise.



Sr. Laura Wolf

This issue of Ministry Report also reports on our Trustee Forum which was held in Manitowoc in late March, and its focus on the upcoming health reform agenda facing us on the national scene. We were able to assemble an excellent group of leaders to discuss the future and to showcase some of the resources and staff available to our members around the topic of healthcare reform. Though the actual structure of the reform package is not yet available, we were able to discuss the principles and moral framework that surround the decisions facing us, and we presented the resources available to member organizations which will help each of you be effective in your advocacy efforts. With this edition, and in upcoming editions, we will be featuring ways that you can make your voices heard on the issue of healthcare reform and the many other issues that will face us in the weeks and months ahead. I cannot emphasize enough the important role each of you—as trustees, leaders, physicians and employees of the ministry—plays in the upcoming debate. Outside of this part of Wisconsin, most senators and representatives don’t want to hear from me on advocacy issues, they are, however, eager to hear from you, the voters in their districts and states. It is critical that we keep before them and ourselves the needs of our local communities and the values that are characteristic of our ministry. You can become an important voice in the debates ahead. Please let your voice be heard!

God bless you all,

Sister Laura

Contacting Legislators has Never Been Easier

As FHCM explores opportunities to become more significantly involved in healthcare advocacy (more on that in future issues), one easy and effective way for everyone in this system to help make our voices heard is by sending direct messages to legislators. And a web-based tool that makes this simple is the Catholic Health Association’s e-Advocacy.

E-Advocacy helps you identify and communicate directly with policy makers on issues important to the Catholic health ministry. Form letters and talking points are provided for your personalization and use. You may also draft a message of your own. Letters can be printed and mailed or simply sent via e-mail.



Our message is stronger when more people stand behind it, so visit www.chausa.org today and become an e-Advocacy participant. It’s easy! For more information and ideas for letters, contact Scott McConnaha, director of corporate relations, at smcconnaha@fhcm.org or 920-684-7071.

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Community Care Committee Provides Much-Needed Financial Assistance

Financial assistance is provided to many Holy Family Memorial patients who are unable to pay for their care. Through a program called “Community Care,” patients submit applications requesting help with their healthcare expenses. Following the policy statements that empower the Community Care Committee to do its work, committee members decide whether to offer partial or total discounts of the service charges. They make these decisions based upon the person’s ability to pay.

The process works well. However, committee members noticed that there are more self-pay applicants who cannot pay their bills this year. Cases also exist when a patient waits too long before requesting financial help. Following are a few examples of what the committee has experienced.



Left to Right: Brenda Shillcox, Tammy Kluczinske, June LaCroix, Connie Newberg

Example 1

A flight attendant originally scheduled to be on one of the planes that crashed into the World Trade Center on Sept. 11, 2001, was reassigned, for some reason, to a different flight. He had co-workers and friends who lost their lives on the flights that crashed. Since that time, he has struggled with Post Traumatic Stress Disorder and alcohol abuse. Divorced by his wife, he moved back to Manitowoc hoping to gain support from his family. In November 2008, he attempted suicide, which brought him to his current residence at a local recovery center. Because of this life-altering experience, he is presently unemployable. He receives treatment for his mental condition through Manitowoc County and receives his medications from the Patient Assistance Program. The Community Care Program at Holy Family Memorial and Lakeshore Family Medicine assisted him with his account balances.

Example 2

A 52-year-old single female had numerous complications prior to and resulting from her treatments for uterine cancer. When she first entered Holy Family Memorial, her unemployment assistance had run out, but she had secured a job interview in another

Wisconsin town, boosting her hopes of finally returning to work. She ended up at Holy Family Memorial for treatment for low platelet count. One thing led to another and a cancer diagnosis and treatment complications resulted in her inability to work at all. At this time, she is still receiving treatment and remains unemployed. The Community Care Program is helping with her hospital charges, which are more than \$40,000 so far. Her treatment is ongoing.

Example 3

A 46-year-old patient with a long history of a chronic illness was unable to hold employment or afford health insurance. Because of this, he was reluctant to seek necessary, regular care for his ongoing medical issues. He eventually passed away in early 2008. The final hospital bill for this patient was over \$60,000. Again, the Community Care Program assisted with this expense. The family was very grateful for the care provided for their son. His parents had placed about \$500 in a burial trust they set up for him, so they presented that to the hospital as a small token of their appreciation for all that was done for him.



Franciscan Care Services Keeps Prices Fair, Outreach Opportunities Plentiful

Franciscan Care Services, like most not-for-profit health organizations, has tried to make sure that affordable healthcare is available for all, especially in these trying economic times. We offer charity care for many patients and we continually monitor our collection policies to make sure they are appropriate for the “average” family. Our collection staff does everything in their power to work with patients experiencing financial duress.

Even more importantly, we have worked to make sure our pricing structures are fair. We recently commissioned the consulting firm Cleverley & Associates to perform a study of our hospital pricing. They concluded that our prices are reasonable when compared to local market hospitals. The study showed our costs are 14 percent below the peer group average and our charges are 78 percent of the competitor’s average. Comparisons like this make it easier to work with patients who feel our charges are too high. After much

discussion, our board decided that it is in our interest to monitor our charges closely and to charge appropriately, but we must also keep in mind our overall bottom-line and obligation to the community.

We also price our clinic services very competitively and fairly. We want to make sure that patients without insurance are not taken advantage of and that we remain an attractive choice for people shopping by price for services.

St. Francis Memorial Hospital continued

Among the services FCS offers free or at low cost are

- chronic disease management
- diabetes and other health education
- blood pressure screenings
- sports injury evaluations
- lab draws in area communities
- medical and therapy coverage of area sporting events
- coordination of the community food bank disbursement
- talks by staff to area groups
- health fair and health screenings
- job shadowing and educational opportunities
- job fairs and health career recruitment



three-story tower and parking lot project will be completed over the next few years and will hopefully be able to take advantage of attractive building costs and financing terms. Our hope is to have the final interior plans in place late this summer.

In economic news, Nebraska was the only state to report declining unemployment nationally.* In northeast Nebraska, our

economy has remained relatively strong, though there is certainly mixed news in the agricultural, manufacturing and retail sectors. We have also seen some manufacturers cutting back and health facilities laying off some staff across the state. While we haven't had widespread closures or lay-offs near us, Omaha and larger Nebraska communities have been harder hit. Locally, we have been very fortunate to have a strong business climate. We did have one significant closing with the Tyson plant a few years ago, but overall, our economy stays strong. The West Point Dairy, now owned by Wisconsin-based Grassland Dairy Products, is renovating the former Tyson plant for expansion.

*http://money.cnn.com/2009/03/27/news/economy/state_unemployment

FCS continues to work with an architectural firm on our new expansion project. The new



FRANCISCAN CARE SERVICES
St. Joseph's Retirement Community

Submitted by: Teresa Hasenkamp,
Community Relations Coordinator &
Development Director

St. Joseph's Retirement Community Honors Area Veterans

St. Joseph's Retirement Community hosted a breakfast for more than 100 area veterans and their spouses on Veterans Day last November. "We were looking for a way to honor our resident veterans and thought 'why not include the area veterans, too?'" said Teresa Hasenkamp, Community Relations Coordinator at St. Joseph's.

St. Joseph's lower-level activity area was decorated in a patriotic theme. One of the most popular decorations was a poster featuring military service photos of residents, staff and their family members. "The poster was eye-catching and generated a lot of pride among our residents and staff," explained Hasenkamp.

The veterans were treated to a hot breakfast of scrambled eggs, sausage and sweet rolls. "We decided to host a breakfast because the public high school hosts a wonderful veterans program in the morning every year. The veterans were able to enjoy a hearty breakfast, then go to a nice recognition program," Hasenkamp said. Several of the veterans who attended the breakfast remarked that they appreciated "being appreciated."

World War II veterans who reside at St. Joseph's Retirement Community include George Klabunde, Gertrude Meyer, Dwain Molle, William Hansen and Ralph Eby.



Several of the servicemen recalled their time in the military. George Klabunde remembered serving in the Army in the Pacific Theater from 1942 through 1945. He served the entire time without a single furlough.

Gertrude Meyer served as a yeoman in the Navy and was stationed in Washington, D.C., where she met her future husband, Fred Meyer, who was in the Army. Gertrude, a Texas native who had never been to Nebraska, married Fred and moved to Nebraska after they were discharged. "When you hear their stories, you get a small sense of what these World War II veterans endured so that we could all be here to celebrate Veterans Day," said Hasenkamp. "And for that, we truly are thankful."



Area veterans enjoy a hot breakfast provided by St. Joseph's Retirement Community on Veterans Day.

Helping Hands for Area Seniors

Franciscan Care Services is now offering “St. Joe’s Helping Hands” to area senior citizens. The service will provide assistance with routine home tasks such as cleaning, dusting, vacuuming, laundry and grocery



shopping. Companion services such as playing games, providing appointment reminders, medication reminders, reading and diet monitoring also will be available.

St. Joe’s Helping Hands compliments the services already provided by St. Francis Home Health and Hospice. “We know people are looking for a full array of supportive services that can be provided in their own homes,” explained St. Joseph’s Administrator Jerry Wordekemper.

St. Joe’s Helping Hands also will offer respite care to area residents. “This could be a huge benefit for someone who has experienced a short-term health set back and wants to

remain in their own home,” said Wordekemper.

In addition, St. Joe’s Helping Hands will acquaint clients with St. Joseph’s caring staff. Should the time come for a client to move out of their home, the experience with the Helping Hands program will hopefully lead them to make St. Joseph’s Retirement Community their choice for assisted living.



St. Paul Elder Services, Inc.

Submitted by:
Jim Fett, President

Membership has its Privileges at Club Gabriel

One of the most valued services that came with the expansion of the Life Enrichment Center at St. Paul Elder Services is Club Gabriel. This adult day care program serves a unique population of seniors who still reside in their own home, either with a spouse or children.

Club Gabriel is unique in many ways in how it meets clients’ needs. Many members come on a daily basis to “The Club” to participate in activities, share meals and catch up with each other. Some members attend five days a week while others only attend one or two days, depending on individual needs and preferences. Some members come to the program thinking they are “working” at the club when in actuality they are club members like the person sitting next to them.

Among the many offerings at Club Gabriel is a sensory room that provides a safe, non-threatening environment for participants who require a calm, relaxing setting. It is filled with soothing sights, sounds, textures and aromas that appeal to the five senses and

reduce tension and stress. Like the rest of the St. Paul campus, Club Gabriel features a cheerful, home-like atmosphere so members feel at ease and comfortable. A secure patio provides many opportunities for outdoor enjoyment when Wisconsin summers finally arrive.



The initial space for Club Gabriel was furnished through a grant from the Helen Bader Foundation of Milwaukee and served a capacity of 12 clients per day. Originally, this program was funded solely by the clients themselves. Today, however, clients are supported with funds through Winnebago and Outagamie Counties as well special grant funding through Lutheran Social Services. Some of these funds pay for transportation, programming and caregiver respite support. By and large, user fees do not cover the cost of providing this service and a significant portion of the program is therefore subsidized by St. Paul Elder Services. The Board of

Directors decided to approve this subsidization because they believe this type of community outreach is important to our ministry.

What began in 2004 as a program serving only 12 clients has grown to an average daily membership of 16. Recently, the state granted permission to expand the capacity to 20 and the space is undergoing a refurbishment after five years of steady use.



Becky Reichelt,
*Manager of
Outreach Services*

The addition of Becky Reichelt, MS, CTRS, who joined St. Paul Elder Services in 2008 as manager of Outreach Services, is raising the quality of services and programs. Reichelt joined our team after having been with the Alzheimer’s Association of Northeastern Wisconsin since 2001, where she had a wide range of responsibilities and experience. Her experience, combined with innovative approaches that have been piloted in St. Paul Home—including dementia care mapping, person-centered care and aroma-massage therapy—truly make membership in Club Gabriel a very unique privilege.



Genesis Provides Free Diabetes Education to Schools

If knowledge is power, as the oft-quoted saying goes, many teachers and school staffs in Genesis' six-county service area are better empowered to help students with diabetes – thanks to the education and training they've received from Genesis' certified diabetes educators.

For more than three decades, a team of certified diabetes educators and dietitians have provided training at no cost to schools in Morgan, Perry, Noble and Muskingum counties as part of Genesis' stewardship to the community. The training helps teachers and school staffs better understand the needs of persons with diabetes, and with the financial constraints many school systems are under, not having to pay for this service is a benefit to them.

"We originally offered this service to newly diagnosed children and their families while they were in the hospital," said Doris King, RN, one of three nurse diabetes educators. "Recently, we've seen an increase in schools calling us to provide education, which is good."

King suggested that the growing requests for diabetes education may be the result of greater demand on school nurses who are responsible for multiple school sites. Since

the nurses cannot meet all of the students' health concerns, school secretaries and other staff members are picking up some of that responsibility for students' needs.

"I recently went to a school where a student was going to start on an insulin pump," said King. "Staff members were unsure what their role would be if the student couldn't manage the pump alone. I took an insulin pump and practice module to the school. It gave them a chance to see a pump and ask questions."

For approximately 30 minutes, King trained the school secretary and nurse, along with the student's teachers and school aide, how to use the pump. This allowed everyone to feel more comfortable with helping the student. On occasion, King also instructs janitors, cafeteria staff and bus drivers – anyone who might have contact with a student who has diabetes.

Teachers know which students have diabetes and work with the school nurse, the student's parents and the student's physician to develop an emergency care plan if a student experiences low blood sugar, a dangerous complication for persons with diabetes. The school staffs are trained to watch for such diabetes-related problems. Symptoms of a low blood sugar may include mood changes,



Pictured are Genesis diabetes educators Jana Montague, RN, BA, (seated) and Doris King, RN, BSN, CDE. Absent from the photo is diabetes educator Joyce Keck, RN, BSN, CDE.

headaches, hunger, sweating or light-headedness. Parents gain a measure of comfort knowing schools are prepared to care for their child with diabetes.

One of the diabetes program's greatest successes is the level of confidence school staffs gain to help students with diabetes.

"When you teach people how to manage their diabetes, they have more power over it," said King. "They're not controlled by it. The same goes for caregivers; if they have the knowledge behind diabetes, they're not afraid."



Genesis Receives Chest Pain Center Accreditation

Genesis HealthCare System is the first and only health system in southeast Ohio to become a fully accredited chest pain center with PCI (percutaneous coronary intervention). To receive this designation, granted by the Society of Chest Pain Centers, Genesis had to demonstrate expertise and commitment to quality patient care by meeting or exceeding a wide set of stringent criteria and completing on-site evaluations by a review team from the Society.

"The accreditation provides assurance to the people in our area that patients experiencing heart attack symptoms receive quick, appropriate care," said Matt Perry, president and CEO of Genesis. "We are committed to providing the highest quality of care, and this seal of approval from the Society of Chest Pain Centers demonstrates that commitment."

One example of Genesis' ability to diagnosis and treat heart attack patients quickly is the speed in which

patients receive PCIs. These procedures are among the most effective ways to open blocked blood vessels and help prevent further heart muscle damage. The American Heart Association has set 90 minutes as the standard time it should take for patients to have a PCI procedure after they arrive at the emergency department. Genesis' average time is 81.8 minutes and the hospital meets the AHA standard 83 percent of the time.

"We have an exceptionally well-orchestrated process in place to accelerate the time it takes for heart attack patients to make it through the emergency department and into the cardiac catheterization lab where we can perform PCI procedures to quickly open blocked arteries. This quick intervention saves lives every day," said John Zimmerman, MD, medical director of Genesis' emergency department.

Trustee Forum Focused on the Future of Healthcare

Presenters at the 18th Trustee Forum, held March 27-28 in Manitowoc, Wis., encouraged participants to think about the future of FHCM and Catholic healthcare in the United States. Titled “The Changing Landscape of Healthcare in America: Our mission Moving Forward,” forum sessions focused on our system’s ongoing role in the evolution of healthcare delivery in the U.S.

Open to all board members from throughout the system, more than 40 attendees spent the first day looking at some of the creative ways FHCM institutions have begun preparing themselves for the future. Each of the system’s CEOs made a presentation about some unique way they are addressing current and future challenges. Ron Briggs spoke about how Franciscan Care Services in West Point, Neb., has contributed to economic growth in the community. Jim Fett

talked about how St. Paul Elder Services in Kaukauna, Wis., is serving the needs of the elderly in these changing times. Mark Herzog spoke about innovation and growth efforts at Holy Family Memorial in Manitowoc, Wis. Matt Perry discussed physician integration at Genesis HealthCare System in Zanesville, Ohio.

Sister Laura Wolf, president and CEO of FHCM, spoke in her keynote address about the vital role of boards and how each trustee contributes to the life of our ministries, especially as we adapt to these changing times.

PowerPoint presentations from the Trustee Forum are available for download in the member login area at www.fhcm.org. Send an e-mail request to info@fhcm.org or call 920-684-7071 if you would like access to this portion of the website.



Above, participants at the 18th Trustee Forum discuss the future of healthcare and share ideas on the best ways to prepare for expected changes. Below, first-time attendees to the Trustee Forum gather at the FHCM offices for an orientation to the system’s heritage, mission and current status.



Mark Moyer Honored with Sister Ritarose Stahl Award

The 2009 Sister Ritarose Stahl Award was presented to Genesis HealthCare System Board Chair Mark Moyer at the 18th Trustee Forum in Manitowoc, Wis. Moyer joined the Good Samaritan Medical Center board in 1998 and became a member of the Genesis HealthCare System board in 2002. He has served as chair of the Genesis board since 2006 and has provided leadership for the board of trustees as well as advice and guidance to the leadership team at Genesis. In addition to his role on the Genesis board, Moyer provides service to the Zanesville-area community through his activities with civic and church organizations, charity boards, and committees and task forces, both private and elected.



Matthew Perry, president and CEO of Genesis HealthCare System, pictured at left, congratulates Mark Moyer on receiving the Sister Ritarose Stahl Award.

Named after the Franciscan Sisters of Christian Charity community director who was instrumental in forming the health system 24 years ago, the Sister Ritarose Stahl Award is presented to trustees who demonstrate a commitment to the Sponsor’s philosophy and values, dedication to the Franciscan traditions and heritage, and long-standing service and loyal support for the stability and growth of the healthcare ministry.

Franciscan Care Services Welcomes New Board Chair



Mike Graybeal

Mike Graybeal, installed as Franciscan Care Services' board chair in February, said he's honored to be part of such a "top notch" organization. "I can't say enough about FCS," Graybeal said. "More than just being the

top employer in West Point, the employees are part of a team that really wants to make FCS strong and to make a real difference in our community."

Born in Lincoln, Neb., Graybeal and his family moved to West Point before he started kindergarten. His parents, Dick and Leona, still live there. Educated by the Franciscan Sisters of Christian Charity, first at Guardian Angels Elementary School and then at Central Catholic High School in West Point, Graybeal, the youngest of four kids, said he's always respected the sisters and is happy to call them his friends. He and his wife, Donna, have three children, Elizabeth 23, Heath 21 and Dalton 15.

The family business, Graybeal Foods grocery store in West

Point, is the source of a lot of pride for Graybeal. "This year marks our store's 40th anniversary," he said, adding that his responsibility for the past 29 years has been the meat department. "I feel very fortunate. It is something I love to do. I work with great people in a great community and get to work with my wife."

Community involvement is important to Graybeal. He has served on the West Point Chamber of Commerce, Indian Trails Country Club Board, West Point Economic Development Board, Guardian Angel Elementary School Board, St. Joseph's Retirement Community Board, and St. Mary's Parish Development Committee among others. The grocery store, along with a catering business that he and his

wife have, has him helping with many local events and fundraisers.

Graybeal said he's humbled to be following in the footsteps of past FCS Board Chair Bob Stevens, who died in 2000. "Bob was part of a history-defining group that made Franciscan Care Services what it is today." Regarding the future of the organization, Graybeal said "FCS is very important to our community and to people living in the 30 miles surrounding West Point. As board chair, my hopes are to keep FCS strong and bettering it for the employees. It's important that we keep it an attractive place to work."



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