



**FOCUS**  
ON THE  
**FUTURE**

Immanuel Lutheran  
— COMMUNITIES —

ANNUAL REPORT 2023

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# Immanuel Spirit

To do my part in providing stellar service, I promise to...

- ✓ Embrace and value our differences, while assuming positive intentions.
- ✓ Treat everyone with courteous respect.
- ✓ Greet everyone warmly, by name and with a smile.
- ✓ Strive to anticipate others' needs and act accordingly.
- ✓ Treat everyone with importance.
- ✓ Hold myself and my colleagues accountable.
- ✓ Listen and respond positively in a timely manner.
- ✓ Put the well-being of residents, guests and fellow team members ahead of my own.
- ✓ Maintain high levels of professionalism, in both conduct and appearance, at all times.
- ✓ Respond to every problem I see.
- ✓ Pay attention to details.
- ✓ Ask, "Is there anything else I can do for you?"
- ✓ Contribute to an atmosphere of positivity, teamwork, and mutual support.
- ✓ Focus on living a balanced life – body, mind and spirit.
- ✓ Lead by example.

Immanuel Lutheran  
— COMMUNITIES —

# A LETTER FROM LEADERSHIP

Dear Community and Friends,

As we look back on the whirlwind of 2023, we are filled with immense pride and gratitude for the incredible accomplishments we have achieved together. At the heart of everything we do lies the desire to nurture, inspire, and provide the best for our residents, staff, and community. And this year was a testament to that commitment.

Fiscal year 2023 was a rebuilding year as we began our process of recruiting new staff and reducing the use of agency nurses. In addition, we also admitted residents across campus to reach our full potential. Of particular importance was our ability to serve more people in our nursing home, admitting more residents, as we hired the necessary staff over the 12-month period. With 11 nursing homes closing across the state last year, we were able to flourish and serve those residents who need us the most, many who have outlived their financial position and qualify for Medicaid. With the help of our amazing Immanuel Foundation, we met our financial demands that came with the use of agency nurses over the past year.

Several monumental projects were embarked upon this year. Among these were The Lofts, 40 uniquely designed apartment residences on our Kalispell campus for residents 55+ years of age. This project is designed with a fresh perspective on senior living – combining an exceptional experience, safety, and modern aesthetics. Additionally, we continue to make improvements to the private resident rooms in our nursing home reflecting our unwavering commitment to enhancing the lives of our residents. In addition to these physical developments, we also completed a corporate rebranding initiative to “Immanuel Living.” Immanuel Lutheran Communities has served the valley since 1957, and we believe that Immanuel Living will position us well for a future of growth and innovation, while ensuring that our commitment to our residents, staff, volunteers, and donors remains clear and consistent.

Just a year ago, we opened the doors to the Growing Roots Early Learning Center, our childcare learning center for children birth to five years of age open Monday – Friday. It brings us immense joy to report that not only are we settled in our permanent location at Northridge Lutheran Church, we are also opening a second location in Somers at the Somers Middle School. As you may know, Kalispell and the Flathead Valley is a childcare desert, meaning that less than 40% of the need for childcare is being met by existing programs. It brings us immense pride to be able to offer this option to the community.

Dedicated to expanding our outreach and services, we’ve launched the Immanuel at Home program with the support of a grant from Lutheran Services in America. This initiative offers residents the ability to thrive in the comfort of their homes while being a part of our community and having access to a variety of services to help residents live their best life wherever and however they see fit.

Our presence and voice have also been distinct in the legislative sessions this year. As ardent advocates for our industry, we have and will continue to drive positive and vital change for our older adults.

Guiding our path into the future, we’ve taken considerable steps in renewing our strategic plan. With a spotlight on workforce and workplace, growth, and innovation, we’re aligning our vision to meet the changing needs of our community and industry.

In closing, none of this would be possible without the tireless dedication of our team, the trust of our residents, the generosity of our donors, and the unwavering support from our broader community. Together, we are forging a path of innovation, care, and excellence.

Thank you for being a part of this remarkable journey!

Warm regards,

*Jason Cronk*  
President and CEO

*Callie Langohr*  
Chair of the Board



# ANNUAL AWARDEES

At Immanuel Lutheran Communities, we hold a deep appreciation for the remarkable individuals who continually set themselves apart through their unwavering dedication and distinguished service to our community. Each year, we take great pride in recognizing these exceptional individuals who go above and beyond in their commitment to our residents and the broader community.

Through our annual recognition program, we celebrate their outstanding contributions, acknowledging the lasting impact they make on the lives of our residents and the overall well-being of our community. It is through this recognition that we honor their selflessness, compassion, and dedication, ensuring that their exemplary service continues to inspire and uplift all those who are fortunate enough to be part of Immanuel Lutheran Communities.

## Philanthropy Leader of the Year In Memory of Shelby Thompson



**Shelby Thompson** was an amazingly talented and generous person. When Shelby Thompson was a young woman, she took an interest in learning how to create Faberge-style eggs. Shelby's husband Fred fondly recalls "the egg table" in their home, where Shelby spent countless enjoyable hours creating the delicate bejeweled eggs. She loved to give them as gifts to family members and friends. During the Immanuel Foundation's Winter Gala, Shelby spent hours creating these handmade Faberge-style eggs. The eggs were the highlight of the Gala and

the proceeds directly benefited the Immanuel Foundation. These eggs will be enjoyed by residents and visitors for years to come.



Shelby lost her battle with cancer on July 4, 2023. Although her final days were difficult, she continued to find joy in creating the one-of-a-kind eggs. "She was a very caring and giving person her whole long life," Fred said. "I was blessed to be married to her."

## Mission in Ministry Partner of the Year Joe Super

When talent and passion are partnered with great need, magic happens. We saw this come to life last spring when our flower gardens across campus needed just the right person to give them some attention. At that same time, Joe Super was looking for an opportunity to use his master gardening skills that he had developed over time in his own yard prior to moving to Immanuel. It was truly a match made in heaven. Joe, along with some other resident volunteers, worked through the spring and summer to ensure that our gardens were amazing. We have had many compliments - people expressing that our gardens are more beautiful than ever. We are so proud to name Joe Super as our Mission in Ministry Partner, or Volunteer of the Year for 2023. Thank you, Joe, for all you have done this year - we are so grateful.



## Business Partner of the Year For-Evergreen Lawn Maintenance

Immanuel Lutheran Communities is delighted to honor Kraemer Jackson, owner of For-Evergreen Lawn Maintenance, as the Business Partner of the Year. Kraemer's dedication to professionalism and unwavering commitment to quality and customer experience make him truly exceptional. Beyond his meticulous grounds maintenance work, Kraemer goes above and beyond by personally engaging with our residents and staff, fostering a sense of community and connection. His genuine care and warm interactions with our residents enhance their overall experience, creating a more vibrant and welcoming environment. The end product of his efforts leaves our community looking top notch, not only in terms of well-manicured grounds, but also in the hearts of everyone who encounters his work. Kraemer

embodies the epitome of excellence in his field and has made an indelible impact on our community. He is truly deserving of this recognition for his outstanding service and dedication to Immanuel Lutheran Communities.

# NEW PROJECT DEVELOPMENTS

## The Lofts at Buffalo Hill

The Lofts at Immanuel Lutheran Communities is an eagerly anticipated addition to the organization's already diverse range of senior living offerings. This innovative Independent Living community represents a vision of modern, active retirement living, designed to provide older adults with an unparalleled lifestyle that blends luxury, comfort, and community engagement. Nestled on the Immanuel Lutheran Communities campus in Kalispell, The Lofts will offer spacious, contemporary apartments tailored to the unique needs and desires of today's active seniors.



Coming in 2026



## Nursing Home Improvements

Immanuel Lutheran Communities is investing where it all began to enhance the living experience for its residents by introducing a series of improvements in the Nursing Home of our Immanuel Skilled Care Center. We recognize the importance of continuously evolving to meet the changing needs and expectations of our residents. These forthcoming renovations represent a significant commitment to ensuring that the center not only remains a cherished home but also a place where residents can thrive.



## CURRENT PROJECTS

### Growing Roots Early Learning Center

The launch of Growing Roots Early Learning Center marks a significant milestone in the organization's commitment to both its staff and the greater Kalispell community. Established initially in a temporary location in October 2022 and later relocated to a permanent facility at Northridge Lutheran Church in August 2023, this new program offering is a testament to Immanuel Lutheran Communities' dedication to addressing the urgent need for quality childcare in the region. Montana, and particularly Kalispell, is a childcare desert where less than 40% of the community's child care needs are being met by existing programs. Recognizing this critical gap, Immanuel Lutheran Communities stepped in to provide a comprehensive solution that not only supports the recruitment and retention of its valued staff but also addresses a pressing community need.



### Immanuel at Home:

*Bringing Our Standard of Care and Service to Your Doorstep*

Immanuel Lutheran Communities is proud to introduce a groundbreaking program, Immanuel at Home, designed to extend our exceptional care and services directly into the comfort of your own home.



We believe that aging should be a journey filled with vitality, purpose, and joy, and Immanuel at Home is yet another way we're dedicated to making that vision a reality. With Immanuel at Home, we're delivering a variety of services, security, and the assurance that you can continue to live life on your terms, in the place you call home.

For more information, visit [ilcorp.org](http://ilcorp.org) or call 406-858-3118.



Dear Friends,

It is with immense and heart-felt gratitude that we thank our donors for your unwavering support and generosity. You have been instrumental in helping us honor Immanuel Foundation's mission to support our Seniors in Need.

In the face of continued, unprecedented challenges, your donations were the driving force that helped us support our most vulnerable seniors. In our 24/7 Skilled Care Center, your generosity made it possible to upgrade common spaces, purchase much-needed wheelchairs, lifts, and beds, and helped to fund emergent traveling nurse costs during a significant nursing and CNA workforce shortage. While 11 nursing homes across the state were forced to close their doors, with your help, we were able to continue to support Immanuel Lutheran Communities in providing safe, critical care in the oldest portion of our Skilled Care Center where over half of the residents are Medicaid, low-income qualified.

Your contributions not only directly benefited our residents but helped support our employees who care for these amazing seniors. Our dedicated employees are absolutely essential, and through our support of the Christ Care (emergency fund for employees), Holiday Appreciation, and Chaplaincy Funds, we were able to help them in their tireless efforts as well.

The Foundation's overhead and administrative costs are paid by Immanuel Lutheran Communities, so every dollar our donors contributed directly impacts our older adults who need the most help.

As we look ahead, Immanuel Foundation and Immanuel Lutheran Communities are inspired by your generosity and remain committed to supporting all our residents, no matter their income level.

Sincerely,



*Heidi Hicketier*  
Foundation Director



*Tami Kreitinger*  
Chair of the Board



## History

The Immanuel Foundation, a 501(c)3 nonprofit organization, was founded in 2018 to raise funds to serve the needs of seniors in Montana through Immanuel Lutheran Communities. Immanuel and the Foundation view all Montana seniors as equally deserving of safe, secure homes in vibrant communities. The Foundation is cultivating a community of philanthropy and raising charitable support for Montana's older adults and those who care for them.

## Mission

The mission of the Immanuel Foundation is to cultivate and secure charitable gifts so that Immanuel Lutheran Communities can provide safe homes in vibrant communities for Montana's seniors in need.

### Immanuel Foundation Board Members

Tami Kreitinger, Chair  
Laura White, Vice Chair  
Debbie Snyder, Secretary  
Stan Pine, Treasurer  
Judy Windauer, ILC Board Liaison  
Kirsten Cain-Smith, Director

Peter Fusaro, Director  
Connie Hitchcock, Director  
Gini Ogle, Director  
Calvin Pippin, Director  
Kelly Rieke, Director  
Mary Wilkinson, Director

### Immanuel Foundation Staff

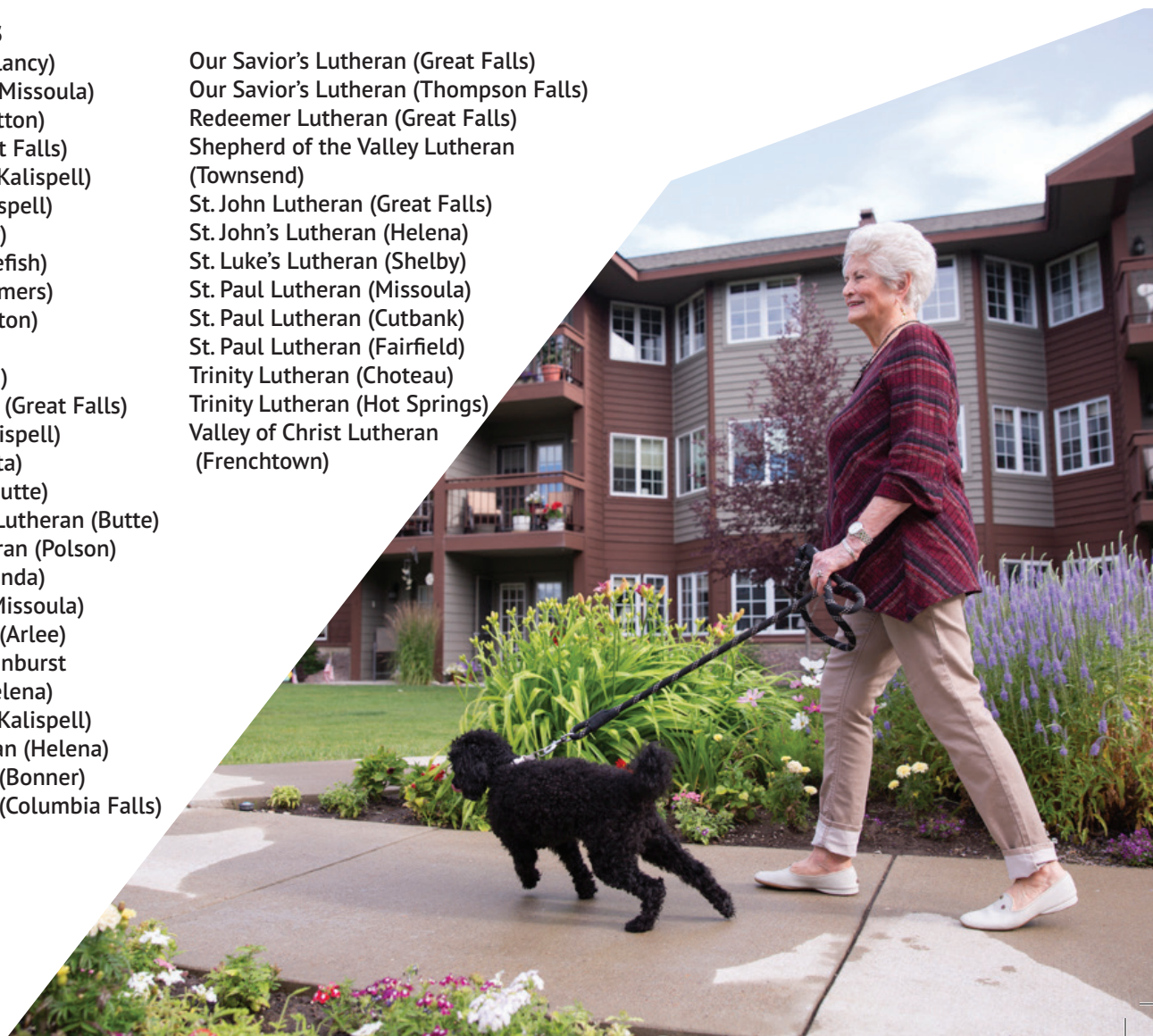
Heidi Hickethier,  
Foundation Director

Beth Kornick,  
Office and Communications Manager

### Church Partners

All Saints Lutheran (Clancy)  
Atonement Lutheran (Missoula)  
Bethany Lutheran (Dutton)  
Bethel Lutheran (Great Falls)  
Bethlehem Lutheran (Kalispell)  
Central Christian (Kalispell)  
Christ Lutheran (Libby)  
Christ Lutheran (Whitefish)  
Eidsvold Lutheran (Somers)  
Faith Lutheran (Hamilton)  
First Lutheran (Plains)  
Faith Lutheran (Ronan)  
First English Lutheran (Great Falls)  
First Presbyterian (Kalispell)  
Galata Lutheran (Galata)  
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Gold Hill Evangelical Lutheran (Butte)  
Good Shepherd Lutheran (Polson)  
Hope Lutheran (Anaconda)  
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Northridge Lutheran (Kalispell)  
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St. Paul Lutheran (Cutbank)  
St. Paul Lutheran (Fairfield)  
Trinity Lutheran (Choteau)  
Trinity Lutheran (Hot Springs)  
Valley of Christ Lutheran  
(Frenchtown)



# IN LOVING MEMORY



In Loving Memory July 1, 2022 – June 30, 2023 Donations to the Immanuel Foundation were made in loving memory of the following residents:

- ♥ Noemi Barta
- ♥ Jerry Benedt
- ♥ Wanda Blair
- ♥ Paul Bonin
- ♥ James Bradshaw
- ♥ Diana Brassington
- ♥ June Brooker
- ♥ Harry Burnell
- ♥ Jean Capps
- ♥ Cheryl Cave
- ♥ John Cochrane
- ♥ Ron Continelli
- ♥ Luis Daglio
- ♥ Pat Daily
- ♥ Robert Desjean
- ♥ Edward Eberly
- ♥ Signe Ferguson
- ♥ Ralph Fitzpatrick
- ♥ James Fleming
- ♥ Barbara Frank
- ♥ Joan Fraser
- ♥ Mary Frost Handford
- ♥ Dorothy Galvin
- ♥ Nancy Gooch
- ♥ Ramona Graham

- ♥ Virgil Hanson
- ♥ Delano Hanzel
- ♥ Judith Hartford
- ♥ Jack Hasty
- ♥ Robert Higson
- ♥ Leona Hileman
- ♥ Deloris Hofeldt
- ♥ Edith Ingram

- ♥ Florence Jacobson
- ♥ Joan Jellison
- ♥ Pete Larson
- ♥ Peter (Ed) Lawrence
- ♥ June Leverson
- ♥ Richard Linder
- ♥ Margaret Lowe
- ♥ Stephen Luckey

- ♥ Irene Mackey
- ♥ John Martello
- ♥ Darrell Micklewright
- ♥ Douglas Morton
- ♥ George Mumm
- ♥ Judith Nicodemus
- ♥ Eleanor Olsen
- ♥ Conrad Omaster
- ♥ Anita Orr
- ♥ Margaret Pack
- ♥ Jeanine Pederson
- ♥ Carolyn Rhodes
- ♥ Walter Rucinski
- ♥ Dixie Smart
- ♥ Douglas Smart
- ♥ Roy Souder
- ♥ Jeraldine Spohnhauer
- ♥ Lois Timmreck
- ♥ Agnes Treece
- ♥ Jean Tyser
- ♥ Jewell Vanallen
- ♥ Lola Vulles
- ♥ Prudy Weil



# OUR DONORS

# THANK YOU

For their generous gifts to the Immanuel Foundation in support of Immanuel Lutheran Communities, we would like to thank:

## **\$10,000-\$999,999**

Anonymous  
The Higgs Family Foundation  
Margaret Mohl  
Estate of Charles R. Irvin  
Ivan O'Neil & Gerry Souhrada  
Susan & William Schottelkorb  
Ray & Ladeine Thompson  
In Loving Memory of Charles & Lottie (Hartsoch) Stewart  
The James Udick Irrevocable Trust  
Western Building Center  
Whitefish Community Foundation

## **\$1,000-\$9,999**

Ruth & James Baker  
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Bethlehem Lutheran Church  
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Patricia & James Bingenheimer  
Diana Blankenship  
Pamela Boespflug  
James Bradshaw  
Lola Brenneman  
Etta Brown  
Robert S. Brown  
Anna Burghardt  
Shirley Busche  
BJ Carlson  
Carey & Allen Chery  
Christ Lutheran Church - Whitefish  
Lynda Collins  
Jason & Jenn Cronk  
Crowley Fleck PLLP  
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Nan Endsley  
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Barb & Steve Graham  
Janet & Phillip Gurr

Carol Halcro  
Hatlen Foundation  
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J2 Business Products  
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Kalispell Foot & Ankle Clinic  
Tami & Tate Kreitinger  
Melissa Kaptanian  
Natalie & Clay Keller  
Dina Larsen  
Kenneth Larson  
Dr. Stephen & Kerrilyn Latter  
Robert & Mary Jo Look  
Corinne Lundgren  
Joanne & Marshall Mahler  
Louise & Joe McKay  
Cathy & Dave Meredith  
Janie & Stuart Nicholson  
Gini & Randy Ogle  
Our Savior's Lutheran Church  
Bill Pederson  
Debbie & Stan Pine  
Sue & Steve Roling  
Laura Reynolds & Walter Rowntree  
Carolyn Rhodes Family Trust  
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Marlene Rutherford  
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Carla & Ron Wilton  
Judy & Robert Windauer  
Leslie Zion

Robert Zion  
Starr Zuckerman

## **\$500-\$999**

Suzanne Booker  
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Maureen & Gary Bullock  
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Jo Ann Swenson  
Olga Vinogradova

# OUR DONORS CONT'D

# THANK YOU

Bridget Watts  
Whitefish Credit Union  
Mary Wilkinson  
Lauri & Jeff Wilson  
Sallie Wright

## **\$250-\$499.00**

Carolyn Babcock  
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Christie & Jake Becker  
Alice Bennetts  
Big Mountain Ciderworks  
Kateri Cook  
Mary Duryee  
Dave Ebert  
Eidsvold Lutheran Church  
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Grant Snell  
St. Paul Lutheran Church  
Jeanne Thomas

Jana & Scott Thompson  
TrailWest Bank  
Elaine Trotman  
Jean Tyser  
Colleen & Joe Unterreiner  
Valley Bank of Kalispell  
Debbi & Dave Waldenberg  
Tawn Williams

## **\$1.00-\$249.00**

Dr. Donald & Lusha Alzner  
Amazonsmile  
Margaret Baird  
Scott Bayee  
Jean & Carl Bessman  
Gloria Bolton  
Linda Bristow  
M. Carlene Brooner  
Lauren Cebulla  
Elise Cormier  
Paulette & Richard Cronk  
Nancy Cunningham  
Maxine Davey  
Betty Davis  
Monica Desjean  
Diane Dolven  
Erika Dorrington  
James Drewniak  
Susan Dykhuizen  
Metha Edens  
Mary & John Erkkila  
First Lutheran Church  
Marisa Fisher  
Robert Fraser  
Cindy & Mike Galvin  
Linda Galvin  
Jean & Ron Gandolfi  
Laura Gregory  
Della Helgeson  
Shelly Hensley  
Virginia Herbig  
Evelyn Heuscher  
Connie Hitchcock  
Naomi Hoiland  
Wendolyn & Darrell Howard  
Timothy D. Hubbard  
Phyllis Huntington  
Kevin Huntsinger  
Edith Ingram  
Trish Ingvalson  
Kalispell Chamber of Commerce

Colleen Karper  
Cheryl & John Keith  
Julie Kelly  
Barbara M. Kropp  
Cynthia Lawrence  
June Levenson  
Lynn Loveall  
Cheryl Luke  
Lutheran Church of Sunburst  
Donna MacNaughton  
Martha Maurer  
Autumn McLean  
Tammy Miciewicz  
Deverne & Milo Miles  
Kimberly More  
Theora Mumm  
Leland Murphy  
Janet Nielsen  
Autumn Noss  
Virginia Obermiller  
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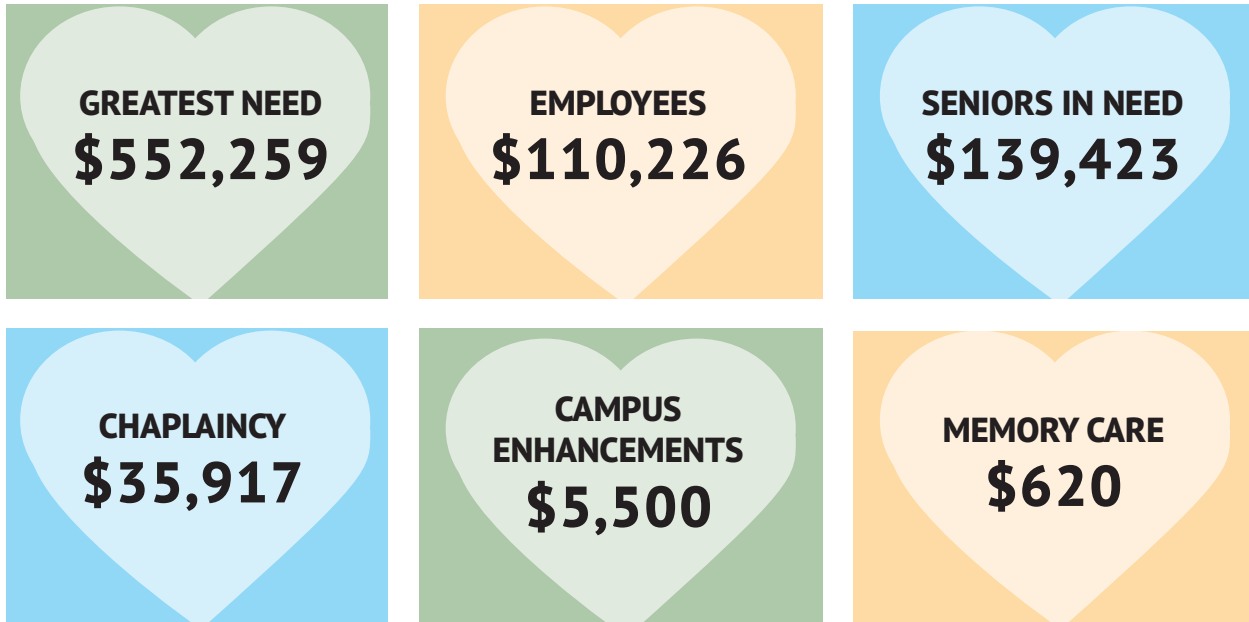
Thank you to the countless volunteers who make everything possible, we are grateful for your generosity.  
This report is based on Fiscal Year 2023 ending June 30, 2023 and every effort has been made to include all donors.  
Please report any errors or omissions to the Foundation office by calling 406-890-7164.



## FOUNDATION FUNDS RAISED

FY 23 (JUNE 30, 2023)

# \$843,945



# RESIDENT LIFE

Every month, residents of Immanuel enjoy activity calendars full of fun and purposeful programming. Our goal is to encourage meaningful living by providing a variety of healthy activities to ensure wellness in all six dimensions.

**Social**  
**Spiritual**  
**Emotional**

**Physical**  
**Vocational**  
**Intellectual**



Residents take advantage of card games with friends, Bible studies, fitness classes, live music, holiday parties, outings to lectures, restaurants, theater performances, and more. Residents and staff work together to plan programs with Whole Person Wellness focus, where mind, body, and spirit are valued equally.



**Our residents rate us  
high in our overall care**

**86%**

**POSITIVE**



# BEING THE BEST FOR OUR EMPLOYEES

## CNA in Training Program

Immanuel Lutheran Communities offers an accredited nursing assistant training program for individuals who are interested in pursuing a career in nursing. This training is conducted at our community and is paid for by Immanuel Lutheran. The class consists of both classroom and clinical training and is taught by qualified licensed nurse instructors. All practical training is performed side by side with healthcare professionals at Immanuel Lutheran. After successful completion of the course, students are eligible to test for the Montana State Certification and are also eligible for a wage increase! This has been a great tool to help grow our workforce and recruit those interested in becoming CNAs.

## Employee of the Month

January: Carolynne Crabb  
February: Nicole Normandy  
March: Julie Sims  
April: Brock McCormick  
May: Kimberly Clarke  
June: Jennifer Mays  
July: Amy Thorstenson  
August: Tressa Bushnell  
September: Chuck Carmichael  
October: Sandra Hodkinson  
November: Deborah Proffitt  
December: Luke St. James  
2023 Winner: Nicole Normandy



**One of the Best**  
Lisa Gandolfi, RN

Recognized as one of best nurses in the Daily Inter Lake's Best of Flathead contest

## Employee Scholarship Awardees 2023

Nora Buffham	Stefano Abreo	Christina Allison
Victoria Gragg	Makenzie Christensen	Tapanga Malchow
Josh Johnson	Sheyenne Carson	Ashley McCormick
Jessica Watson	Alexi Yarde	Heidi Ruggiero
Erik Hofseth		

## Professional Development

### Novare Management Essentials Program 2023 Program Graduates

Leigh Ann Downie-Economy, Early Learning Center Director  
Jessica Sharbono, Director of Assisted Living  
Ashley Abraham, Director of Sales & Marketing

### Novare Leadership Development Program 2023 Program Graduates

Rebecca Timis, Director of Human Resources  
Hannah Brown, Director of Resident Services

### Leadership Flathead

Lizzy Sheeran (class of 2023) and Jenna Justice (2024) were selected to participate in two-year leadership development program.





# COMMUNITY INVOLVEMENT


In keeping with our mission, here are some of the ways that Immanuel Lutheran Communities serves the community in which we live.

**\$2M**  
 Provided \$2,000,000 worth of care to Medicaid residents

**CHAMBER MEMBERS**  
 A member of both the Kalispell Chamber of Commerce and the Evergreen Chamber of Commerce. Participates in fundraisers for both.




We provide tableware to local schools.



Members of multiple Kalispell Rotary Clubs and a contributor to the Rotary Foundation Annual Endowment Fund.



We donate clothing to the Second Helpings Thrift Store.



**\$ \$ \$**  
 We donate to a number of fundraisers throughout the year to support the local community, including Big Brothers Big Sisters, The Alzheimer's Association, Logan Health Foundation, and Flathead Valley Community College.

**3,000**  
 We provide over 3,000 meals for various nonprofits per year.



During the holiday season we support those in need through the "Giving Tree" which is coordinated with the Salvation Army.



We host local caregiver support groups, educational sessions and professional music performances for the community members as well as the residents and family members.

**SERVICE**  
 Staff members serve on the following boards: Montana Health Care Association, Montana Hospital Association, National/Montana Alzheimer's Associations, Rotary, Leadership Flathead, Montana Ambassadors Board, Area Agency on Aging, Flathead County Healthcare Coalition, Kalispell Chamber of Commerce, Glacier Symphony and Chorale, Geriatric Care and Mental Health Advisors Council, Big Brothers Big Sisters, and United Way.



**60+ TONS**  
 We show environmental citizenship by recycling cardboard, plastic, paper and aluminum cans as well as composting over 60 tons of food waste annually.

# AWARDS & ACCOLADES



**2022  
Nonprofit of  
the Year**



**1st**  
Best Assisted  
Living



**89%**  
of employees say we are  
a great place to work.





## FINANCIALS

### Operating Revenue

	2023	2022
Health Services Revenue	\$11,684,639.00	\$9,435,352.00
Resident Services Revenue	\$11,395,527.00	\$9,912,110.00
Amortization of Deferred Entrance Fees	\$320,703.00	\$245,971.00
Investment Income	\$571,349.00	\$643,580.00
Other Revenues	\$821,392.00	\$4,786,175.00
Net Assets Released from Restrictions for Operations	\$730,469.00	\$263,480.00
<b>Total Operating Revenue and Support</b>	<b>\$25,840,019.00</b>	<b>\$25,308,438.00</b>

### Operating Expenses

Salaries & Benefits	\$14,909,613.00	\$13,262,770.00
Supplies	\$2,384,863.00	\$1,834,126.00
Contract Services	\$3,522,907.00	\$3,623,856.00
Repairs and Maintenance	\$226,409.00	\$95,267.00
Occupancy	\$596,472.00	570,380.00
Depreciation	\$2,678,097.00	\$2,768,873.00
Interest	\$2,996,629.00	\$3,033,618.00
Insurance	\$421,490.00	\$406,483.00
Advertising	\$69,717.00	\$49,348.00
Other	\$1,682,748.00	\$1,285,822.00
Provision for Bad Debts	\$15,591.00	\$169,559.00
<b>Total Operating Expenses</b>	<b>\$29,504,536.00</b>	<b>\$27,100,111.00</b>

Immanuel Lutheran Communities undertakes an annual financial examination performed by an independent auditor engaged by the board of directors. The financial information compiled here is based upon the most recent audited financial reports. For more information, please contact Teryn Waldenberg, Chief Financial Officer, at 406-300-4922 or [twaldenberg@ilcorp.org](mailto:twaldenberg@ilcorp.org).



*Immanuel Lutheran Communities supports the Alzheimer's Association at the annual Walk to end Alzheimer's.*

# THANK YOU!

Dear Immanuel volunteers,  
 Thank you for generously volunteering your time. Your willingness to give your time and service is so appreciated. Your support of Immanuel allows us to continue to fulfill our mission.

## BOARD OF DIRECTORS

As we reflect upon the close of another year, it is with profound gratitude that we acknowledge the unwavering commitment and invaluable service of our Board of Directors. Their dedication to our shared vision and mission has made a palpable impact in our community, and the fruits of their labor are evident in the many lives touched and transformed. The guidance, insights, and expertise collectively offered have been indispensable in steering our institution towards continued excellence and resilience. In moments of challenge and celebration alike, the leadership of these individuals has been a beacon of hope and direction. From the depths of our hearts, we express our sincere thanks for the time, energy, and passion you have invested this year, and for the indelible mark you've left on Immanuel Lutheran Communities. Here's to the countless ways you've made a difference and the many milestones we've achieved together. Thank you for your service!

Callie Langohr, Chair  
 John Erfle, Vice Chair  
 Larry Simpson, Treasurer  
 Jeff Wilson, Secretary

Jim Heim, Immediate Past Chair  
 Larry Iwersen, Director  
 Tom Lund, Director  
 Judy Windauer, Director

David Habel, Director  
 Daren Engellant, Director  
 Pastor Seth Nelson, Director  
 Doug Nelson, Director



Dear Friends,

Christ is alive and well at Immanuel! We invite you to experience the life-giving ministries we hold near and dear in this special place.

Each Wednesday, we have the opportunity to study God's Word at four of our neighborhoods: The Terrace, The Care Center, The Lodge, and Retreat West. These studies are also uploaded and offered on our in-house channel so all can participate in their residences as well.

Worship is also offered three times on Sunday afternoons in these neighborhoods of Immanuel. No worries if someone cannot make it to the live worship since our in-house channel will take care of that as well!

Daily devotions for residents, hospital visits, counseling sessions, grief classes, pulpit supply at local affiliate congregations, and much more is available for each of us to be supported in our daily walk. At Immanuel, we celebrate the good news that God is certainly with us!

Carry on in the love of Jesus!

*Pastor Al Jensen*



# Renewed Strategic Plan

**Workforce & Workplace**  
Attract, retain and enrich our quality workforce and workplace.

**Growth**  
Growth that supports the increased needs in senior living and fulfills our mission and ministry.

**Innovation**  
Foster a culture of innovation in all aspects of the organization.

## Corporate Rebranding Initiative

**Immanuel Lutheran Communities**, a trusted name in senior living since 1957, is excited to announce the finalization of our Corporate Rebranding initiative to become “Immanuel Living.” This transformation represents a significant milestone in our commitment to providing exceptional services to older adults. It is more than just a rebranding; it’s a reflection of our dedication to clarity and transparency in our offerings. Immanuel Living signifies not only our longstanding tradition of care but also our forward-thinking and innovative approach to senior living.



We believe this new name will better resonate with our residents, families, and broader Flathead Valley, ensuring that everyone understands our mission of providing vibrant, purpose-driven senior living experiences. Our commitment to enriching lives remains unwavering, and we look forward to continuing our legacy of compassionate care under the banner of Immanuel Living.



## Advocacy Initiatives

Immanuel Lutheran Communities is deeply committed to advocating for the needs and rights of seniors and the broader community. We believe that by actively engaging with policymakers and advocating for policies that prioritize the well-being, healthcare, and quality of life of seniors, we can contribute to the betterment of our community.

Immanuel Lutheran Communities takes pride in its role as a voice for the needs and concerns of seniors, and we remain committed to collaborating with lawmakers and stakeholders to shape a brighter future for our community members.

To participate in or learn more about Immanuel’s Advocacy initiatives, visit [www.ilcorp.org/partnersinadvocacy](http://www.ilcorp.org/partnersinadvocacy).

# LEADERSHIP TEAM



**Jason R. Cronk**  
President & CEO



**Teryn Waldenberg**  
Chief Financial  
Officer



**Carla Wilton**  
Chief Operating  
Officer



**Heidi Hickethier**  
Director of  
Immanuel Foundation



**Rebecca Timis**  
Director of Human  
Resources



**Dave Jolly**  
Owner's Construction  
Representative



**Lizzy Sheeran**  
Strategic Initiatives  
Manager



**Pastor Al Jensen**  
Director of  
Pastoral Care



**Hannah Brown**  
Director of  
Resident Services



**Andrew Nelson**  
Director of Food  
and Beverage



**Lisa Gandolfi**  
Director of Nursing



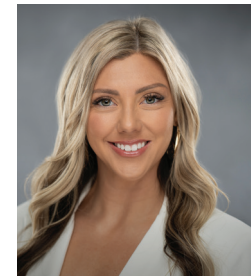
**Leigh Ann Downie-Economy**  
Director of  
Early Learning Center



**Dwight Shaffer**  
Director of  
Rehab Services



**Jessica Sharbono**  
Director of Assisted  
Living Services



**Ashley Abraham**  
Director of Marketing



**Ashton Millikan**  
Admissions Coordinator



**Stefano Abreo**  
Social Worker



**Jenna Marshall**  
HR Business Partner



**Michael Weideman**  
Administrator

# Immanuel Lutheran

— COMMUNITIES —

We ask. We listen. We serve.

185 Crestline Avenue, Kalispell, MT 59901

[www.ilcorp.org](http://www.ilcorp.org)