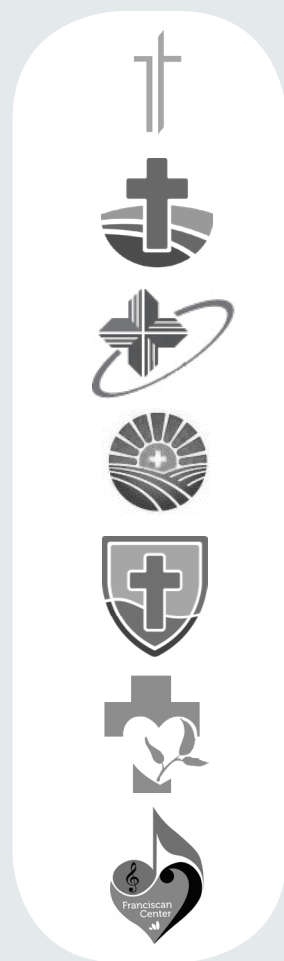


Ministry Report

News/Views
From the Franciscan Sisters
of Christian Charity
Sponsored Ministries, Inc.

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MISSION STATEMENT

The mission of the Franciscan Sisters of Christian Charity Sponsored Ministries is to carry out the commitment of the Sponsor to the healing and educational mission of the Catholic Church through the provision of quality health care and educational services.

In a spirit of partnership with dedicated religious and lay leaders, the Franciscan Sisters of Christian Charity Sponsored Ministries will strengthen the Sponsor's commitment by leading change, ensuring stewardship of resources and integrating mission and values.

Pride and Practice

By Vince Gallucci, Chief Administrative Officer

This month begins with a heartfelt word of gratitude for Sister Kay Klackner, whose steady guidance and thoughtful presence have shaped this publication for seven years. Sister Kay has offered her gifts with generosity, clarity, and a deep love for the ministries we serve. While passing the torch for this particular assignment, she will continue sharing her talents in meaningful ways across our Sponsored Ministries. We are profoundly grateful for her leadership and for the spirit she brings to every role she embraces.



With Sister Kay's transition, I am honored to introduce myself more formally. I'm Vince Gallucci, Chief Administrative Officer for the Franciscan Sisters of Christian Charity Sponsored Ministries, and I will gladly assume oversight of this monthly message going forward. It is a privilege to help carry forward a communication that celebrates the people, stories, and mission that make our ministries so distinctive. My hope is that each communication continues to feel grounded, relevant, and connected to the Franciscan values that guide our shared work.

This quarter's theme—Pride and Practice—invites us to reflect on the

ways excellence grows from intention. Pride, in the Franciscan sense, is not boastful. It is the quiet satisfaction that comes from knowing we have used our gifts well, served others faithfully, and contributed to something larger than ourselves. Practice is the daily discipline that makes this possible. Together, they form the rhythm of mission driven work.

Across our Sponsored Ministries, we see this rhythm lived out in countless ways. This quarter, we highlight stories of individuals and teams whose work embodies Pride and Practice in action.

At our rural critical access hospital in West Point, Neb., and Manitowoc, Wisc. hospitals, pride is expressed through the unwavering commitment to high quality care in a setting where every decision matters. The clinicians and staff practice attentiveness—meeting each patient with skill, compassion, and a neighborly sense of responsibility. Their work reflects the Franciscan spirit in real time: simple, direct, and rooted in human dignity.

Within our elder care services pride is evident in the presence. Teams here practice patience, empathy, and creativity as they support residents in living fully. Whether easing a moment

(PRIDE - continued on page 2)



Message from the President

Friends,

The Power of Saying, “**You Should Be Proud**”

In a world that often moves quickly from one accomplishment to the next, we can sometimes overlook the importance of pausing to recognize what has been achieved. One of the most meaningful compliments we can offer another person is simple yet powerful:



Ryan Neville

“You should be proud.”

These words do more than acknowledge success. They recognize effort, perseverance, growth, and dedication. They affirm that the journey mattered, not just the outcome.

In healthcare, there is always another challenge to address, another patient to serve, another improvement to pursue. While this commitment to excellence is one of our greatest strengths, it can also make it easy to move past accomplishments without fully appreciating them. Taking a moment to tell a colleague, a family member, or even ourselves that we should be proud helps reinforce the values that drive our Franciscan mission every day.

As we reflect on the many achievements across our organization, there is much to be proud of. We have navigated challenges, strengthened partnerships, improved quality, supported one another, and continued to advance our mission. These accomplishments are the result of countless acts of dedication that often happen quietly and without recognition.

This month, I am taking a moment to recognize each and everyone of you who continue to make a difference. You have how it made an impact, and I simply say to you:

“You should be proud.”

(PRIDE - continued from page 1)

of worry, encouraging independence, or sharing a familiar song, their work affirms that aging is a sacred continuation of life's story.

And in our musical center, The Franciscan Center, our home for musical education and performance—pride resonates through resilience. Performers, volunteers, and staff have embraced the auditorium and meeting space as a place where community gathers and beauty is nurtured. Their disciplined practice keeps alive a legacy that might otherwise have faded. Instead, it has become a vibrant expression of creativity and hope.

These stories remind us that pride is not a moment of recognition; it is a way of being. It grows from consistently showing up, refining our craft, and honoring the mission entrusted to us. Practice is how we sustain that pride—through learning, collaboration, and a willingness to serve with humility and joy.

May we celebrate the people who embody this spirit. May their stories inspire us to take pride in our own contributions and to continue practicing with intention, gratitude, and hope.

Thank you for all you do to strengthen these ministries. The mission grows through the hands of many, and I am grateful to walk this path with you.

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Proud Moments at Clement Manor

Pride is built on dedication, compassion, and a commitment to serving others. At Clement Manor, these proud moments are evident daily in the people who make our community exceptional. This year, several individuals stand out for their leadership, service, and unwavering commitment to our residents, staff, and our mission and values of serving with respect, collaboration, and quality service—moments that remind us why Clement Manor is a place of excellence and heart.

Two of our team members have recently received national recognition from McKnight's Senior Living, bringing well-deserved attention to the outstanding work at Clement Manor. Scott Genke, director of technology and education, was honored in a category called the "Unsung Hero." This title perfectly captures the quiet dedication and behind-the-scenes leadership he brings to Clement Manor every day. His reliability, compassion, and willingness to go above and beyond his typical work duties exemplify service without seeking the spotlight. Similarly, Jen Michalak, RN, staff development coordinator, was recognized as one of its Women of Distinction – "Veteran VIP" recipients. Her steadfast leadership, professionalism, and years of committed service have left a lasting impact on residents and colleagues. These national honors affirm what we already know—Clement Manor is a place for remarkable people.

Another source of pride is our healthcare administration intern, Angela Khang. Throughout the year, Khang demonstrated exceptional leadership well beyond her role. During state surveys, she stepped forward with confidence and preparedness. When staffing challenges arose, she helped oversee solutions with thoughtfulness and resilience. Perhaps most moving is Khang's role in developing and implementing a new departure ceremony for residents who pass away—a deeply meaningful tribute honoring life, dignity, and community. Through this ceremony, residents are wrapped in a handmade departure quilt and offered a loving blessing, providing comfort to families, staff, and fellow residents alike.

We are also immensely proud of our Pastoral Care Director Tom Brefka, who is nearing completion of a four- to five-year formation program to become a deacon in the Catholic Church. This fall, Brefka will be officially ordained. His commitment to faith, spiritual leadership, and compassionate care enriches the lives of all who call Clement Manor home. We are deeply proud of his commitment to his faith and our mission.

These individuals embody the very best of Clement Manor. Their achievements, both seen and unseen, are sources of pride that continue to inspire our community every day.



From top to bottom, Scott Genke, Jen Michalak, Angela Khang, and Tom Brefka were recognized for their achievements.



Pride in Practice: A Family of Care

At Franciscan Healthcare, “Pride in Practice” is more than a theme. It is a way of life. Across all our entities, that pride is reflected in everyday acts of care and in moments of extraordinary kindness.

Quinn Gutzmann of human resources shares what makes being part of this organization so meaningful to her. “It really does feel like a family,” she reflects. From working side-by-side on projects to stepping in to help a patient in the cafeteria, she consistently sees coworkers showing up for one another. In a close-knit community, that spirit of support and compassion makes a lasting impact.

I, too, witnessed that pride in action. On a quiet morning before an event, I noticed one of our JOYRIDE Public Transit drivers waiting for a



Chief Nursing Officer Dara Schlecht, BSN, RN-BC, is pictured with Cardiac and Pulmonary Services Manager Carlos Saenz at a community health event.

passenger. No one was watching, yet he bent down to pull a stray weed from the parking lot rock bed. It struck me: his attention to detail,

his care for the image we present—it all reflected his pride. When people care about the small things, you know they care deeply about the big things, like our patients.

Sarah Lierman echoes that sentiment.

After decades working elsewhere, she says she’s never seen a team more willing to support one another. When her husband had a serious accident, her colleagues rallied with help—an envelope of support, heartfelt kindness. For Lierman, that sense of pride comes from being part of a place where compassion is extended not only to patients, but to one another every single day.

These moments of pride, both big and small, bring our mission to life. We care for one another. We care for our community. And above all, we care for every person who walks through our doors. That is the heart of Franciscan Healthcare.



Danielle Yarger, RN, pictured with Clinic Director Anastasia Stokely, RN, after recently receiving the DAISY Award, an acknowledgement of excellent service recognized by a patient’s nomination.



Pride in Practice at Froedtert Holy Family Memorial

Team members at Froedtert Holy Family Memorial take great pride in the work they do every day. Our organization is made up of dedicated and compassionate individuals who are deeply committed to caring for patients and their families, supporting one another, and serving our community.

One reflection of this commitment is the remarkable number of team members who have devoted decades of service to our organization. According to our human resources department, 110 employees have more than 25 years of service. Of those, 64 have between 30 and 40 years of service, and nine have dedicated more than 40 years to Froedtert Holy Family Memorial—an impressive testament to the culture and mission of our organization.

Leaders and team members from departments and clinics across the organization shared why they are proud to work at Froedtert Holy Family Memorial:

- “I am proud to continue serving and carrying forward the mission that was started so many years ago.”
- “I love the work I do behind the scenes, supporting our clinical teams and helping provide exceptional patient care.”
- “I feel blessed to work in an environment where people genuinely care for one another and for our community. FHFH feels like family.”
- “Our team members create meaningful connections every day and remain fully committed to providing exceptional care to this community.”
- “Patient care is at the center of everything our teams do.”
- “We are community-focused and locally managed, with a strong commitment to excellence in patient experience, quality, and safety.”
- “We are unique within the enterprise, integrating academic medicine and Catholic values into our clinical practice every day for the populations we serve.”
- “FHFH encourages patients and their families to embrace their spirituality during times of challenge.”
- “I like working for an organization with such a rich history of helping the community.”
- “I enjoy being part of something meaningful and helping provide quality care to my community.”
- “I am proud of the compassionate care we provide to our patients.”
- I’m proud to support patients and families through every step of their orthopedic recovery.”

The pride that our team members take in their work is also reflected in the experiences shared by patients, visitors, and even members of other healthcare organizations. One employee from another hospital recently shared: “Everyone - from the nurses and doctors to the kitchen staff and executives - greets you with a smile and says hello. It truly feels like a different environment at HFM compared to other hospitals.”



FHFH staff collect food and toys for the community.



Mission Moments in Practice

At Genesis HealthCare System, our mission is reflected in the everyday interactions shared between patients and team members. Whether it's a conversation, a reassuring presence or support during recovery, these connections show the compassion that shapes our care every day.

Patients shared a few of these experiences that have meant the most to them.



**Angie Beros,
Cancer Care Patient**

"When diagnosed with breast cancer, I knew I was staying

right here at Genesis. There wasn't a doubt in my mind that this was where I needed to be, this was where I was going to get the care I wanted and this was the care that was going to get me through this. Today, I'm cancer-free."

Brooke Dotson, Urogynecology Patient

"I went through multiple doctors,



Russ Fehrman is grateful to Genesis team members.

again and again, and no one could figure out what was wrong. I'm extremely lucky to have found Genesis because I didn't think I would find a solution. Genesis has helped me more than any place I've gone. Their entire team cares. I'm grateful."

Russ Fehrman, Heart Patient

"I was overwhelmed by the level of warmth everyone expressed to me for my atrial fibrillation (AFib) procedure. They were engaging, listened and explained things as much as I needed. Their attention to detail gave me confidence."

Moments like these remind our Genesis team members of why their work matters.

Brittany Garner, Neuroscience Practice Manager

"I'm proud Genesis is a local hospital, where we get to care for

the same people we see in our community."

Stephanie Dinan, Physician Services Practice Director

"The dedication to continuous innovation is inspiring. The sense of community and the focus on patient-centered care make Genesis a remarkable place to work."

Jade Croucher, Community Relations Coordinator

"Through volunteering and supporting community initiatives, we help make Southeastern Ohio a stronger place to live and work. It's rewarding to be part of an organization that invests in the people and communities it serves."

Together, these examples show how care extends beyond treatment and becomes part of each patient's experience.



Celebrating the Everyday Spirit of Care

There are special proud moments at St. Joseph's Elder Services or times when pride in practice shouts at anyone who enters St. Joseph's Retirement Community or St. Joseph's Hillside Villa (the nursing home). Some of these will be mentioned and they are important, but it's the every day pride that really matters.

To determine if there is pride in practice in a facility for the elder members who live there, their families, or the staff, there is no need to look for an assessment or a list of metrics or even to ask. Just go any day and use your eyes, nose, and ears. The decorations you see indicate the season of the year and everyone will be appropriately dressed. If you notice a smell, it will be from the fresh air, dinner cooking, or something baking. There will be lively conversation and laughter in the air.

Most recently, the residents, families, and staff celebrated National Skilled Nursing Care Week, formerly



known as National Nursing Home Week with its theme, "Moments in Bloom."

The week began with a Mother's Day Tea Party. Spring flower decorations and teapots, a multitude of tea pots, could be found everywhere. There had been a festive dinner so the tea



The decorated doors from the housekeepers and the night shift.

party focused on desserts. There were lovely hats for the honoree and, of course, guests came to the party.

Monday, denim and daisies could be seen everywhere. In the afternoon, residents went outside to watch the staff wheelchair races. Sam (the executive director) and Chris (maintenance) came in first, but everyone was a winner. Family members or friends came on Tuesday for a picnic supper.

The scheduled events brought fun and laughter as the residents tie-dyed walker bags and the staff drank out of anything but a water bottle. The staff worked in department groups to decorate doors. It was a contest, but the emphasis was on teamwork. Residents and their picnic supper guests were the main judges. The



housekeepers came in first with their colorful flowers decorating the executive director's door. Seeing them work together was an example of facility pride in action.

Since the night staff worked at night, the teamwork wasn't as visible to the rest of the staff. To prepare for their door, they traced the handprint of each resident. At the end of the contest, when the doors were undecorated they displayed the resident's hand print on the door identifying the resident's room.

The proud moments of nursing care week were just part of the pride in practice that can be found at St. Joseph's Elder Services any day.



Pride in Practice: Stories of Compassion, Dignity, and Hope

At St. Paul Elder Services, pride in practice is reflected in the meaningful relationships built every day. Our mission is lived out through our faith and a shared commitment to our values.

Our associates take great pride in the work they do and the culture they help create.

Maria St. Aubin, Music Therapist, shared:

“I am proud to work at St. Paul Elder Services because every day I see Jesus’ love alive in this place through the tender love shown between a resident and spouse, the genuine smiles of the residents, and the compassionate care of those who work here. I love that we are a Catholic facility guided by Christ’s plan for us. It feels like a ‘home away from home’ where we are all one big family.”

Kteile Smith, Assisted Living Director of Nursing, shared:

“I’m proud to work at St. Paul Elder Services because it’s an organization that truly takes culture, growth, and education seriously. It’s not just talked about—it’s lived out in the way we support one another and continuously look for ways to improve. I value being part of a team where ideas and perspectives are welcomed and genuinely considered. That creates an environment where people feel heard and where meaningful change can happen. The recent culture work around how we speak about residents and promote dignity really



St. Paul Elder Services in Kaukauna.

stands out to me. It wasn’t just a policy change—it was something we practiced, reinforced, and even made engaging for staff. That showed me how committed we are to doing things the right way.”

The impact of this work is felt deeply by those we serve and reflects the dedication, teamwork, and commitment of associates across the organization.

“My recovery journey at St. Paul was filled with compassion, encouragement, and exceptional care. When I first arrived, I could not even wiggle a toe, but every day the staff helped me take one step closer to recovery. My nurses, CNAs, therapists, transport team, housekeeping staff, and everyone I encountered treated both my wife and me with kindness and respect throughout my 90-day stay.

From the very first day, they encouraged me to keep trying, celebrate the small victories, and never give up, even on the hardest days. They promised they would be

by my side every step of the way, and they truly were. The little acts of kindness meant so much. From nurses bringing me strawberry ice cream with my medication late at night to housekeeping always being thoughtful and caring. The food was excellent, and I always felt supported and cared for.

What stood out most was the people. Everyone had a story, and every person I met made a difference in my experience. The kindness, encouragement, and support I received at St. Paul Elder Services gave me hope and helped me keep moving forward every day.” – James Schaefer

A Villa tenant reflected on how life changed after moving to St. Paul Villa following the loss of his wife:

“The staff helped me get back into a healthy routine and prepared my meals. Now, I play Sheepshead with my buddies four times a week. It’s something I look forward to and has brought friendship and enjoyment back into my daily life.” – Daniel



A Century of Music, Mission, and Meaningful Moments

The Franciscan Center and Holy Family Conservatory are proud and grateful for all the joys of over 100 years.

Upon receiving a scholarship

We are deeply grateful for the support and generosity [this scholarship] has provided. This kind of assistance has encouraged our entire family to continue this music journey with renewable hope and commitment, and we truly appreciate the school's belief in and support of all five of our children."

From a grateful mother

[My child] had the opportunity to learn a second instrument and has since broadened that knowledge to a third and fourth instrument. Giving young people the means to learn music well enhances not only their futures but entire communities. We will see how she will give back to the community in the future.

Most of all we share the comments of two loved employees



Hello! My name is Stanislava Varshavski, and I serve as the director of music education and the concert series

at the Franciscan Center for Music Education and Performance. I truly love every aspect of my work. One day may involve artistic planning, another accompanying rehearsals, fundraising, scheduling, or working directly with students—both children and adults. The combination of leadership, education, artistry, and community-building is deeply rewarding to me.

I believe that music brings joy, healing, connection, and hope, reflecting the Franciscan commitment to caring for the whole person.

The Franciscan Center for Music Education and Performance is an ideal place for me, where my passion for music, teaching, and developing new programs comes together with Franciscan values such as humility, collaboration, compassion, and kindness.

Charyce Welch, our Event Coordinator who wears many hats

Pride in working at The Franciscan Center comes from knowing that every day we help create moments that genuinely matter to our community. Whether it's a wedding that becomes part of a family story, a fundraiser that fuels local awareness, or a performance that inspires someone in the audience, our mission shows up in visible, tangible ways. We don't just open doors; we open possibilities. That sense of purpose is what makes our work meaningful and keeps us committed to mission-driven hospitality.

I take pride in shaping memorable experiences, anticipating needs, and ensuring every event feels seamless



and welcoming to those we serve. The impact is immediate: the excitement of guests walking in, the gratitude of organizers, the energy that fills the room when everything comes together. Seeing how our work elevates someone's day creates a culture where we strive for excellence and stay united around the shared goal of delivering exceptional events. It's more than a workplace; it's a purpose-driven environment where pride and passion meet.

Again, The Franciscan Center and Holy Family Conservatory are proud and grateful for all the joys of over 100 years.