



Lutheran
Social
Services
of
Central
Ohio



restoring lives

2016 ANNUAL REPORT

our services

CREATING A BETTER WORLD BY SERVING PEOPLE IN NEED



social services

FAITH MISSION

Homeless Shelter & Services

LSS FOOD PANTRIES

Hunger Relief & Family Services

CHOICES

For Victims of Domestic Violence

FAITH HOUSING

OF FAIRFIELD COUNTY

Homeless Shelter & Services

AFFORDABLE HOUSING

Senior Living

LSS DISASTER SERVICES

Ohio Disaster Network

economic engines

KENSINGTON PLACE

Senior Living Community

THE GOOD SHEPHERD

Skilled Nursing & Rehabilitation

LUTHERAN VILLAGE

Assisted Living

LSS HOME HEALTH CARE

Skilled Nursing & Rehabilitation

transitional job training



a network of hope

Each program within the Lutheran Social Services Network of Hope is unique and diverse—serving a different function in achieving our mission of creating a better world by serving people in need. And because they are supported by the LSS economic engines, you can be assured that your donated dollars are going directly to helping your neighbors and community.

2016 highlights

A YEAR OF EXPANSION



campaign for a new shelter

CHOICES' century-old shelter building has outlived its useful life. There simply is not enough space to meet the pressing need. LSS launched a comprehensive campaign to build a new shelter and expand services for victims of domestic violence. Currently, more than 75 people, half of them children, find safety at CHOICES each night even though there are only 51 beds. The new shelter will have 120.



building renovation

Faith Mission acquired the building adjacent to the Client Services Center that will become a new men's and women's shelter, along with separate spaces for homeless veterans. The location allows residents and clients to easily access all the services we offer and also provides a blank slate for the creation of a shelter that fully meets the needs of our programs and clients.



strategy mapping

This year we launched a new long-range strategic plan in which we've isolated our priorities to two very important goals: restoration of lives and the financial health of the agency. Restoration of lives is how we can help clients move forward in a more independent and stable manner while impacting the root causes of poverty. Over the next few years, we will be implementing initiatives that engage our stakeholders so that these goals are achieved.

restoring hope

FAITH MISSION

Faith Mission offers a safe environment for up to 246 homeless men and women on an emergency basis each night. In addition to shelter, Faith Mission provides food and clothing while helping individuals with access to longer-term solutions such as permanent housing and employment assistance, as well as medical, dental and vision care in our free health center. Additionally, The Community Kitchen at Faith Mission serves three free meals a day to anyone who is hungry.



221,959

Meals served

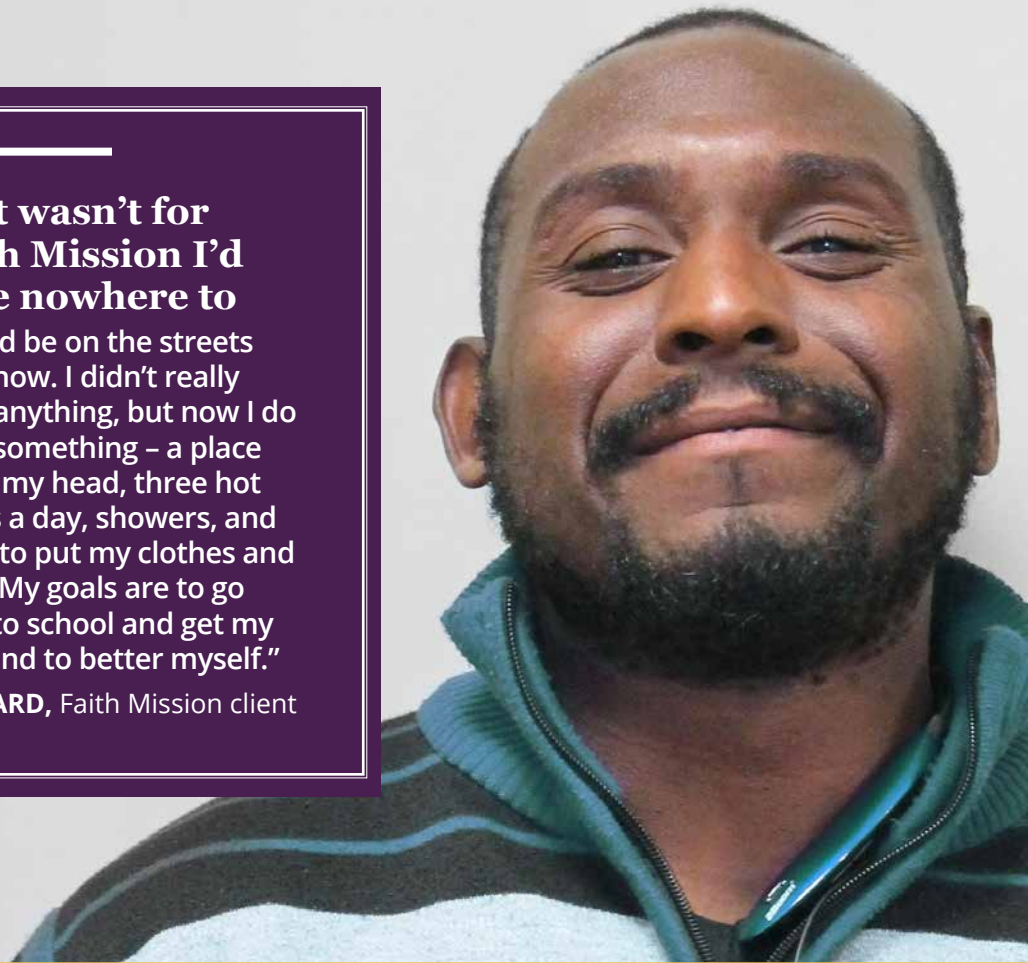


83,375

Nights of shelter

“If it wasn’t for Faith Mission I’d have nowhere to go. I’d be on the streets right now. I didn’t really have anything, but now I do have something – a place to lay my head, three hot meals a day, showers, and place to put my clothes and stuff. My goals are to go back to school and get my GED and to better myself.”

-EDWARD, Faith Mission client





“There’d be some good days and some very bad days.

A lot of mental abuse, some physical. It gives you hope to know that even though you’ve gone through bad things, there are decent people out there willing to help you, and something positive can come out of something negative.”

-DONETTA, CHOICES client

restoring safety

CHOICES

For Victims of Domestic Violence

CHOICES for Victims of Domestic Violence is the only domestic violence safe haven shelter in Franklin County, offering 51 beds, a 24-hour crisis and information hotline, counseling services, support groups and legal and community advocates for those impacted by domestic violence. CHOICES staff and trained volunteers also conduct domestic violence awareness and prevention outreach throughout our community.



4,792

Crisis hotline calls



26,834

Nights of shelter

restoring strength

LSS FOOD PANTRIES

LSS' five storefront food pantries and multiple mobile food pantry and produce distributions provide healthy food to neighbors in need. The Ohio Benefit Bank (OBB) is also offered at each of our storefront food pantry locations. OBB is an internet-based income enhancement program that connects people to public benefits and tax refunds for which they qualify, helping to increase the available cash on hand and strengthen the ability for people to move toward self-sufficiency and stability.



2,125,719

Meals provided



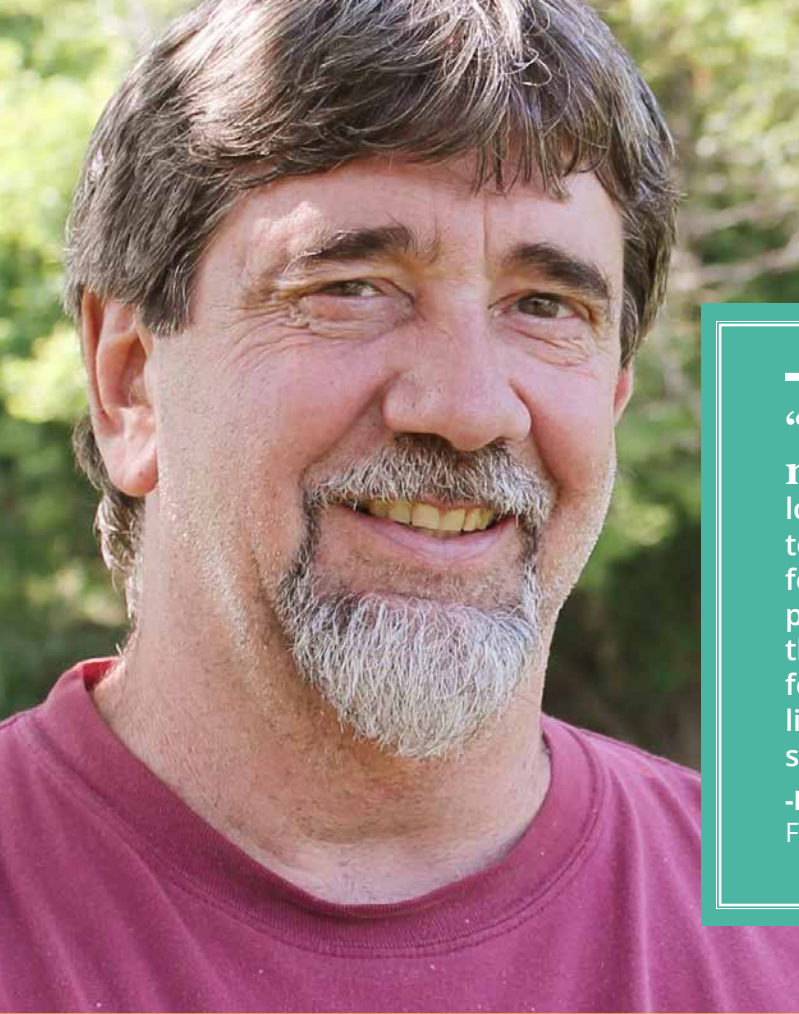
24,746

Households fed



**“Pantries help
grandparents
feed grand-
kids. I know sev-
eral people in the
same situation I’m
in. I’d have to get
another job and
not see my grand-
kids to pay for the
nutritious food I
get here.”**

-NAOMI, Pantry client



restoring dignity

FAITH HOUSING
of Fairfield County

“I used to hate me. Once you get low like that, it’s hard to get back on your feet. I’m not a bad person because I’m in the shelter. I used to feel that way. LSS are lifesavers. They helped save mine.”

-BOB, Faith Housing of Fairfield County client

Faith Housing of Fairfield County provides emergency shelter for homeless men and women, transitional housing and permanent supportive housing services in the Lancaster area. Case managers work with clients to offer long-term solutions to increase their employment, housing and income opportunities. Additional services are provided to veterans through the emergency shelter and transitional housing program.



21,297
Meals served



10,618
Nights of shelter



272 Veterans &
veteran families served

\$0.88 of every dollar LSS spends goes to **services for people in need**

39%

Health & Senior Care

22%

Homeless and Domestic
Violence Victims Services

20%

Hunger & Poverty Relief

19%

Affordable Housing



Health and Senior Care	\$16,955,213
Hunger and Poverty Relief	\$8,959,382
Homeless and Domestic Violence Victims Services	\$9,537,673
Affordable Housing	\$8,170,244
Total	\$43,622,512

an innovative business model

The Lutheran Social Service business plan avoids individual program costs with our centralized model of administrative services, which affords LSS scale economics and strategic expertise throughout our Network of Hope. Our economic engines are tasked with generating enough revenue to cover not only their costs but also the administrative costs of the social service programs. **Our goal is for 100% of your donation to go toward the direct costs of serving people in need.**

STATEMENT OF FINANCIAL POSITION

Assets

Cash and investments	\$533,464
Assets limited as to use	\$13,541,961
Net property & equipment	\$57,617,295
Other assets	\$7,179,902
Total	\$78,872,622

Liabilities

Current liabilities	\$8,458,771
Tenant security deposits	\$640,272
Long-term debt	\$26,566,835
Total net assets	\$43,206,744
Total	\$78,872,622

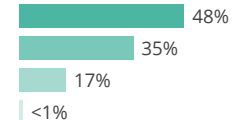
EXPENDITURES

Resource development	\$2,028,633
Administration	\$4,048,194
Services for people in need	\$43,622,512
Total	\$49,699,339



AVAILABLE RESOURCES

Fees for services	\$25,050,980
Contributions	\$18,468,238
Grants and contracts	\$8,650,338
Investment income	\$194,212
Total	\$52,363,768



2016 impact

YOUR SUPPORT PROVIDED THESE SERVICES



2,381,256

Meals at LSS Food Pantries, Faith Mission and Faith Housing of Fairfield County



120,827

Nights of shelter at Faith Mission, Faith Housing of Fairfield County and CHOICES



133,687

Days of care provided at Lutheran Village of Ashland, The Good Shepherd & Kensington Place



965

Affordable housing residents housed



151

Kensington Place residents housed



14

Homes renovated through LSS Disaster Services



4,792

CHOICES crisis hotline calls answered



2,814

Faith Mission Health Center visits



1,665

Faith Mission Resource Center visits



118,194

Volunteer hours served

faith mission

1966

celebrating

50

2016

years of serving
Columbus' homeless neighbors

Read more highlights from Faith Mission's
past 50 years online at:
www.faithmissionofohio.org



Faith Mission Opens

February 6, 1966

Thanks to Charles Lane and Rev. Harold Goers, Faith Mission opens for homeless men. At 5 p.m., the doors open and 14 men enter to eat a hot meal and warm themselves.

Shelter Added

1970

Faith Mission becomes a full-fledged homeless shelter when a rooming house is purchased above the Mission. The men's shelter is named *Samaritan House*.

Women's Shelter Opens

1985

Faith Mission allocates a six-bed dormitory for single homeless women. This new space is named *Phoebe's House*.

Resource Center Opens

2000

The Faith Mission Resource Center opens and provides assistance in job location and résumé development.

50 Years & Counting

2016

Faith Mission is a 24-hour emergency shelter, serving up to 199 men and 38 women, and a community kitchen serving anyone who is hungry.

executive leadership team

The Rev. Larry A. Crowell
President and Chief Executive Officer

Michele B. Cenci
Vice President of Development

Rick Davis
Executive Vice President of Operations,
Chief Operations Officer

Philip D. Helsner, CPA
Vice President of Finance,
Chief Financial Officer

Heather Dubbe
Vice President of Human
Resources

board of directors

LUTHERAN SOCIAL SERVICES BOARD MEMBERS

CHAIR: Ronald Seiffert, *Chairman,
President & CEO, Delaware County Bank &
Trust*

**Secretary and Treasurer & Chair,
Quality and Compliance Committee:**
John Guldig, *Retired Financial Executive,
Ashland, Inc.*

**Chair, Nominating & Board
Development Committee:**
Rev. Dr. John C. Davidson, *Pastor,
Redeemer Lutheran Church, Lancaster,
2nd Vice President, Ohio District-LCMS*

Chair, Finance Committee:
Mark A. Voltmann, *President, Covenant
Capital Partners, LLC*

**Chair, Strategic Planning Committee: Ron
Kerr**, *Vice President, Business Delivery, P&C
Operations, Nationwide*

**Vice Chair, Strategic Planning
Committee:**

Marty Schwalbe, *Director of Growth and
Learning, Executive Education, The Max M.
Fisher College of Business, The Ohio State
University*

Betsy Blake, *Account Manager National
Sales, Safelite Solutions*

Steve DeNunzio, *Senior Lecturer & Director
- Master in Business Logistics Engineering
Program, The Max M. Fisher College of
Business, The Ohio State University*

Ron Dugas, *President and CEO, DRM
Financial, LLC*

Rev. Bonnie Gerber, *Pastor, All Saints
Lutheran Church, Worthington*

Fred Manning, *Executive Vice President,
Credit Administration, Huntington Bank*

DeeAnne Marlow, *Senior Vice President,
Chief Human Resources Officer, Greif
Industrial Packaging*

Rev. William McKee, *Pastor, St. Paul
Lutheran Church, Columbus*

Sharon Morris, *Editorial Director, Senior
Product Sponsor, McGraw-Hill Education*

Michelle Nelms, LCDCIII, *Case Manager,
Franklin County Job & Family Services*

Andrew F. Praker, CPA, *Assistant Treasurer
& Corporate Controller, White Castle System,
Inc.*

Bradford Signet, *Retired Associate General
Counsel, American Electric Power*

Beth K. Sparks, CFP, *Vice President,
Investments, Raymond James*

Susan Taylor, CPA, *Director of TSA
Financials, NiSource Corporate Services Co.*

NON-BOARD MEMBER

COMMITTEE CHAIR:

Chair, Engagement Committee:

Dan Bailey, *Member, Bailey Cavalieri LLC*

CHOICES ADVISORY BOARD MEMBERS

CHAIR: Terri Flora

Andrew Brady

Kelley Griesmer

Amanda Hill

Lorie McCaughan

Amy McConnell

Lauren Menning

Michelle Nelms

Jean Nemeti

John Rockwell

Michael Sheline

Dave Shouplin

Shelli Wuerth



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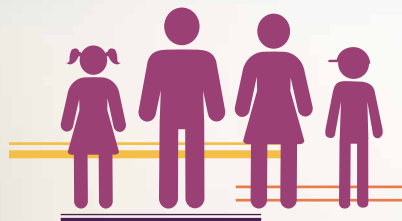
500 W. Wilson Bridge Rd. Ste. 245

Worthington, Ohio 43085-2238

614-228-5200

www.lssco.org

Connect with us on social media



lives restored

For more than 100 years, Lutheran Social Services (LSS) has provided people in need with the most basic of human needs: food, shelter, safety and healing.

As communities have changed over time, LSS has evolved its services to meet the needs of the people we serve, and in doing so, grown into one of the largest nonprofits in central Ohio. Through our Network of Hope services and programs, we'll continue to create an impact that respects the dignity of our clients and honors the kindness of donors and volunteers.

annual contributors

CONGREGATIONAL SUPPORT

BENEFACTOR (\$10,000 +)

All Saints Evangelical Lutheran Church, Worthington
Christ Lutheran Church, Bexley
Epiphany Lutheran Church, Pickerington
Episcopal Diocese of Southern Ohio, Cincinnati
Peace Lutheran Church, Gahanna
Prince of Peace Lutheran Church, Dublin
Upper Arlington Lutheran Church, Columbus

WITNESS (\$5,000 - \$9,999)

Beautiful Savior Lutheran Church, Powell
Clinton Heights Lutheran Church, Columbus
Gethsemane Lutheran Church, Columbus
Holy Trinity Lutheran Church, Columbus
Redeemer Lutheran Church, Columbus
St. John Lutheran Church, Dublin
St. John's Evangelical Lutheran Church, Grove City
St. Paul Lutheran Church, Westerville
William Street United Methodist Church Foundation,
Delaware
Zion Evangelical Lutheran Church, Columbus

LEADER (\$2,500 - \$4,999)

Ascension Lutheran Church, Columbus
Faith Lutheran Church, Whitehall
Grace Evangelical Lutheran Church, Lancaster
Lord of Life Lutheran Church, Columbus
North Community Lutheran Church, Columbus
Plain City Presbyterian Church, Plain City
St. Paul Lutheran Church, Lancaster
Tri Village Christian Church, Pataskala

PARTNER (\$1,000 - \$2,499)

Advent Evangelical Lutheran Church, Columbus
Atonement Lutheran Church, Aurora
Emmanuel Evangelical Lutheran Church, Kettering
Evangelical Lutheran Church in America, Chicago
Faith Ministries Church, Columbus
First Church of God, Gallipolis
Good Shepherd Lutheran Church, Washington Court House
Grace Evangelical Lutheran Church, Westerville
Grace Evangelical Lutheran Church, Pickerington
Grace Evangelical Lutheran Church, Springfield
Grace Lutheran Church, Thornville
High Praise Ministries, Jackson
LSS Auxiliary of Central Ohio, Worthington
Messiah United Methodist Church, Westerville
Northwest United Methodist Church, Columbus
Overbrook Presbyterian Church, Columbus
St. James Lutheran Church, Columbus
St. John Lutheran Church, Cardington
St. John Lutheran Church, Columbus
St. Mark's Lutheran Church, Delaware
St. Patrick Church, Columbus
St. Paul Lutheran Church, Waldo
St. Paul's Lutheran Church, Napoleon
St. Peter's Lutheran Church, Lancaster
Trinity Lutheran Church, Sugar Grove
Zion Lutheran Church, Columbus

ORGANIZATION SUPPORT

BENEFACTOR (\$10,000 +)

Advanced Drainage Systems Inc.
AEP Foundation
Alliance Data Retail Services
Bank of America Charitable Foundation
Battelle
Bob Evans Farms Inc.
Cardinal Health Foundation Inc.
Central Ohio Primary Care Physicians Foundation
Conway Charitable Lead Annuity Trust
Council on Healthy Mothers and Babies
Greif Inc.
The Harry C. Moores Foundation
Honda of America Foundation
Hot N' Spicey Inc.
Huntington National Bank
Kroger Company
L Brands Foundation
LSA Ohio
Martens Charitable Trust
Nationwide Foundation
Northwestern Ohio Synod of the ELCA
Project Control Systems
Reinberger Foundation
The Ross Foundation Inc.
Safelite AutoGlass Foundation
SourcePoint
Southern Ohio Synod of the ELCA
Tarrier Steel Company
Tax Time Coalition of Central Ohio
Thrivent Financial for Lutherans Foundation
UPS Freight
Verizon Wireless
Walmart Foundation
Wolfe Associates Inc.
Worthington Industries Foundation

WITNESS (\$5,000 - \$9,999)

Alpha Chi Omega
Asymmetric Technologies
Bailey Cavalieri LLC
Barbasol Foundation
Big Lots
CareSource Foundation
The Columbus Foundation
Consolidated Electric Foundation
Downtown Sertoma Club of Columbus
Fairfield County Foundation
George Byers Sons Inc.
GFS Chemicals Inc.
Hina Environmental Solutions
The Lutheran Church-Missouri Synod Ohio District
Molina Healthcare of Ohio Inc.
New Song Ministries Inc. Winter Jam Tour Spectacular
NiSource Corporate Services Company - Columbia Gas of Ohio
Northeastern Ohio Synod of the ELCA
Ohio Association of Food Banks
The Ohio Auction School
Ohio Capital Corporation for Housing
Ohio Casualty Foundation
Plante & Moran PLLC
Roof Management
Sisters Health Foundation
Synchronicity Trio
Thirty-One Gifts
Ultimus Fund Solutions
White Castle System Inc.

LEADER (\$2,500 - \$4,999)

Absolute Pharmacy Inc.
Alumni Roofing
AT&T
Berardi Partners
Blue Sky Therapy
Buckeye Health Plan
CDC Medical LLC
Columbus Equipment Company
Columbus Power Cleaning
Coshocton Grain Company
Delaware County Bank & Trust
Delaware County Foundation
DELCA Inc.
Dinsmore & Shohl LLP
Discover Financial Services
Dominion Foundation
Double Comfort
Downtown Sertoma Club of Columbus
Fox Point LTD
GBQ Holdings LLC
Grange Insurance
Hylant
Interim Healthcare Fund
The Lutheran Church - Missouri Synod
Macy's
Network For Good
ODW Logistics Inc.
Orphan Grain Train Inc.
Peoples Bancorp Foundation Inc.
Schmidt's
See Kids Dream
South Central Power Company Foundation
Star Leasing Co.
US Bank
Willis

PARTNER (\$1,000 - \$2,499)

Affiliated Resource Group
American Legion Department of Ohio Charities Inc.
American Municipal Power Inc.
American Signature Inc.
Ancient Accepted Scottish Rite
Antero Resources Corporation
Association of Government Accountants - Central Ohio Chapter
Baesman Printing Corp.
Beck Foundation
Best Restaurant Equipment & Design Inc.
Campbell Family Charitable Fund
Charis Foundation
Chief Tarhe Post #1380 VFW
Clark Grave Vault Co.
Columbus City Schools - Board of Education
Com Resource
Del-Co Water Company Inc.
Diamond Hill Investment Group Inc.
Donatos Pizza
DoTopia
Durable Floors LLC
Edgewater Yachting Education Society
Emmett J. France Fund
Evans Creative Group LLC
Fairfield Federal Savings and Loan Association
Fairmount Santrol
Fire Systems Professionals
Flood Heliarc Inc.
Fritsche Corporation
Gannett Foundation
Godlan Inc.
GoYoga LLC
Harris & Heavener Excavating Inc.
Hexion

Hickory Valley Sod Farm LLC
IHS Foundation
JPMorgan Chase Foundation
KeyBank Foundation
Kiwanis Club of Berwick
Lancaster Business & Professional Women Club
Lancaster Estates LTD
Lancaster Pollard & Co
Lawyers Title Agency of Delaware Inc.
LFMC Foundation
Livingston Limited Inc.
Lucky's Market
Mac Murray, Petersen & Shuster LLP
John W. and Edna McManus Shepard Fund
Mitchell Lock LLC
Ms. Molly Foundation
My Father's House
NSC Labor Division
Ohio Mobile Shredding
Ohio Reformatory for Women
Ometek Inc.
Philadelphia Insurance Companies
Punishers Ohio LEMC-Sherman
RadiOhio Inc.
SEA LTD
Target
The Chickerella Company
The Community Festival
The Episcopal Society of Christ Church
The Kroger Company Foundation
Thea Court #5 Ladies Oriental Shrine of NA
Trucks Are Us Inc.
United Way of Guernsey & Noble Counties
Werk Dance Fitness
Whole Foods
Wolf Foundation
Yeager Communities LLC