each life fulfilled

2017 ANNUAL REPORT
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.

social services
LSS FAITH MISSION
Homeless Shelter & Services
LSS FOOD PANTRIES
Hunger Relief & Family Services
LSS CHOICES
For Victims of Domestic Violence
LSS FAITH MISSION
OF FAIRFIELD COUNTY
Homeless Shelter & Services
LSS AFFORDABLE HOUSING
Senior Living
LSS DISASTER SERVICES
Ohio Disaster Network

economic engines
LSS KENSINGTON PLACE
Senior Living Community
LSS THE GOOD SHEPHERD
Skilled Nursing & Rehabilitation
LSS LUTHERAN VILLAGE
Assisted Living
LSS HOME HEALTH CARE
Skilled Nursing & Rehabilitation

transitional job training
renovations to Tubman Towers

Opened in 1971, Tubman Towers, a 99-unit LSS Affordable Housing community for seniors, was renovated with all studios being converted into one bedroom apartments. A new, much larger community room was also added as well as a gurney-sized elevator.

Faith Mission’s new shelter

LSS Faith Mission opened a new shelter building with beds for men, women and veterans, as well as a new and expanded employment resource center. It was designed and built to maintain our clients’ dignity and treat them with respect while assisting them in accessing housing and other needed services.

new LSS brand launch

After much planning and development, the new LSS brand was launched, which included new logos for the agency and all programs, a new website, and redesigned visual materials. The strategy of the new brand is to capitalize on the strengths and awareness individual LSS programs have while tying them back to LSS as a whole, showing how our breadth of services impacts so many in need.
LSS Faith Mission offers a safe environment for up to 251 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.

“I like Faith Mission because they actually look at what you want to do with your goals and career. The staff wants you to feel better about yourself and improve in education, finance and housing. They want you to build a better person inside.”

- ROMERO, Faith Mission client
LSS 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.

“I got back on my feet much faster because of CHOICES. I’ve been able to build myself up and have the strength to be on my own. I know my worth now and I can be a good mother to my son.”

- SARAH,
CHOICES client
The LSS Food Pantries provide vital and nutritious food to hungry families and individuals through storefront pantries and mobile and produce distributions. Each person receives enough food for at least three days, allowing them to put needed funds towards paying for rent, medicine or health care, utilities, and other household expenses. The Ohio Benefit Bank (OBB) is also offered and is an internet-based income enhancement program that connects people to public benefits and tax refunds for which they qualify. 

“Since I’ve been off work I can’t afford fresh produce. My son likes to eat healthy and it makes me feel bad when I can’t provide that.”

- DAPHNE, LSS Food Pantries client
LSS Faith Mission of Fairfield County provides emergency shelter for homeless men and women, transitional housing, sober living 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.

“If it weren’t for this place, I’d be sleeping on the street. They’ve helped me more than anyone. I can’t wait to have my own place and cook my own meals.”

- IRENE, Faith Mission of Fairfield County client
Health and Senior Care $18,195,358
Hunger and Poverty Relief $10,270,572
Homeless and Domestic Violence Victims Services $9,404,273
Affordable Housing $7,741,472
Total $45,611,675

STATEMENT OF FINANCIAL POSITION

<table>
<thead>
<tr>
<th>Assets</th>
<th>Liabilities</th>
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<tbody>
<tr>
<td>Cash and investments</td>
<td>Current liabilities</td>
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<tr>
<td>$864,592</td>
<td>$13,147,141</td>
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<tr>
<td>Assets limited as to use</td>
<td>Tenant security deposits</td>
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<td>$16,945,793</td>
<td>$664,617</td>
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<tr>
<td>Net property &amp; equipment</td>
<td>Long-term debt</td>
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<td>$64,367,903</td>
<td>$27,133,910</td>
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<td>Other assets</td>
<td>Total net assets</td>
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<td>$11,151,655</td>
<td>$52,384,275</td>
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<td>Total $93,329,943</td>
<td>Total $93,329,943</td>
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EXPENDITURES

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<th>Resource development</th>
<th>Administration</th>
<th>Services for people in need</th>
<th>Total</th>
<th>$51,925,689</th>
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<td>$2,033,331</td>
<td>$4,280,683</td>
<td>$45,611,675</td>
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AVAILABLE RESOURCES

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<tr>
<th>Fees for services</th>
<th>Contributions</th>
<th>Grants and contracts</th>
<th>Investment income</th>
<th>Total</th>
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<td>$25,905,374</td>
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<td>$10,224,674</td>
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</table>

*includes more than $10.2M designated for Our Community’s Campaign for CHOICES.

an innovative business model

The Lutheran Social Services 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.
2017 impact

YOUR SUPPORT PROVIDED THESE SERVICES

2,505,360 Meals at LSS Food Pantries, Faith Mission and Faith Mission of Fairfield County

127,710 Nights of shelter at Faith Mission, Faith Mission of Fairfield County and CHOICES

76,921 Days of care provided at Lutheran Village, The Good Shepherd & Kensington Place

116,241 Volunteer hours served

1,011 Affordable housing residents housed

15 Homes renovated through LSS Disaster Services

3,662 Faith Mission Health Center visits

159 Kensington Place residents housed

3,562 CHOICES crisis hotline calls answered

1,333 Faith Mission Resource Center visits
OUR MISSION

to create a better world by serving people in need.

OUR MINISTRY

As a faith-based provider, we follow the scriptural command to “love our neighbor.” We strive to live into this calling by ensuring that each person we serve is treated with unconditional kindness, respect and dignity, and we do this regardless of their personal faith or situation.
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. Helser, CPA
Vice President of Finance, Chief Financial Officer

Heather Dubbe
Vice President of Human Resources

Pam Georgiana
Vice President of Engagement

Chad Wolverton
Vice President of Information Technology

board of directors

LUTHERAN SOCIAL SERVICES BOARD MEMBERS

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

Chair Elect: Ron Kerr, Vice President, Business Delivery, P&C Operations, Nationwide

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, Strategic Planning Committee: DeeAnne Marlow, Senior Vice President, Chief Human Resources Officer, Greif Industrial Packaging

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

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

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

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

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

Sharon Morris, Director of Product Management, McGraw-Hill Education

Michelle Nelms, LDCIII, Case Manager, Franklin County Job & Family Services

Andrew F. Prakel, CPA, Vice President & Corporate Controller, White Castle System, Inc.

Jessica Quinn, Esq., Senior Vice President & Chief Ethics and Compliance Officer, OhioHealth

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

Bradford Signet, Retired Associate General Counsel, American Electric Power

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


Brian Weber, Managing Director, Transmission Development, Transource Energy, American Electric Power

NON-BOARD MEMBER COMMITTEE CHAIR:
Chair, Engagement Committee: Dan Bailey, Member, Bailey Cavalieri LLC

CHOICES ADVISORY BOARD MEMBERS

Chair: Terri Flora
Karen Blickley
Kelley Griesmer
Amanda Hill
Sandy Huntzinger
Jennifer Jennings
Katie Wolfe Lloyd
Lorie McCaughan
Amy McConnell
Jean Nemeti
Nicole Ringle
Dave Shouvlis
Shelli Wuerth
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
- Faith Lutheran Church, Whitehall
- 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. Luke Lutheran Church, Gahanna
- St. Paul Lutheran Church, Westerville
- Zion Evangelical Lutheran Church, Columbus

LEADER ($2,500 - $4,999)
- 614 Church, Columbus
- Advent Evangelical Lutheran Church, Columbus
- Evangelical Lutheran Church in America, Chicago

Fellowship Lutheran Church, Columbus
Grace Evangelical Lutheran Church, Lancaster
Grace Evangelical Lutheran Church, Westerville
North Community Lutheran Church, Columbus
Tri Village Christian Church, Pataskala

PARTNER ($1,000 - $2,499)
- Ascension Lutheran Church, Columbus
- Atonement Lutheran Church, Columbus
- Dublin Community Church, Dublin
- Emmanuel Evangelical Lutheran Church, Kettering
- Everyday People Ministries, Columbus
- Faith Ministries Church, Columbus
- First Church of God, Gallipolis
- First Unitarian Universalist Church, Columbus
- Good Shepherd Lutheran Church, Washington Court House
- Grace Evangelical Lutheran Church, Pickerington
- Grace Lutheran Church, Thornville
- Grace of God Lutheran Church, Columbus
- Jesus Power Assembly of God Church, Columbus
- Lutheran Church of Our Savior, Oakwood
- Messiah United Methodist Church, Columbus
- Northwest United Methodist Church, Columbus
- Reformation Lutheran Church, Columbus
- Sovereign Grace Church of Gahanna, New Albany
- St. Alban's Episcopal Church, Columbus
- St. James Lutheran Church, Columbus
- St. John's Lutheran Church, Marysville
- St. Paul Lutheran Church, Waldo
- St. Paul Lutheran Church, Lancaster
- St. Paul Women of ELCA, Lancaster
- St. Peter's Lutheran Church, Lancaster
- St. Timothy Parish, Columbus
- Trinity Lutheran Church, Sugar Grove
- Westerville Community United Church of Christ, Westerville
- Zion Lutheran Church, West Jefferson

ORGANIZATIONAL SUPPORT

BENEFACTOR ($10,000 +)
- Advanced Drainage Systems Inc.
- AEP Foundation
- AEP Ohio
- Alliance Data
- Bank of America Charitable Foundation
- Battelle
- Bob Evans Farms Inc.
- Cardinal Health Foundation Inc.
- CareSource Foundation
- Central Ohio Primary Care Physicians Foundation
- The Columbus Foundation
- Delta Dental Foundation
- The Harry C. Moores Foundation
- Honda of America Foundation
- Hot N Spicy Inc.
- Huntington National Bank
- Ingram-White Castle Foundation
- The Kroger Company
- L Brands Foundation
- Mary Kay Foundation
- Nationwide Foundation
- Ohio Casualty Foundation
- Project Control Systems
- Reinberger Foundation
- Roof Management
- The Ross Foundation Inc.
- Safelite AutoGlass Foundation
- Siemer Family Foundation
- SourcePoint
- Speer Mechanical
- R. Alvin Stevenson Fund
- Verizon
WITNESS ($5,000 - $9,999)
Alumni Roofing
Berardi Partners
George Byers Sons Inc.
Delaware County Foundation
Discover Financial Services
Fairfield County Foundation
GFS Chemicals Inc.
The Ingeborg Voth Funk and Edward Ross Funk Fund
JPMorgan Chase & Co
Kiwanis Club of Columbus
Molina Healthcare of Ohio Inc.
NiSource Corporate Services Company - Columbia Gas of Ohio
ODW Logistics Inc.
Ohio Association of Food Banks
The Ohio Auction School
Ohio Capital Corporation for Housing
Plante & Moran PLLC
Pope Family Foundation
South Central Power Company Foundation
Synchronicity Trio
Tarrier Steel Company
Thrivent Financial for Lutherans
Worthington Industries Foundation

PARTNER ($1,000 - $2,499)
A Hand Up To Success
Ace of Cups
American Municipal Power Inc.
Ancient Accepted Scottish Rite
Argo & Lehne
Baesman Printing Corp.
Best Restaurant Equipment & Design Inc.
Blazek Construction Services
Brown's Taxidermy
Careworks Family of Companies
CBRE
Charis Foundation

LEADER ($2,500 - $4,999)
Abbott Laboratories
Absolute Pharmacy Inc.
Bailey Cavalieri LLC
Big Lots Foundation
Blue Sky Therapy
Byers, Minton & Associates LLC
Clark Grave Vault Co.
Cochran Electric Inc.
Columbus Equipment Company
Columbus Power Cleaning
Dinsmore & Shohl LLP
Dominion Energy Charitable Foundation
GBQ Holdings LLC
Grange Insurance
Hina Environmental Solutions
Lloyd D. Hunter Memorial Fund
Hylan
James Lehr Kennedy Foundation
Macy's
Monsanto Fund
Ohio Dermatology Skin Cancer LTD
OSU Office of Student Life
Peoples Bancorp Foundation Inc.
Porter, Wright, Morris & Arthur LLP
Powell Sertoma Club
Redeeming Injustice
Rocky Community Improvement Fund
Sisters Health Foundation
Star Leasing Co.
The Community Festival

Chi Phi Fraternity OSU
Chief Tarhe Post #1380 VFW
Columbus Machine Tool Corp.
Del-Co Water Company Inc.
Donatos Pizza
Durable Floors LLC
Fairfield Federal Savings and Loan
Fire Systems Professionals
First Financial Bank
Flood Heliar Inc.
FrazierHeiby Inc.
Fritsche Corporation
Gannett Foundation
GGC Wholesale Flooring
Hanover
Harris & Heavener Excavating Inc.
The Hosanna Foundation Inc.
Knights of Columbus Council 10765
KPMG LLP
Lancaster Estates LTD
Lancaster Pollard & Co
Livingston Limited Inc.
The Mannik & Smith Group Inc.
MassMutual Financial Group
John W. and Edna McManus Shepard Fund
The Merck Foundation
Mid-Ohio Foodbank
Mitchell Lock LLC
Ms. Molly Foundation
Ohio Mobile Shredding
Ohioans For Health Insurance Options
Olen Corporation
Ometek Inc.
Origo Branding Company Inc.
Prudential Foundation
Reconnect Wireless
Rhinegeist LLC
Riley Contracting Inc.
Safe Auto
SEA LTD
Short North Alliance

Simonson Construction Services Inc.
Thea Court #5 Ladies Oriental Shrine of NA
Trucks Are Us Inc.
Union Savings Bank
UnitedHealth Group
Willis Towers Watson
Wolf Foundation
Woman's Life Insurance Society