

each life fulfilled

2017 ANNUAL REPORT



LUTHERAN
SOCIAL SERVICES

A Network of Hope

our services

CREATING A BETTER WORLD
BY SERVING PEOPLE IN NEED

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



2017 highlights

LOOKING TO THE FUTURE



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.

a life of hope

LSS FAITH MISSION

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.



229,456
Meals served



90,394
Nights of shelter

“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



a life of safety

LSS CHOICES

For Victims of Domestic Violence

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.



3,562

Crisis hotline calls



27,117

Nights of shelter

“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



a life of strength

LSS FOOD PANTRIES

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.



2,245,307
Meals provided



82,227
People fed

“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



a life of dignity

LSS FAITH MISSION
of Fairfield County

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.



30,597
Meals served



10,199
Nights of shelter



197
Veteran families served

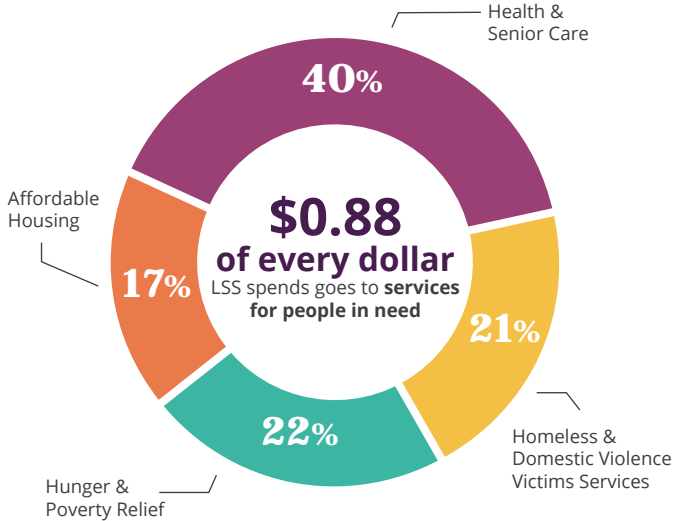
“If it weren’t for this place, I’d be sleeping on the street. They’ve helped me more than anyone. I can’t wait to have my own place and cook my own meals.”

- IRENE,
Faith Mission of Fairfield County client



finances

for fiscal year ending
June 30, 2017



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

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

EXPENDITURES

Resource development	\$2,033,331	4%
Administration	\$4,280,683	8%
Services for people in need	\$45,611,675	88%
Total	\$51,925,689	

AVAILABLE RESOURCES

Fees for services	\$25,905,374	42%
Contributions	\$24,488,548	40%
Grants and contracts	\$10,224,674	17%
Investment income	\$484,624	<1%
Total	\$61,103,220*	

*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, LCDCI, *Case Manager,
Franklin County Job & Family Services*

Andrew F. Prake, *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*

Todd Treon, *VP, Medicine Shoppe
International, eCommerce, & Customer
Solutions, Cardinal Health, Inc.*

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

Jan Nemeti

Nicole Ringle

Dave Shouvin

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, Westerville
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 Spicey 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

Walmart
White Castle System Inc.
Whole Foods
Worthington Industries Foundation

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
Foundation
Wolfe Associates Inc.

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
Hylant
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

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

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 Heliarc 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.
Southeast Lions Club
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