services

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.

*Economic engine - a program that creates surplus through direct billable services.

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
2019 highlights

PROVIDING SAFETY AND HEALING
Our new domestic violence shelter for LSS CHOICES opened in January after a year of construction. The new building, which replaced the previously outdated and undersized shelter, has 120 beds, a kennel to house pets of our residents, play room, resource center and more services that provide safety and healing to victims and their children.

REMODELING CHAMPION AVE. FOOD PANTRY
Thanks to a generous donation from North Community Lutheran Church, we are in the process of remodeling our Champion Ave Food Pantry to include space for pre-packing shelf-stable orders and the warehousing of food. This will better fit our distribution model, making the client and volunteer experience more efficient and satisfactory.

STEWARDING OUR RESOURCES
We began revamping our in-kind donations process and will focus more on acquiring items that are expressed needs. Our goals are to provide dignity to our clients, be good stewards of the resources entrusted to us, and work with partner organizations so as not to duplicate services.
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, vision and behavioral health care in our health center. Additionally, The Community Kitchen at Faith Mission serves three free meals a day to anyone in the community who is hungry.

“BEING HOMELESS IS A FEELING OF HOPELESSNESS AND JUST DESPAIR, BUT NOW THAT I LOOK AND SEE WHAT'S GOING ON RIGHT NOW IN MY LIFE, IT JUST FEELS THIS AWESOME.”

– SHANIKA, LSS Faith Mission client
LSS CHOICES

LSS CHOICES for Victims of Domestic Violence is the only domestic violence safe haven shelter in Franklin County, offering 120 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.

“THERE’S NOT THE RIGHT WORDS OF GRATITUDE. I KNOW WHERE I’D BE WITHOUT CHOICES. I’D STILL BE IN THIS ABUSIVE RELATIONSHIP AND MY CHILDREN WOULD END UP LEARNING THESE ABUSIVE BEHAVIORS. I’M JUST ETERNALLY GRATEFUL. THANK YOU IS NOT BIG ENOUGH.”

– INGER, LSS CHOICES client
The LSS Food Pantries serve people in need by offering a source of nourishment to families who are hungry. Through our innovative online ordering system and multiple mobile pantry and produce distributions, we’re enabling clients in 12 counties around Ohio to focus on other important aspects of life, like paying bills or finding employment. We do so by removing the immediate concern of hunger in a way that honors our clients’ dignity, offers hope and makes nutritious food more readily available to families and individuals who need it.

“EVEN WHEN BOTH PARENTS ARE WORKING, IT’S STILL A STRUGGLE. I DON’T QUALIFY TO GET FOOD STAMPS, SO YOU KNOW, FOOD IS THE LAST THING YOU BUY AFTER YOU PAY THE BILLS.”

– TAMMI, 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.

36,090
Meals served (Shelter and vets)

9,179
Nights of shelter

193
Veteran families served

“I HAVE A BETTER QUALITY OF LIFE BECAUSE I CAME HERE. THEY HELPED ME GET TO WHERE I WANTED TO BE. I WAS HOMELESS WITH ABSOLUTELY NOTHING AND NOW I HAVE MY OWN PLACE, A LEVEL JOB. THE OPPORTUNITY TO BETTER MYSELF I FOUND HERE.”

– BRANDON, LSS Faith Mission of Fairfield County client
For fiscal year ending June 30, 2019

**FINANCIAL CONTRIBUTIONS***

- Individuals: $4,880,183
- Businesses & Organizations: $1,568,609
- Foundations: $1,481,404
- Congregations: $697,160
- United Way Allocations: $484,032
- Estates: $87,141

Total: $9,198,529

*Includes $2.1M for the CHOICES campaign and other restrictions.

**SERVICES**

- Health & Senior Care: $21,574,273
- Homeless Services: $11,146,401
- Affordable Housing: $7,274,160
- Hunger Relief: $5,369,448

Total: $45,364,282

**STATEMENT OF FINANCIAL POSITION**

<table>
<thead>
<tr>
<th>Assets</th>
<th>Liabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and investments</td>
<td>Current liabilities</td>
</tr>
<tr>
<td>$1,153,944</td>
<td>$9,587,862</td>
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<tr>
<td>Assets limited as to use</td>
<td>Tenant security deposits</td>
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<tr>
<td>$13,519,324</td>
<td>$621,913</td>
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<tr>
<td>Net property &amp; equipment</td>
<td>Long-term debt</td>
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<tr>
<td>$70,546,051</td>
<td>$26,743,759</td>
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<tr>
<td>Other assets</td>
<td>Total net assets</td>
</tr>
<tr>
<td>$7,670,684</td>
<td>$55,936,469</td>
</tr>
<tr>
<td>Total</td>
<td>$92,890,003</td>
</tr>
</tbody>
</table>

Depreciation of Affordable Housing, resulting from construction funded by capital advances in previous years, adversely affects current operations without impacting cash flow.

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.
## 2019 by the Numbers

**Meals provided**
1,591,240
(LSS Food Pantries, Faith Mission, Faith Mission of Fairfield County)

**Days of care provided**
80,545
(Lutheran Village, The Good Shepherd, Kensington Place)

**Nights of shelter**
124,864
(Faith Mission, Faith Mission of Fairfield County, CHOICES)

**Volunteer hours served**
64,056
(Across all programs)

**People served**
1,010
(Affordable Housing)

**Calls answered**
4,464
(CHOICES crisis hotline)

**Visits**
7,907
(The Health Center at Faith Mission)

**Visits**
8,578
(Faith Mission Resource Centers)

**Thank you for supporting these services**
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.
leadership

EXECUTIVE LEADERSHIP TEAM

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

Michele B. Cenci
Vice President of Philanthropy and Volunteerism

Rick Davis
Executive Vice President of Operations, Chief Operations Officer

Heather Dubbe
Vice President of Human Resources

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

Pam Georgiana
Vice President of Engagement

Chad Wolverton
Vice President of Information Technology

BOARD OF DIRECTORS

LUTHERAN SOCIAL SERVICES BOARD MEMBERS

Board Chair and Chair, Executive and Engagement Committees: Dan Bailey, Member, Bailey Cavalieri LLC

Board Chair Elect, Secretary and Treasurer, Chair, Quality and Compliance Committee: The Rev. Bonnie Gerber, Pastor, All Saints Lutheran Church, Worthington

Chair, Finance Committee: Andrew F. Prakel, CPA

Chair, Nominating and Board Development Committee: Sharon Morris

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 & Chairwoman, Safelite AutoGlass Foundation

Mindi Cunningham, Founder, Business & Executive Coach, Mindi Cunningham, LLC

The Rev. Mark Diemer, Pastor, Grace of God Lutheran Church, Columbus

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

Greg Jordan, Senior Vice President & Chief Audit Executive, Nationwide Mutual Insurance Company

Ed Kendall, Vice President, Capital Planning and Controls, NiSource, Inc.

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

Shelly Milano, Chief Human Resources Officer, L Brands

Debbie Ryan, Senior Manager, North American Transportation, Abbott Nutrition

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

Brandon Riggins, Sr. Project Executive, Messer Construction Co.

The Rev. Marc Schroeder, Retired Pastor, Lutheran Church Missouri Synod

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

Linda Taylor, Liaison to the CHOICES Board

Jill Treece, Senior Lecturer–Management Sciences, The Max M. Fisher College of Business, The Ohio State University


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

CHOICES ADVISORY BOARD MEMBERS

Chair: Terri Flora
Karen Blickley
Kristin Dean
Ajay Dugar
Amanda Hill
Jennifer Jennings
Tracy Jones
Molly McCartney

Lorie McCaughan
Amy McConnell
Jean Nemeti
Dave Shouvlin
Linda Taylor
Elizabeth Weeden
Shelli Wuerth
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
- Evangelical Lutheran Church in America, Chicago
- North Community Lutheran Church, Columbus
- Peace Lutheran Church, Gahanna
- Prince of Peace Lutheran Church, Dublin
- Redeemer Lutheran Church, Columbus
- St. John Lutheran Church, Dublin
- Upper Arlington Lutheran Church, Columbus
- Zion Evangelical Lutheran Church, Columbus

**PARTNER ($1,000 - $2,499)**
- Ascension Lutheran Church, Columbus
- Atonement Lutheran Church, Columbus
- Beautiful Savior Lutheran Church, Powell
- Christ Church Glendale, Glendale
- Faith Ministries Church, Columbus
- Good Shepherd Lutheran Church, Washington Ct. House
- Grace Evangelical Lutheran Church, Westerville
- Grace Evangelical Lutheran Church, Pickerington
- Livingston United Methodist Church, Columbus
- Lord of Life Lutheran Church, Columbus
- Messiah United Methodist Church, Westerville
- Northwest United Methodist Church, Columbus
- Sovereign Grace Church of Gahanna, Gahanna
- St. Jacob Lutheran Church, Anna
- St. John Lutheran Church, Columbus
- St. Mark's Lutheran Church, Delaware
- St. Patrick Church, Columbus
- St. Paul Lutheran Church, Lancaster
- St. Paul Lutheran Church, Waldo
- Trinity Lutheran Church, Sugar Grove
- Zion Lutheran Church, West Jefferson

**WITNESS ($5,000 - $9,999)**
- Advent Evangelical Lutheran Church, Columbus
- Clinton Heights Lutheran Church, Columbus
- Gethsemane Lutheran Church, Columbus
- Holy Trinity Lutheran Church, Columbus
- St. James Lutheran Church, Columbus
- St. John's Evangelical Lutheran Church, Grove City
- St. Paul's Lutheran Church, Westerville

**LEADER ($2,500 - $4,999)**
- 614 Church, Columbus
- Abiding Christ Lutheran Church, Fairborn
- Annunciation Greek Orthodox Cathedral, Columbus
- Faith Lutheran Church, Whitehall
- Fellowship Lutheran Church, Columbus
- Grace Evangelical Lutheran Church, Lancaster
- Plain City Presbyterian Church, Plain City
- St. Alban's Episcopal Church, Columbus
- Tri Village Christian Church, Pataskala

ORGANIZATIONAL SUPPORT

**BENEFACTOR ($10,000 +)**
- Advanced Drainage Systems Inc.
- AEP Foundation
- Alliance Data
- Bank of America Charitable Foundation
- CA Gabriel Fund
- Cardinal Health Foundation Inc.
- CareSource Foundation

**WITNESS ($5,000 - $9,999)**
- Asymmetric Technologies
- Athens Foundation
- The Baesman Group Inc.
- Bob Evans Farms Inc.
- The Charles Blessings Fund
- Columbus Bar Foundation
Columbus Power Cleaning
Conway Charitable Lead Annuity Trust
Delaware County Foundation
Delta Dental Foundation
Eastminster Legacy Fund of The Columbus Foundation
Grange Insurance
Lloyd D. Hunter Memorial Fund
Huntington Bank
In Christy’s Shoes
The Ingeborg Voth Funk and Edward Ross Funk Fund
Molina Healthcare of Ohio Inc.
Next Level Columbus LLC
ODW Logistics Inc.
OhioHealth
One Connection Media Group - The River
Plante & Moran PLLC
Pope Family Foundation
Red Capital Group
Rockhold Family Foundation Inc.
The Ross Foundation Inc.
Star Leasing Co.
Wolfe Associates Inc.

LEADER ($2,500 - $4,999)
Absolute Pharmacy Inc.
Bailey Cavalieri LLC
Best Restaurant Equipment & Design Inc.
Blue Sky Therapy
Byers, Minton & Associates LLC
The Chickerella Company
Clark Grave Vault Co.
Columbus Blue Jackets
Columbus Equipment Company
Consolidated Electric Cooperative Inc.
Dave Fox Remodeling
Delaware General Health District
Facebook
Fairfield Federal Savings and Loan Association
First Financial Bank
GBQ Holdings LLC
GFS Chemicals Inc.
Lucky’s Market
Ninety-One Foundation
Olen Corporation
Peoples Bancorp Foundation Inc.
Quantum Health Inc.
Redeeming Injustice
Rocky Community Improvement Fund
Sisters Health Foundation
South Central Power Company Foundation
Trucks Are Us Inc.
United Health Care of Ohio
United Way of Guernsey, Monroe and Noble Counties
Verizon
Walmart
The Waterworks

PARTNER ($1,000 - $2,499)
Alpha Chi Omega Foundation Inc.
American Legion Department of Ohio Charities Inc.
American Municipal Power Inc.
Ancient Accepted Scottish Rite
Antero Resources Corporation
Anthem Inc.
Bricker & Eckler LLP
Bubbles Tea & Juice Co.
George Byers Sons Inc.
CA Student Living Columbus Property Owner LLC
Charis Foundation
Civista Bank
The Community Festival
Crane Group
Crawford & Son Heating & Cooling
Crown Battery
Del-Co Water Company Inc.
Dominion Energy Charitable Foundation
Donatos Pizza
Electrical Service Professionals Inc.
Elford Builders
Evolution Security Solutions
Fairfield National Bank
Fire Systems Professionals
Flowerama
Fritsche Corporation
J. Anthony’s Salon and Spa LLC
King Business Interiors Inc.
Kiwanis Club of Columbus
Norman J. and Mollye Kennedy Lattimer Fund
Little Garden Club of Columbus
Livingston Limited Inc.
Lutheran Social Services of Northwestern OH
Mac Murray & Shuster
Matthew E. Howe DC PS Inc.
John W. and Edna McManus Shepard Fund
Ms. Molly Foundation
National Association of Tax Professionals - Ohio Chapter
Ohio Mobile Shredding
Ometek Inc.
Perez & Morris LLC
Philos Enterprises Inc.
Reliance Standard Life Insurance
Rhinegeist LLC
Riley Contracting Inc.
RNR Cross Family Foundation
Saint-Gobain Autover
The Schumacher Group
Star Crane & Hoist - Central Ohio
Sunsprout Farms of Central Ohio LLC
Thea Court #5 Ladies Oriental Shrine of NA
Ulrey Foods Inc.
Ultrafit-USA Inc.
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.

Connect with us on social media

LSSnetworkofhope.org

LUTHERAN SOCIAL SERVICES
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