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 211 CENTRAL OHIO
Information & Referral Services

*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

PATRIOT PRIDE PAINTING CO.
2020 in review

2020 was a year like no other and while there were challenges to be sure, we were humbled by the outpouring of support from our donors and other partners who played a vital role in keeping our programs running at a time when they were needed most. Below are some of the changes and adaptations that occurred over the year. We are proud and extremely grateful to have been able to keep our doors open for people in need.

**FAITH MISSION**
- Beds were creatively spread out across dorms and common areas to achieve social distancing.
- Meals are being brought to residents to avoid congregating in the dining room, and the Community Kitchen remains temporarily closed to the public to avoid any spread.
- The Health Center started utilizing telehealth appointments.

**LSS CHOICES**
- There was an increase in the need for services as victims were trapped at home with their abusers.
- Our hotline received an increase in the number of high danger calls from police responding to domestic violence incidences.
- Due to distance learning, we ramped up our technology support, staffing, programming and activities to better accommodate the children in our shelter.

**LSS FOOD PANTRIES**
- From March - June, 46% of families served have never visited our pantries before, compared to 25% the previous year.
- To minimize contact, we pre-packed food for safe, quick distribution and held food distributions outside.

**LSS 211 CENTRAL OHIO**
- As families struggled and became financially at risk, LSS 211 worked with the City of Columbus to develop the new Financial Navigator Program to help people learn budgeting skills.

**LSS SENIOR LIVING**
- To contain spread, visitation was restricted or limited at different points throughout the pandemic.
- Staff shifted strategies on how to provide creative entertainment and programming to our seniors as they shelter in place.
- We began the process of ongoing COVID testing of residents and staff.
Offering a safe environment for people experiencing homelessness, LSS Faith Mission provides shelter for up to 252 men and women on an emergency basis each night. In addition to shelter, Faith Mission provides three nutritious meals a day 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.

I was totally lost. The only place I could come to was here. They’re always there. Faith Mission is a safe haven.

- JESSE, LSS Faith Mission client
As the only domestic violence safe haven shelter in Franklin County, LSS CHOICES for Victims of Domestic Violence offers 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.

It impacted my dreams. I no longer dreamed. I was just surviving. I lost so much. Every time CHOICES accepted me with open arms.

– LASHONDRA, LSS CHOICES client
Food is a basic need of all people. The LSS Food Pantries offer a source of nourishment to families and individuals 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.

It's humiliating for me and my business. I don’t ask for help. It's been tough. I haven't been to a pantry before COVID.

– KELLY, LSS Food Pantries client
In the Lancaster area, LSS Faith Mission of Fairfield County provides emergency shelter for homeless men and women, transitional housing, sober living and permanent supportive housing services. 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.

I felt useless to society. The shelter brought me through depression. They helped me so much.

– JERRY, LSS Faith Mission of Fairfield County client
for fiscal year ending JUNE 30, 2020

REVENUES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees for services</td>
<td>$28,309,441</td>
<td>51%</td>
</tr>
<tr>
<td>Financial Contributions</td>
<td>$12,153,093</td>
<td>22%</td>
</tr>
<tr>
<td>Grants and contracts</td>
<td>$10,468,969</td>
<td>19%</td>
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<tr>
<td>In-kind contributions</td>
<td>$4,433,651</td>
<td>8%</td>
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<tr>
<td>Investment income and other</td>
<td>$405,821</td>
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<tr>
<td>Total</td>
<td>$55,770,975</td>
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EXPENSES

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<th>Percentage</th>
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<tbody>
<tr>
<td>Resource Development</td>
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<td>4%</td>
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<tr>
<td>Administration</td>
<td>$4,649,076</td>
<td>9%</td>
</tr>
<tr>
<td>Services for people in need</td>
<td>$47,109,521</td>
<td>87%</td>
</tr>
<tr>
<td>Total</td>
<td>$53,982,851</td>
<td></td>
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</tbody>
</table>

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

STATEMENT OF FINANCIAL POSITION

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Assets</td>
<td>$98,585,683</td>
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<tr>
<td>Liabilities</td>
<td>$98,585,683</td>
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FINANCIAL CONTRIBUTIONS*

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<th>Description</th>
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<tbody>
<tr>
<td>Individuals</td>
<td>$5,982,405</td>
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</tr>
<tr>
<td>Businesses &amp; Organizations</td>
<td>$3,753,666</td>
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<tr>
<td>Foundations</td>
<td>$1,173,021</td>
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<tr>
<td>Congregations</td>
<td>$703,812</td>
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</tr>
<tr>
<td>United Way Allocations</td>
<td>$422,887</td>
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<tr>
<td>Estates</td>
<td>$117,302</td>
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</tr>
<tr>
<td>Total</td>
<td>$12,153,093</td>
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</table>

*Includes $4.3M for the CHOICES Campaign, other restrictions and program acquisition revenue.

SERVICES FOR PEOPLE IN NEED

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Health &amp; Senior Care</td>
<td>$21,349,323</td>
<td>45%</td>
</tr>
<tr>
<td>Homeless Services</td>
<td>$12,086,613</td>
<td>26%</td>
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<tr>
<td>Affordable Housing</td>
<td>$7,285,331</td>
<td>15%</td>
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<tr>
<td>Hunger &amp; Poverty Relief</td>
<td>$6,388,254</td>
<td>14%</td>
</tr>
<tr>
<td>Total</td>
<td>$47,109,521</td>
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</tbody>
</table>

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.
2020 by the numbers

Thank you for supporting these services

1,686,230 Meals provided (LSS Food Pantries, Faith Mission, Faith Mission of Fairfield County)

76,181 Days of care provided (Lutheran Village, The Good Shepherd, Kensington Place)

53,720 Volunteer hours served (Across all programs)

138,784 Nights of shelter (Faith Mission, Faith Mission of Fairfield County, CHOICES)

984 People served (Affordable Housing)

4,057 Calls answered (CHOICES crisis hotline)

7,009 Visits (The Health Center at Faith Mission)

8,287 Visits (Faith Mission Resource Centers)

32,638 Number of contacts (LSS 211 Central Ohio - March 1-June 30)
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.

NEW PROGRAM SPOTLIGHT

LSS 211 Central Ohio
Joining the LSS Network of Hope in March 2020, LSS 211 Central Ohio (formerly HandsOn Central Ohio) is Franklin County’s information and referral service that connects people, local resources and service organizations. LSS 211 makes it easier for people to navigate the local social service landscape and access available resources. We not only refer but also schedule food pantry and tax preparation appointments.
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

Pam Georgiana  
Vice President of Engagement

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

Sue Villilo  
Assistant Vice President of Community-Based Services

Chad Wolverton  
Vice President of Information Technology

BOARD OF DIRECTORS

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

Chair, Nominating and Board Development Committee:  
Betsy Blake  
Account Manager National Sales, Safelite Solutions, Chairwoman, Safelite AutoGlass Foundation

Chair, Strategic Planning Committee:  
Todd Treon  

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

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

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

Fred Manning  
Executive Vice President, Credit Administration, Huntington Bank

Andrew Meslow  
Chief Executive Officer, L Brands and Bath & Body Works

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

Brandon Riggins  
Senior Project Executive, Messer Construction Co.

Debbie Ryan  
Senior Manager, North American Transportation, Abbott Nutrition

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

The Rev. Adam Steimbrenner  
Pastor, St. John Lutheran Church, Dublin

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, American Electric Power, Vice President, Transource Energy

CHOICES ADVISORY BOARD MEMBERS

Chair: Terri Flora  
Karen Blickley  
Kristin Dean  
Zach Gwinn  
Jennifer Jennings  
Tracy Jones  
Lorie McCaughan  
Elizabeth Weeden  
Shelli Wuerth
annual contributors

CONGREGATIONAL SUPPORT

BENEFACTOR ($10,000 +)
Abiding Christ Lutheran Church, Fairborn
All Saints Lutheran Church, Cincinnati
Atonement Lutheran Church, Columbus
Bethel Lutheran Church, Grove City
Christian Life Church of Westerville, Westerville
The Church on Oakland Park, Columbus
Cypress Wesleyan Church, Lancaster
Emanuel Lutheran Church, Lancaster
Fairfield Anglican Fellowship Inc, Lancaster
Faith Ministries Church, Columbus
First Church of God, Gallipolis
Grace Evangelical Lutheran Church, Westerville
Grace Evangelical Lutheran Church, Lancaster
Grace Evangelical Lutheran Church, Pickerington
Holy Trinity Lutheran Church, New Lexington
Korean Church of Columbus, Columbus
Livingston United Methodist Church, Columbus
Mighty Fortress Ev. Lutheran, Kettering
Northwest United Methodist Church, Columbus
Oakland Lutheran Church, Mansfield
Reformation Lutheran Church, Columbus
Sovereign Grace Church of Gahanna, New Albany
St. Alban's Episcopal Church, Columbus
St. John's Evangelical Lutheran Church, Grove City
Tri Village Christian Church, Pataskala

WITNESS ($5,000 - $9,999)
Advent Evangelical Lutheran Church, Columbus
All Saints Evangelical Lutheran Church, Worthington
Clinton Heights Lutheran Church, Columbus
Columbus Chinese Christian Church, Columbus
First Community Church, Columbus
Gethsemane Lutheran Church, Columbus
Holy Trinity Lutheran Church, Columbus
St. John's Evangelical Lutheran Church, Grove City
Tri Village Christian Church, Pataskala

LEADER ($2,500 - $4,999)
614 Church, Columbus
All Saints Evangelical Lutheran Church, Columbus
First Unitarian Universalist Church, Columbus
Lord of Life Lutheran Church, Columbus
Lutheran Church of Our Savior, Oakwood
St. John Lutheran Church, West Alexandria
St. Paul Lutheran Church, Lancaster

PARTNER ($1,000 - $2,499)
Abiding Christ Lutheran Church, Fairborn
All Saints Lutheran Church, Cincinnati
Atonement Lutheran Church, Columbus
Bethel Lutheran Church, Grove City
Christian Life Church of Westerville, Westerville
The Church on Oakland Park, Columbus
Cypress Wesleyan Church, Lancaster
Emanuel Lutheran Church, Lancaster
Fairfield Anglican Fellowship Inc, Lancaster
Faith Ministries Church, Columbus
Fellowship Lutheran Church, Columbus
First Church of God, Gallipolis
Grace Evangelical Lutheran Church, Westerville
Grace Evangelical Lutheran Church, Lancaster
Grace Evangelical Lutheran Church, Pickerington
Holy Trinity Lutheran Church, New Lexington
Korean Church of Columbus, Columbus
Livingston United Methodist Church, Columbus
Mighty Fortress Ev. Lutheran, Kettering
Northwest United Methodist Church, Columbus
Oakland Lutheran Church, Mansfield
Reformation Lutheran Church, Columbus
Sovereign Grace Church of Gahanna, New Albany
St. Alban's Episcopal Church, Columbus
St. John's Evangelical Lutheran Church, Grove City
Tri Village Christian Church, Pataskala

ORGANIZATIONAL SUPPORT

BENEFACTOR ($10,000 +)
Advanced Drainage Systems Inc.
AEP Foundation
Alliance Data
Athens County Foundation
Bailey Cavalieri LLC
Bank of America Charitable Foundation
Big Lots Foundation
CA Gabriel Fund
Cardinal Health Foundation Inc.
CareSource Foundation
Central Ohio Primary Care Physicians Foundation
Charles Blessings Fund of The Columbus Foundation
Citrine Foundation
Coalition on Homelessness and Housing in Ohio
Columbus Business & Professional Women's Club
The Columbus Foundation
Dayton Foundation
Fairfield County Foundation
Grange Insurance
The Harry C. Moores Foundation
Honda of America Foundation
Huntington Bank
In Christy's Shoes
Ingram-White Castle Foundation
JPMorgan Chase & Co.
Kroger Company
L Brands Foundation
Macy's
Nationwide Foundation
ODW Logistics Inc.
Osteopathic Heritage Foundation
<table>
<thead>
<tr>
<th>Amount Range</th>
<th>Company Name</th>
</tr>
</thead>
</table>
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.