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.

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.

*Economic engine - a program that creates surplus through direct billable services to cover the administration costs of the social services.
It is undeniable that we are living in a tumultuous period filled with deep divides, great upheavals in our social fabric, and wearying uncertainty and tremendous loss caused by the pandemic. However, it is also true that this moment in time is giving rise to great acts of kindness, empathy, compassion and grace. Your commitment to Lutheran Social Services (LSS) and our mission to create a better world by serving people in need is a concrete example of the good that can always be found in the world.

The effects of the pandemic are particularly hard on the people we serve who already faced vulnerabilities or were teetering on the edge of getting by. At the LSS Food Pantries, the number of new people coming to us for food assistance has increased. The number of high-danger calls to our crisis hotline at LSS CHOICES for Victims of Domestic Violence has increased 16%. At LSS Faith Mission, a looming eviction crisis means that our shelter services will be needed even more than before.

Since I joined LSS in May, I’ve been heartened to see how our community bands together to help one another in an effort to strengthen all of us. Because of you, LSS is there to lend a helping hand to our neighbors when they need it. Your generosity helped tens of thousands of people find a permanent home, put nourishing food on the table, escape domestic violence, and benefit from our other life-saving services.

On behalf of those we serve, our board, volunteers and staff, I thank you for your commitment to and investment in LSS. I am profoundly grateful to journey with you as we work to make our community a better place.

Sincerely,

Stacy Martin
President and CEO
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.

“I exhausted my savings for rent when this pandemic hit. I got let go of a second job in the beginning of the pandemic. And I had a stroke. This pantry kept me alive. It’s kept me fed.”

– DEJUAN, LSS Food Pantries client
Faith Mission helped me believe in me and realize just because I made mistakes in the past doesn't mean I'm a loser. They gave me my second chance.

– JOSEPH, LSS Faith Mission client

Offering a safe environment for people and veterans 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.

202,021
Meals served

74,015
Nights of shelter
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.

"They saved my life. When you have somebody who violates your soul, it takes a lot away from you. It hasn’t stopped me from fighting for my son to be a good man."

– CHYNITA, LSS CHOICES 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 got burnt out and tried to find a life but got into drugs. I'm doing everything I can to stay clean. I just want to live a normal life and secure a good, safe place to live."

- JEFF, LSS Faith Mission of Fairfield County client
LSS 211 Central Ohio is Franklin County’s information and referral service provider. We connect people in need to local resources and service organizations and make it easier to navigate the local social service landscape and access available resources. Additionally, we schedule food pantry and tax preparation appointments.

2,634
Tax time appointments

34,014
Food pantry referrals

“The pandemic has forced many people to step outside of their comfort zones. Mr. Bell, who worked until the pandemic took his job, called needing food. I was able to make a pantry appointment for him and connect him to other services. Mr. Bell is one of many people each day who are referred to us for assistance.”

– BENISHA, LSS 211 staff
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.

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

This is an unaudited financial statement. To receive an audited statement, which was not available at the time of publication, please contact the LSS Finance Department at 614-228-5200, ext. 1750.
2021 by the numbers

Thank you for supporting these services

1,593,150 Meals provided
(LSS Food Pantries, Faith Mission, Faith Mission of Fairfield County)

126,709 Nights of shelter
(Faith Mission, Faith Mission of Fairfield County, CHOICES)

67,362 Days of care provided
(Lutheran Village, The Good Shepherd, Kensington Place)

26,910 Volunteer hours served
(Across all programs)

1,004 People served
(Affordable Housing)

4,748 Calls answered
(CHICHES crisis hotline)

5,847 Visits
(The Health Center at Faith Mission)

6,243 Visits
(Faith Mission Resource Centers)

131,629 Number of contacts
(LSS 211 Central Ohio)
LEADERSHIP

EXECUTIVE LEADERSHIP TEAM

Stacy Martin  
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 Committee:  
Rev. Bonnie Gerber  Lead Pastor, All Saints Lutheran Church, Worthington

Board Chair Elect, Secretary & Chair, Economic Engines Committee:  
Todd Treon  Executive Leader & Business Owner

Chair, Administration & Finance Committee:  
Greg Jordan  Senior Vice President & Chief Audit Executive, Nationwide Insurance

Chair, Human Services Committee:  
Brian Weber  Managing Director, Transmission Development, American Electric Power

Dan Bailey  Member, Bailey Cavalieri LLC

Mindi Cunningham  Head of Product & Portfolio Office, Progressive Leasing

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

Ed Kendall  Executive Vice President Finance, Elford Inc.

Aaron McClendon  Associate Vice President - Talent Acquisition, Victoria's Secret

Marshela McDaniel  Field People Officer Columbus, McDonald's Corporation

Andrew Meslow  Chief Executive Officer, Bath & Body Works

Deborah Mitchell  President, CypressTree Corp.

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

Stephanie Revis  Vice President Finance, Cardinal Health

Brandon Riggins  Senior Project Executive, Messer Construction Co.

Rev. Adam Steinbrenner  Pastor, St. John Lutheran Church, Dublin

Brian Suiter  Principal, RiverWest Partners

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

Robin Triplett  Senior Vice President Treasury Management Sales Manager, Huntington Bank

CHOICES ADVISORY BOARD MEMBERS

Chair: Shelli Wuerth  
Kristin Dean  
Terri Flora  
Zach Gwinn  
Diane Hoying  
Jennifer Jennings  
Tracy Jones  
Lorie McCaughan  
Amy McConnell  
Erin Ryan  
Elizabeth Weeden
annual contributors

CONGREGATIONAL SUPPORT

BENEFACTOR ($10,000 +)
Advent Evangelical Lutheran Church, Columbus
Faith Ministries Church, Columbus
First Community Church, Buckeye Lake
First English Lutheran Church, Marysville
Good Shepherd Lutheran Church, Columbus
Grace of God Lutheran Church, Columbus
Livingston United Methodist Church, Columbus
Lutheran Church of Our Savior, Oakwood
Northwest United Methodist Church, Columbus
Reformation Lutheran Church, Columbus
Sovereign Grace Church of Gahanna, New Albany
Spoken Word Assembly Church, Reynoldsburg
St. Alban's Episcopal Church, Columbus
St. Paul Lutheran Church, Lancaster
St. Paul Lutheran Church, Waldo
St. Timothy Parish, Columbus
Trinity Lutheran Church, Sugar Grove
Unity Presbyterian Church, Reynoldsburg
Zion Evangelical Lutheran Church, Columbus

ORGANIZATIONAL SUPPORT

BENEFACTOR ($10,000 +)
Advanced Drainage Systems Inc.
AEP Foundation
Alliance Data
Big Lots Foundation
Bob Evans Farms Inc.
Cardinal Health Foundation Inc.
CareSource Foundation
Central Ohio Primary Care Physicians Foundation
Columbus Blue Jackets Foundation
The Columbus Foundation
Dayton Foundation
Easton Community Foundation
Fairfield County Foundation
Grange Insurance
The Harry C. Moores Foundation
Lloyd D. Hunter Memorial Fund

WITNESS ($5,000 - $9,999)
614 Church, Columbus
Beautiful Savior Lutheran Church, Powell
First Congregational Church, Columbus
Grace Evangelical Lutheran Church, Lancaster
Linworth United Methodist Church, Columbus
Lord of Life Lutheran Church, Columbus
Rock City Church, Hilliard
St. Luke Lutheran Church, Columbus
St. Paul Lutheran Church, Marysville
St. Luke Lutheran Church, Gahanna
Tri Village Christian Church, Pataskala
Zion Lutheran Church, West Jefferson

LEADER ($2,500 - $4,999)
Advent Evangelical Lutheran Church, Columbus
All Saints Evangelical Lutheran Church, Worthington
C3 Church, Canal Winchester
Christ Lutheran Church, Bexley
Clinton Heights Lutheran Church, Columbus
Epiphany Lutheran Church, Pickerington
Peace Lutheran Church, Gahanna
Prince of Peace Lutheran Church, Dublin
St. John Lutheran Church, Dublin
Upper Arlington Lutheran Church, Columbus

PARTNER ($1,000 - $2,499)
Atonement Lutheran Church, Columbus
The Church on Oakland Park, Columbus

BENEFACTOR ($10,000 +)
Advent Evangelical Lutheran Church, Columbus
All Saints Evangelical Lutheran Church, Worthington
C3 Church, Canal Winchester
Christ Lutheran Church, Bexley
Clinton Heights Lutheran Church, Columbus
Epiphany Lutheran Church, Pickerington
Peace Lutheran Church, Gahanna
Prince of Peace Lutheran Church, Dublin
St. John Lutheran Church, Dublin
Upper Arlington Lutheran Church, Columbus

WITNESS ($5,000 - $9,999)
Episcopal Diocese of Southern Ohio, Cincinnati
Faith Lutheran Church, Whitehall
Gethsemane Lutheran Church, Columbus
Holy Trinity Lutheran Church, Columbus
Korean Church of Columbus, Columbus
Redeemer Lutheran Church, Columbus
St. John’s Evangelical Lutheran Church, Grove City
St. Paul Lutheran Church, Westerville

LEADER ($2,500 - $4,999)
614 Church, Columbus
Beautiful Savior Lutheran Church, Powell
First Congregational Church, Columbus
Grace Evangelical Lutheran Church, Lancaster
Grace Evangelical Lutheran Church, Westerville
Linworth United Methodist Church, Columbus
Lord of Life Lutheran Church, Columbus
Rock City Church, Hilliard
St. John’s Lutheran Church, Marysville
St. Luke Lutheran Church, Gahanna
Tri Village Christian Church, Pataskala
Zion Lutheran Church, West Jefferson

PARTNER ($1,000 - $2,499)
Atonement Lutheran Church, Columbus
The Church on Oakland Park, Columbus

INORGANIZATIONAL SUPPORT

BENEFACTOR ($10,000 +)
Advanced Drainage Systems Inc.
AEP Foundation
Alliance Data
Big Lots Foundation
Bob Evans Farms Inc.
Cardinal Health Foundation Inc.
CareSource Foundation
Central Ohio Primary Care Physicians Foundation
Columbus Blue Jackets Foundation
The Columbus Foundation
Dayton Foundation
Easton Community Foundation
Fairfield County Foundation
Grange Insurance
The Harry C. Moores Foundation
Lloyd D. Hunter Memorial Fund

WITNESS ($5,000 - $9,999)
Alliance Data Employee Matching Program
Athens County Foundation
Bailey Cavalieri LLC
George Byers Sons Inc.
Central Ohio Community Improvement Corporation
Cisco Systems, Inc.
Clark Grave Vault Co.
Columbus Power Cleaning
Consolidated Electric Cooperative Inc.
Conway Charitable Lead Annuity Trust
Core Construction Group LLC
Crane Group
Crown Motor Co Inc.
Delaware County Foundation
Denman Family Foundation
Discover Financial Services
Fairfield County COVID-19 Relief Fund
First Financial Bank
Fritsche Family Fund
GFS Chemicals Inc.
The Ingeborg Voth Funk and Edward Ross Funk Fund
John and Kate's Donor Advised Fund
Charles Blessings Fund of The Columbus Foundation
Mac Murray & Shuster
Macy's
Ninety-One Foundation
ODW Logistics Inc.
Ohio Capital Corporation for Housing
Pope Family Foundation
Rocky Community Improvement Fund
R. Alvin Stevenson Fund
Thrivent Financial for Lutherns Foundation
United Way of Guernsey, Monroe and Noble Counties
Value City Furniture

LEADER ($2,500 - $4,999)
Abbott Laboratories Fund Employee Matching Program
Absolute Pharmacy Inc.
Associates Environmental, Inc.
The Baesman Group Inc.
Blue Sky Therapy
Bricker & Eckler LLP
Byers, Minton & Associates LLC
Caneel Family Foundation
Carroll OPCO LLC
The Chickerella Company
Civista Bank
Coca-Cola Consolidated
Columbus Equipment Company
D7 Foundation
Dave Fox Design Build Remodelers
Elford Builders
Encova Insurance
Fairfield Federal Savings and Loan Association
Fire Systems Professionals
GBQ Holdings LLC
Greencrest Marketing
Guernsey County Foundation Fund
Huntington Bank
Hylant
Martens Charitable Trust
Microsoft
The Ohio Auction School
Ohio Mobile Shredding
Peoples Bancorp Foundation Inc.
Perez & Morris LLC
Pine Lake Estates Inc.
Sisters Health Foundation
South Central Power Company Foundation
Star Leasing Co.
T. Marzetti Company
Tarrier Steel Company
UnitedHealth Group
Whole Foods

PARTNER ($1,000 - $2,499)
Alpha Chi Omega
Ancient Accepted Scottish Rite
Annie's Wine Cottage LLC
Anthem Inc.
Bank of America Charitable Foundation
Budros Ruhlin & Roe Inc
Cardinal Health Employee Matching Program
Caterpillar Foundation
Cedar Craft Products Inc.
Cleverley & Associates
Columbus Machine Tool Corp.
Company Wrench
ComResource
D & G Hamilton Farms LLC
Del-Co Water Company Inc.
Delta Dental Foundation
DGD Group
Donatos Pizza
ElasticSearch
Electrical Service Professionals Inc.
Expeed Software LLC
Film Kraft LLC
Flood Heliarc Inc.
Fritsche Corporation
GE Foundation
Glasfloss Industries
Glory to Glory Landscaping & More LLC
Greek Olympic Society
Guru Nanak Mission
Haute House LLC
Hewlett-Packard
Hexion
Impact 60 Fund
In Christy's Shoes
Indo-American Senior Citizen Association
Interim HealthCare
J. Kuhn Enterprises Inc.
James T. Mathias D.D.S. Inc.
Lambda Boulé Foundation
Larry W. Irvine Sales Co.
Norman J. and Mollye Kennedy Lattimer Fund
Lend-A-Hand Services
Margaret and Robert Walter Foundation
MassMutual Financial Group
Messer Construction
Mitchell Lock LLC
Ms. Molly Foundation
Noble County Community Foundation
Ohio Bath Solutions, LLC
OhioHealth Grady Memorial Hospital
Ometek Inc.
Park National Bank
PC Solutions of Columbus LLC
Plante & Moran PLLC
PNC Bank
Rainbow International of Westerville
Raymond James Trust Company
Reliance Standard Life Insurance
Riley Contracting Inc.
Safelite AutoGlass Foundation
Schneider National Foundation, Inc.
Stafford Technology
Stanley Black & Decker Inc.
Thea Court #5 Ladies Oriental Shrine of NA
Trucks Are Us Inc.
United Health Care of Ohio
Utmost Renovations
Valleymobile Home Park LLC
VMware Foundation
Vottero Charitable Fund
Westerville Sunrise Rotary Foundation
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.