



LUTHERAN
SOCIAL SERVICES

2021

IMPACT REPORT



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.

*Economic engine - a program that creates surplus through direct billable services to cover the administration costs of the social 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 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.

a message from our CEO

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



LSS Food Pantries

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.



1,365,530

Meals provided

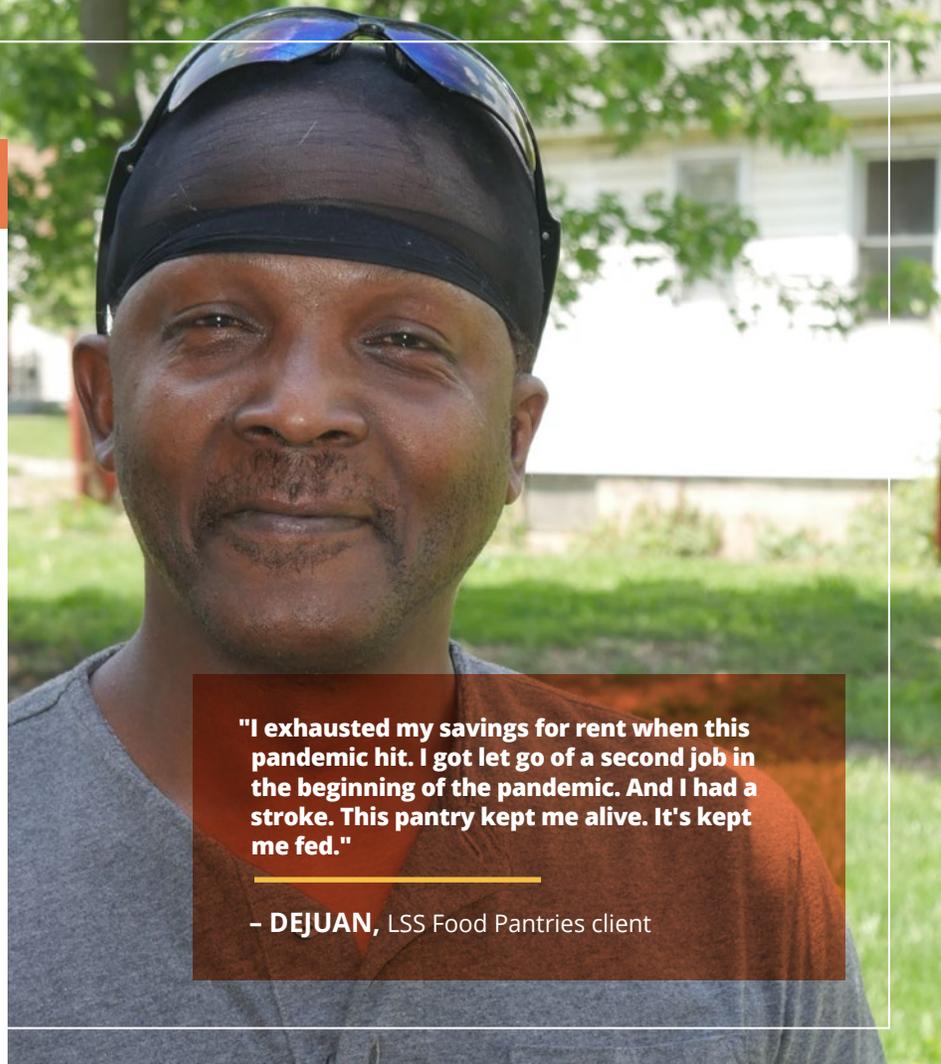


46,627

Clients served

"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



LSS Faith Mission

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.

"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



202,021

Meals served



74,015

Nights of shelter

LSS CHOICES

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.



4,748

Crisis hotline calls



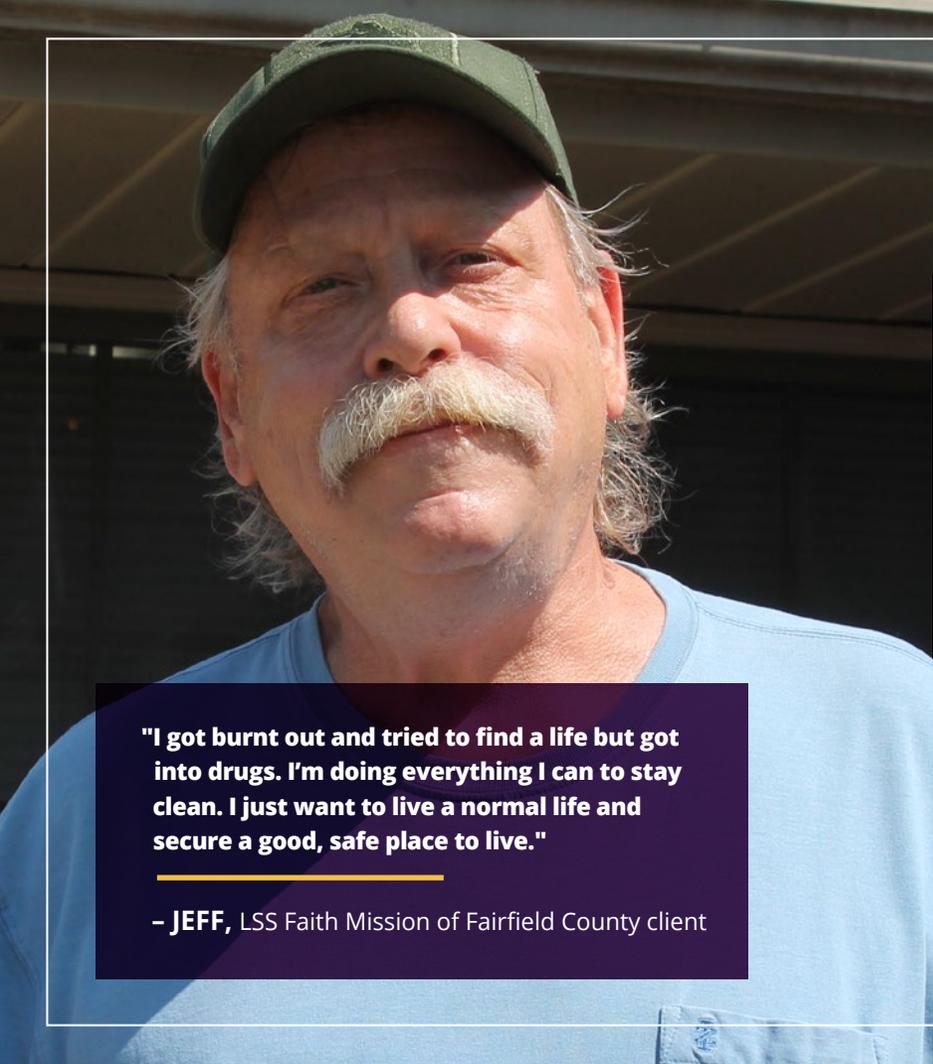
44,448

Nights of shelter

"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





LSS Faith Mission of Fairfield County

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

 **25,599**
Meals served

 **8,246**
Nights of shelter

 **149**
Veteran families served

LSS 211 Central Ohio

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

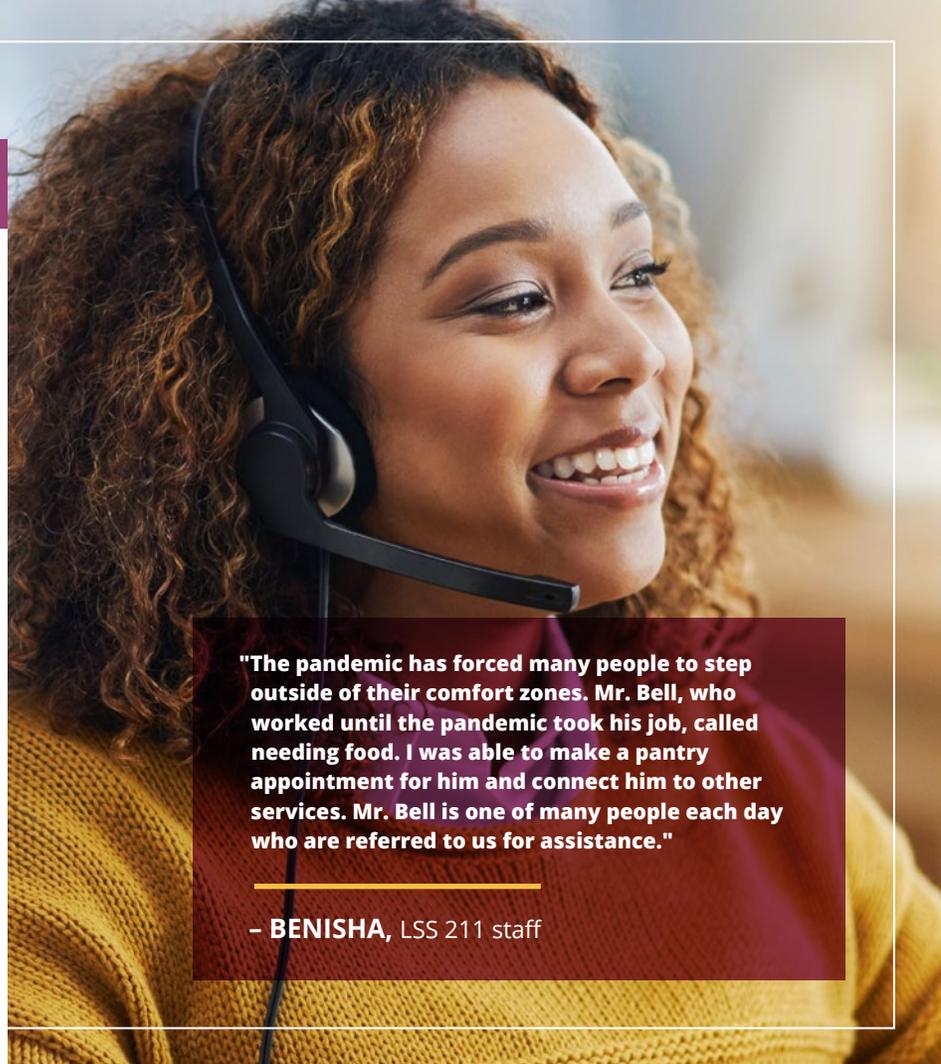


34,014

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



finances

FOR FISCAL YEAR ENDING JUNE 30, 2021

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.

REVENUES

| | |
|----------------------------------|---------------------|
| ■ Fees for services | \$27,158,963 |
| ■ Financial Contributions | \$11,789,810 |
| ■ Grants and contracts | \$14,109,766 |
| ■ In-kind contributions | \$3,543,074 |
| ■ Investment income and other | \$1,471,535 |
| Total | \$58,073,148 |



EXPENSES

| | |
|--------------------------------------|---------------------|
| ■ Resource Development | \$2,335,545 |
| ■ Administration | \$4,125,917 |
| ■ Services for people in need | \$48,909,455 |
| Total | \$55,370,917 |



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

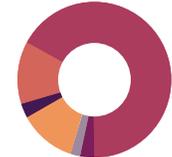
STATEMENT OF FINANCIAL POSITION

Assets

| | |
|----------------------------|----------------------|
| Cash and Investments | \$5,887,870 |
| Assets Limited as to Use | \$18,440,772 |
| Net Property and Equipment | \$67,603,573 |
| Other Assets | \$11,788,388 |
| Total | \$103,720,603 |

FINANCIAL CONTRIBUTIONS*

| | |
|--------------------------------|---------------------|
| ■ Individuals | \$7,857,323 |
| ■ Businesses and Organizations | \$1,506,892 |
| ■ Foundations | \$1,469,124 |
| ■ Congregations | \$322,942 |
| ■ United Way Allocations | \$434,009 |
| ■ Estates | \$199,520 |
| Total | \$11,789,810 |



*Includes \$1.55M for the CHOICES Campaign and other restrictions.

SERVICES FOR PEOPLE IN NEED

| | |
|-----------------------------|---------------------|
| ■ Health and Senior Care | \$21,668,137 |
| ■ Homeless Services | \$13,490,002 |
| ■ Affordable Housing | \$7,256,340 |
| ■ Hunger and Poverty Relief | \$6,494,976 |
| Total | \$48,909,455 |



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.

Liabilities

| | |
|--------------------------|----------------------|
| Current Liabilities | \$9,000,320 |
| Tenant Security Deposits | \$470,766 |
| Long-term Debt | \$29,336,060 |
| Total Net Assets | \$64,913,457 |
| Total | \$103,720,603 |

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)



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



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



26,910
Volunteer hours served
(Across all programs)



1,004
People served
(Affordable Housing)



4,748
Calls answered
(CHOICES 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. Helsner, 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 Revish *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
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
First Unitarian Universalist 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

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. Patrick 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
Battelle
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

Ingram-White Castle Foundation
JPMorgan Chase & Co.
King Business Interiors' Create for a Cause
Kroger Company
L Brands Foundation
Nationwide Foundation
NiSource Charitable Foundation/Columbia Gas of Ohio
OhioHealth
PetSmart Charities
Quantum Health Inc.
Reinberger Foundation
The Scotts Miracle-Gro Company
Siemer Family Foundation
Wayne E. & Mildred K. Smith Memorial Fund
SourcePoint
Speer Mechanical
United Way of Central Ohio
United Way of Delaware County
United Way of Fairfield County
Worthington Industries Foundation

WITNESS (\$5,000 - \$9,999)

Alliance Data Employee Matching Program
Athens County Foundation
Bailey Cavaliere 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 Lutherans 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 Chickarella 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 Ruhlín & Roe Inc
Cardinal Health Employee Matching Program
Caterpillar Foundation
Cedar Craft Products Inc.
Cleverly & 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
Valley Mobile Home Park LLC
VMware Foundation
Vottero Charitable Fund
Westerville Sunrise Rotary Foundation



LUTHERAN SOCIAL SERVICES

A Network of Hope

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.

LUTHERAN SOCIAL SERVICES

500 W. Wilson Bridge Rd. Ste. 245

Worthington, Ohio 43085-2238

614-228-5200

Connect with us on social media



[LSSnetworkofhope.org](https://www.LSSnetworkofhope.org)