



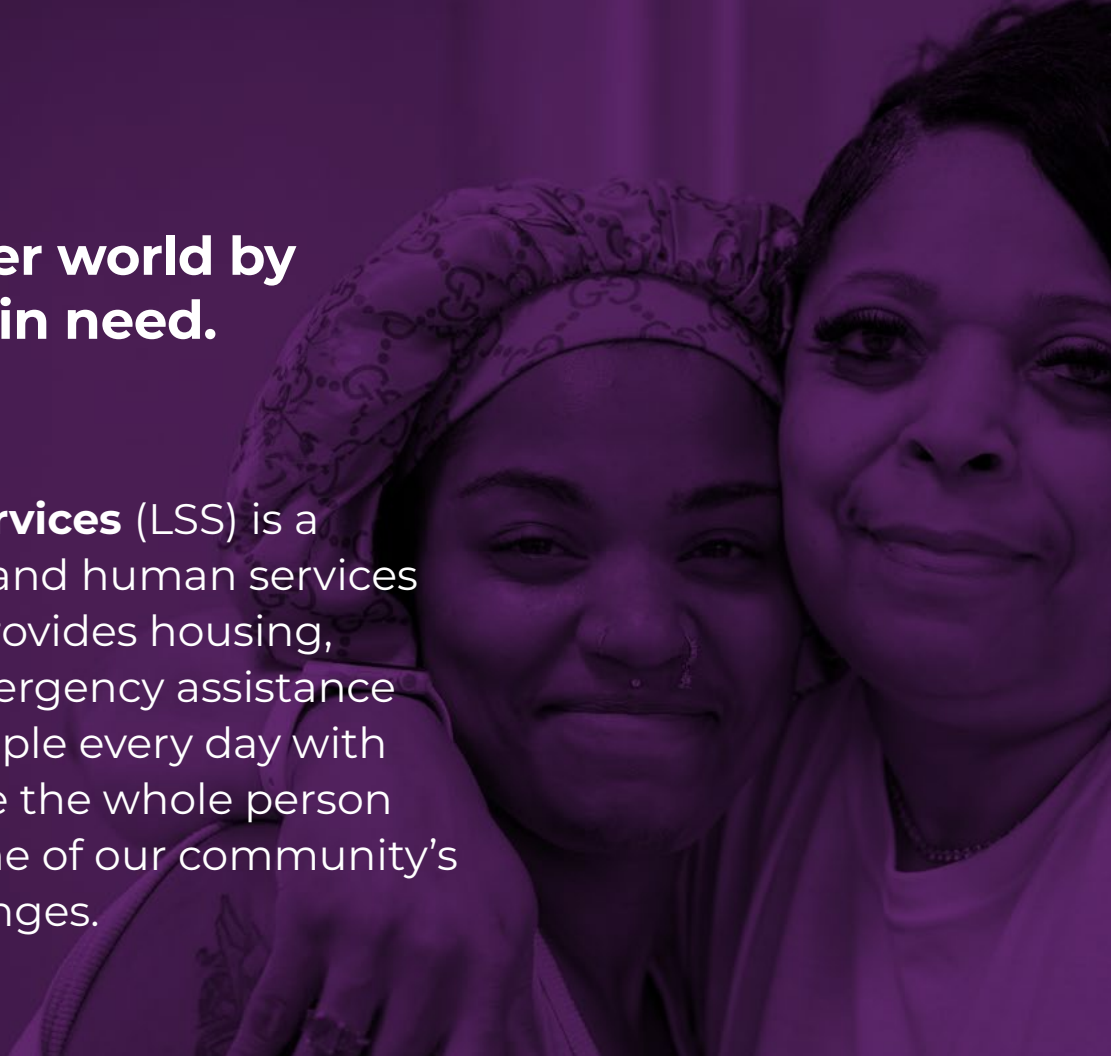
2024 Impact Report

MISSION

**Creating a better world by
serving people in need.**

WHO WE ARE

Lutheran Social Services (LSS) is a faith-based, health and human services organization that provides housing, health care and emergency assistance to thousands of people every day with programs that serve the whole person and respond to some of our community's most serious challenges.



President's message

What a privilege it has been to serve my first full year as CEO here at Lutheran Social Services! One of my favorite highlights from the past year was visiting all our program sites and hearing about the real stories of our clients and residents. Learning firsthand about how our life-changing housing, health care and emergency assistance services are impacting lives is a motivating reminder of the important work that we do here at LSS. Thank you for your part in bringing these essential services to thousands of people every day!

Looking back over the past year, the biggest trend we are seeing is the increase in need for our services across the board, as unfortunately, those living in economic insecurity continue to be impacted by inflation.

The affordable housing crisis continues. As you've heard before, without safe, affordable housing, our clients have no choice but to stay in shelter much longer. This fiscal year, the **average length of stay was up an astonishing 31% at Faith Mission** and up 19% at Faith Mission of Fairfield County.

Our human services programs continue to serve more to meet the growing demand. The number of people who sought nourishing food from our **LSS Food Pantries rose 12%** this fiscal year. Alarming, the number of calls to our domestic violence hotline at **LSS CHOICES increased by 29%**. And the number of times people reached out to **LSS 211 is up 24%** as more people look for help with utilities, rent and food pantry assistance.

These statistics are more than just numbers on a page. They represent real people who are turning to LSS for help with real issues that impact their day-to-day lives. Together, we are continuing to meet and overcome these challenges. We appreciate your support and are grateful that you are joining our mission to create a better world by serving people in need!



In gratitude,

A stylized, handwritten signature in dark blue ink that reads "Rachel Lustig".

Rachel Lustig
President and CEO



HOUSING

Programs include: Faith Mission, CHOICES, Faith Mission of Fairfield County, LSS Affordable Housing and Kensington Place



HEALTH CARE

Programs include: The Good Shepherd, Lutheran Village, Kensington Place and LSS Health Center

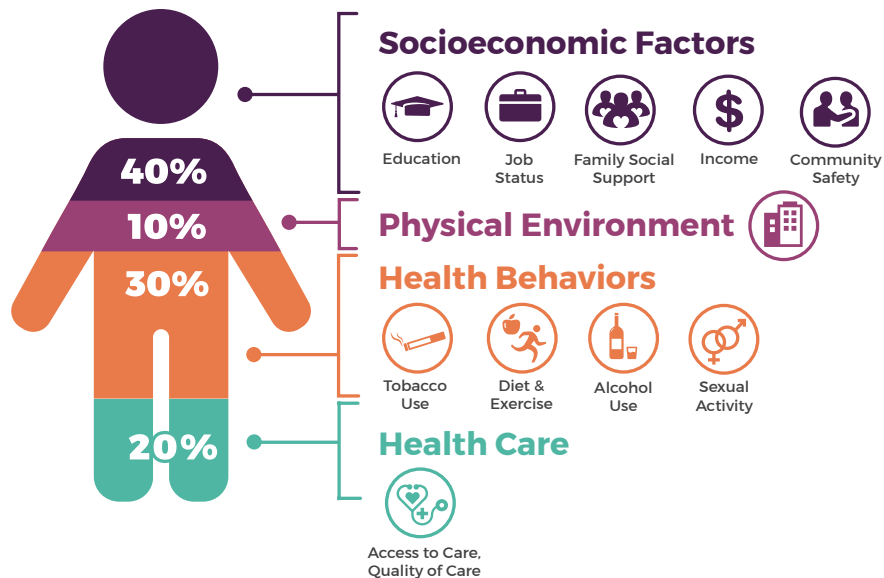


EMERGENCY ASSISTANCE

Programs include: LSS Food Pantries, LSS 211 Central Ohio and CHOICES

TOGETHER, these LSS programs form the LSS Network of Hope, which responds to our community's most critical human needs by creating an interdisciplinary approach to addressing the social influences of health and working collaboratively with public, private and nonprofit partners to solve complex community challenges.

SOCIAL INFLUENCES OF HEALTH



Serving the whole person

SOCIAL INFLUENCES OF HEALTH

People come to LSS for housing, health care or emergency assistance. Often their challenges are complex and interrelated.

Recognizing the interconnected challenges, and building off their strengths, we serve them holistically.

Housing

LSS has one of the most diverse and extensive portfolios of shelter and housing programs in our community with a unified goal of a dignified home for everyone. With **five emergency shelters, 10 transitional and supportive housing programs, and 21 affordable housing communities**, LSS is on the front lines of responding to homelessness and the affordable housing crisis in our community with programs that have proven to help people move to a place of stability and self-determination.

Programs include: Faith Mission, CHOICES for Victims of Domestic Violence, Faith Mission of Fairfield County, LSS Affordable Housing and Kensington Place



1,140

People served
at Faith Mission



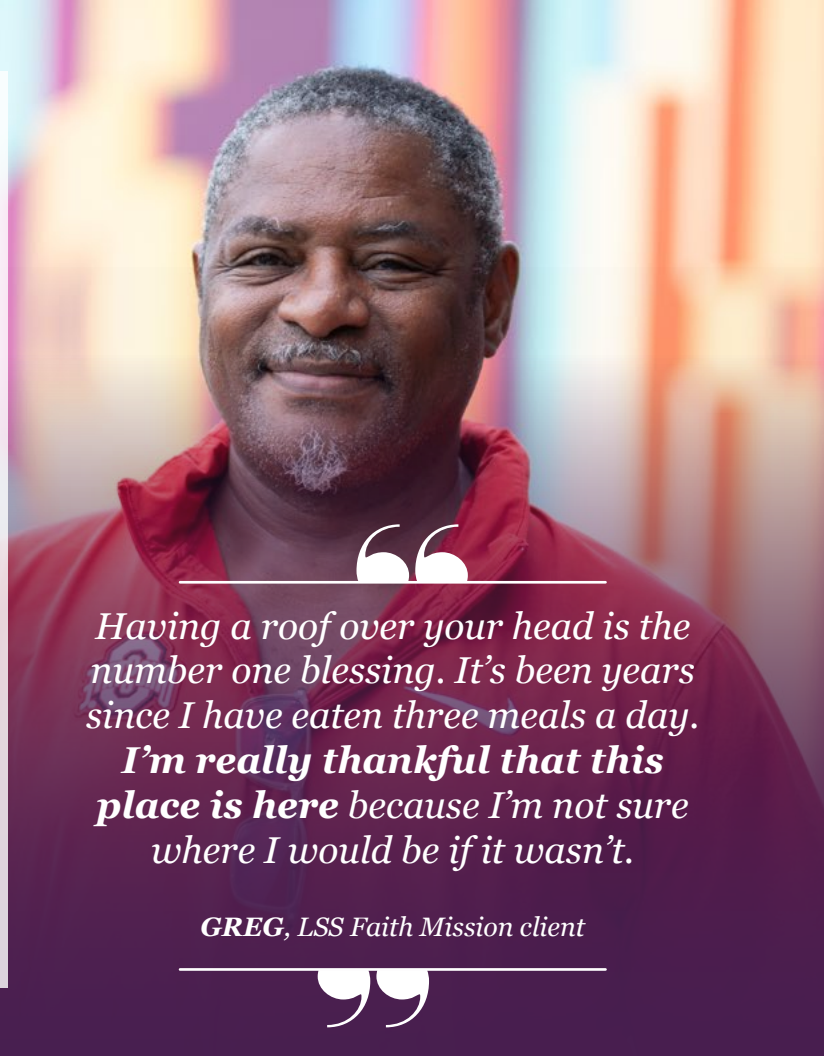
975

People Served
at CHOICES
(465 adults and
510 children)



1,019

People served
in Affordable
Housing



“

Having a roof over your head is the number one blessing. It's been years since I have eaten three meals a day. I'm really thankful that this place is here because I'm not sure where I would be if it wasn't.

GREG, LSS Faith Mission client

”



They do not treat you as a number. They treat you like a human being. I feel safe with each provider. After each appointment, you feel like you have been with a family member.

- SONJA, LSS Health Center patient

Health Care

LSS' compassionate, professional care centered on the whole person focuses on making lifelong relationships with our residents and patients. Building on our long-standing history of **quality care** in skilled nursing and assisted living facilities, our federally qualified health center offers patient-centered, comprehensive care on-site at two of our emergency shelters and to the community.

Programs include: The Good Shepherd, Lutheran Village, Kensington Place and LSS Health Center



7,079

Visits to the
Health Center



432

People served in
assisted living and
skilled nursing

(Kensington Place, The Good
Shepherd and Lutheran Village)

Emergency Assistance

Since our inception, people have turned to LSS when they needed help. This continues today, as thousands of people rely on LSS' extensive **food pantry network** as well as our two hotlines, which are Franklin County's **domestic violence hotline** and **211 information and referral service**.

Programs include: LSS Food Pantries, 211 Central Ohio and CHOICES



2,229,843

Meals provided
at Food Pantries



4,423

Crisis hotline calls
received at CHOICES



178,929

Contacts through
211 Central Ohio



We came because we needed food, and the grocery stores are so expensive. I lost my job last year, and we were evicted, but we just got a new apartment. We missed a couple of meals, which gives me a greater appreciation for food.

SIMONE, LSS Food Pantries client

Financials

For fiscal year ending June 30, 2024

REVENUES

Fees for services	\$34,997,194	44%
Grants and contracts	19,539,829	25%
Financial Contributions	9,639,049	12%
Investment income and other	8,797,190	11%
In-kind contributions	6,340,986	8%
Total	\$79,314,247	

EXPENSES

Services for people in need	\$67,957,885	86%
Administration	9,069,751	11%
Resource Development	2,137,310	3%
Total	\$79,164,947	

STATEMENT OF FINANCIAL POSITION

Assets

Net Property and Equipment	\$59,733,299
Assets Limited as to Use	19,569,519
Account Receivable and Pledge	17,991,347
Other Assets	4,549,939
Cash and Investments	1,682,769
Total	\$103,526,873

FINANCIAL CONTRIBUTIONS

Individuals	\$5,286,448	55%
Foundations	1,401,848	15%
Businesses and Organizations	1,306,002	14%
Estates	871,783	9%
United Way Allocations	531,061	6%
Congregations	241,908	3%
Total	\$9,639,049	

SERVICES FOR PEOPLE IN NEED

Health and Senior Care	\$32,526,410	48%
Homeless Services	17,272,975	25%
Affordable Housing	10,243,646	15%
Hunger and Poverty Relief	7,914,855	12%
Total	\$67,957,885	

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.

Liabilities

Total Net Assets	\$65,269,671
Long-term Debt	25,565,167
Current Liabilities	12,421,402
Tenant Security Deposits	270,631
Total	\$103,526,873

Because of you.

Thank you for helping to provide these services to people in need.



2,625,090

MEALS PROVIDED

(LSS Food Pantries, Faith Mission,
Faith Mission of Fairfield County
and CHOICES)



99,000

DAYS OF CARE PROVIDED

(Lutheran Village, The Good
Shepherd, Kensington Place)



39,447

VOLUNTEER HOURS

(Across all programs)



157,901

NIGHTS OF SHELTER

(CHOICES, Faith Mission of
Fairfield County, Faith Mission)

Leadership

EXECUTIVE LEADERSHIP TEAM

Rachel Lustig

President & Chief Executive Officer

Fikru Nigusse, CPA

Chief Financial Officer

Curt Anderson, CPA

Vice President of Senior Health Care and Housing Services

Michele B. Cenci

Vice President of Mission Advancement

Heather Dubbe

Vice President of Human Resources

Lauren Wilson, MSW, LSW

Vice President of Programs

Chad Wolverton

Vice President of Information Technology

BOARD OF DIRECTORS

Andrew Meslow, Chair

Retired Executive and Current Community Leader

Todd Treon, Immediate Past Chair

Entrepreneur and Real Estate Investor

Greg Jordan, Chair: Admin and Finance Committee

Retired Financial Executive

Deborah Mitchell, Ph.D. Chair: Economic Engines Committee

President, CypressTree Corp.

Rev. Adam Steinbrenner, Chair: Human Services Committee

Pastor, St. John Lutheran Church, Dublin

Robert R. Dunn

Managing Director and Member of the Estates and Trusts Group, Bailey Cavalieri, LLC

Craig Kegg

Director, Pace Financial Group, a CASTO Company

Ed Kendall

CFO, Elford Inc.

Ron Kerr

Retired Customer Experience Executive

Marlene Manser

Senior Vice President, Supply Chain, Bath & Body Works

Wanda J. Martin-Terry, Ph.D.

Senior Director, Executive Coach, Learning and Leadership Development, White Castle Management Co.

Aaron McClendon

Principal and Strategic Advisor, AM Talent Advisors, LLC

The Rev. Dr. Violet Meek

Retired Pastor, Evangelical Lutheran Church in America; Retired Dean and Director The Ohio State University at Lima

Shelia Prillerman

Advocate for the Homeless and Affordable Housing, Retired Veteran

Brandon Riggins

Senior Project Executive, Messer Construction Co.

Brian Suiter

Principal, Downeast Holding

CHOICES ADVISORY BOARD MEMBERS

Chair: **Beth Weeden**

Membership Chair: **Erin Pheister**

Eimear Bahnson

Dehlia DeLeon

Diane Hoying

Deborah Irwin

Kimberly Kerber

Phillip Kumar

Lorie McCaughan

Amy McConnell

Jenna Ramsey

Erin Ryan

Evelyn Smith

Vernita Williams

Erica Womack, Ph.D.

Shelli Wuerth

Annual Contributors

Congregational Support

BENEFACTOR (\$10,000 +)

All Saints Evangelical Lutheran Church, Worthington
Christ Lutheran Church, Bexley
Epiphany Lutheran Church, Pickerington
Peace Lutheran Church, Gahanna
Prince of Peace Lutheran Church, Dublin
Redeemer Lutheran Church, Columbus
St. John Lutheran Church, Dublin
Upper Arlington Lutheran Church, Hilliard

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

Advent Evangelical Lutheran Church, Columbus
Clinton Heights Lutheran Church, Columbus
Gethsemane Lutheran Church, Columbus
Holy Trinity Lutheran Church, Columbus
Korean Church of Columbus, Columbus
St. John's Evangelical Lutheran Church, Grove City
St. Paul Lutheran Church, Westerville

LEADER (\$2,500 - \$4,999)

614 Church, Columbus
Faith Lutheran Church, Whitehall
Grace Evangelical Lutheran Church, Lancaster
Lord of Life Lutheran Church, Columbus
Overbrook Presbyterian Church, Columbus
Reformation Lutheran Church, Columbus
St. Paul Lutheran Church, Lancaster
Tri Village Christian Church, Pataskala

PARTNER (\$1,000 - \$2,499)

Ascension Lutheran Church, Columbus
Carmel Sutton Church, Racine
Crossroads Columbus, Columbus
Cypress Wesleyan Church, Galloway
Dublin Community Church, Dublin
Faith Ministries Church, Blacklick
Fellowship Lutheran Church, Columbus
First English Lutheran Church, Marysville
Grace Evangelical Lutheran Church, Westerville
Hayden Baptist Church, Hilliard
Hope Evangelical Lutheran Church, Columbus
Livingston United Methodist Church, Columbus
Messiah United Methodist Church, Westerville
New Horizons Community Church of God, Blacklick
Northwest United Methodist Church, Columbus
Spoken Word Assembly Church, Reynoldsburg
St. Luke Lutheran Church, Gahanna
St. Paul Lutheran Church, Lancaster
St. Paul Lutheran Church, Waldo
St. Timothy Parish, Columbus
Zion Evangelical Lutheran Church, Columbus
Zion Lutheran Church, West Jefferson

Organizational Support

BENEFACTOR (\$10,000 +)

AEP Foundation
AEP Ohio
Bank of America Charitable Foundation
Richard A. Barkett Fund
Bath & Body Works Foundation
Big Lots Foundation
Bob Evans Farms Inc.
Bread Financial
Central Ohio Primary Care Physicians Foundation
Charles Blessings Fund of The Columbus Foundation
Columbus Blue Jackets
The Columbus Foundation

Core Construction Group LLC
Del-Co Water Company Inc.
Delaware County Foundation
The Dodson Foundation, Inc.
Frank and Virginia I. DeMaria Foundation
Fritzsche Family Fund
The Harry C. Moores Foundation
Honda of America Mfg. Inc.
Lloyd D. Hunter Memorial Fund
Huntington Bank
Ingram-White Castle Foundation
JPMorgan Chase & Co.
Kroger Company
Nationwide Foundation
NiSource Charitable Foundation/Columbia Gas of Ohio
Norfolk Southern Foundation
ODW Logistics/Ness Family Foundation
Quantum Health Inc.
Reinberger Foundation
Roof Management
Siemer Family Foundation
Wayne E. & Mildred K. Smith Memorial Fund
SourcePoint
R. Alvin Stevenson Fund
The Ohio Auction School
Thrivent Financial for Lutherans Foundation
Margaret and Robert Walter Foundation
The Worthington Companies Foundation

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

Alpha Chi Omega
Athens County Foundation
Battelle
BMW Financial Services
George Byers Sons
Columbus Power Cleaning
Consolidated Electric Cooperative Inc.
Crane Group
Delta Dental Foundation
Elford Builders
GFS Chemicals Inc.
Gilbane Building Company
Heidelberg Distributing Co

The Ingeborg Voth Funk & Edward Ross Funk Fund
John and Becky Wright Foundation, Inc.
King Business Interiors Inc.
Mac Murray & Shuster
John W. and Edna McManus Shepard Fund
Ohio Attorney General
Speer Mechanical
Stafford Technology
Tarrier Steel Company
TFG Housing Resources
The Chickarella Company
The Trompeter Family Foundation
Worthington Moose Lodge #1427

LEADER (\$2,500 - \$4,999)

Absolute Pharmacy Inc.
Acloche Staffing
Acts of Human Kindness Fund
Anthem Inc.
Bailey Cavalieri LLC
Byers, Minton & Associates LLC
CareSource Foundation
Columbus Equipment Company
ComResource
Corient
Dave Fox Design Build Remodelers
Delta Dental of Ohio
Dominion Energy Charitable Foundation
Encova Insurance
Fairfield County Foundation
Fairfield Federal Savings and Loan Association
First Financial Bank
GBQ Holdings LLC
Heating & Air Engineering Facility of Ohio Healthcare
Hylant
In Christy's Shoes
Kegler, Brown, Hill & Ritter
Kokosing Group
Markey's
Meigs County Foundation
Molina Healthcare of Ohio Inc.
Ohio Mobile Shredding
OhioHealth
Out Pouring Investments, LLC

Perez & Morris LLC
Plante Moran
PNC Bank
Riley Contracting Inc.
Singing Buckeyes
Singleton Construction
Sisters Health Foundation
T. Marzetti Company
The Baesman Group Inc.
TSG Advice Partners LLC
UnitedHealth Group
Universal Entertainment LLC
WatersEdge Events LLC

PARTNER (\$1,000 - \$2,499)

Alex Brady Linard Scholarship Foundation
American Municipal Power Inc.
American Share Insurance
Ameritron Inc.
Ancient Accepted Scottish Rite
Antero Resources Corporation
Army Navy Garrison 097
Bank of America United Way Campaign
The Beck Foundation
Blue Sky Therapy
Broadcom
Broderick Antonchak Family Fund
Brookside Rentals LLC
Cardinal Health - Employee Matching Program
Central Ohio Community Improvement Corporation
Charis Foundation
Cisco Systems, Inc.
Cleverley & Associates
The Community Festival
CPR Drain Cleaning Inc.
DGD Group
Discover Financial Services - Employee Giving
The Ed & Helen Clark Memorial Fund
Electrical Service Professionals Inc.
Fire Systems Professionals
Flood Heliarc Inc.
Fritsche Corporation
Glasfloss Industries
Greek Olympic Society

Hewlett-Packard
Hexion
Independent Bank
Infovery
International Brotherhood of Electrical Workers
Lancaster Estates LTD
Larry W. Irvine Sales Co.
Norman J. & Mollye Kennedy Lattimer Fund
Liberty Mutual Give with Liberty
Loeb Electric Co.
Madison Correctional Institution
Mass Mutual
Messer Construction
Microsoft
Mid-Ohio Employment Services, Inc.
Mitchell Lock LLC
Ms. Molly Foundation
Noble County Community Foundation
Ohio CAT
Olen Corporation
Omega Psi Phi Fraternity, Inc - Eta Nu Nu Chapter
Ometek Inc.
Park National Bank
PhRMA
PNC Foundation Matching Gift Program
Rainbow International of Westerville
Refreshing Touch Painting
Sunspout Farms of Central Ohio LLC
Thea Court #5 Ladies Oriental Shrine of NA
Thistlewood Limited Partnership
Thompson Concrete
Trucks Are Us Inc.
Union Savings Bank
United Way of Central Ohio
Utmost Renovations
Vitas Community Connection
Willis Towers Watson



Founded in 1912, LSS is one of Central Ohio's largest nonprofits and takes a leadership role in responding to the challenges that face people experiencing poverty and/or homelessness, seniors, and victims/survivors of domestic violence. Driven by faith, we continue our mission of creating a better world by serving people in need by responding to our community's evolving unmet needs with dignity and respect while providing compassionate, professional care.

LUTHERAN SOCIAL SERVICES

1105 Schrock Rd., Ste 100

Columbus, Ohio 43229

614-228-5200

Connect with us on social media



LSSnetworkofhope.org