



LUTHERAN SOCIAL SERVICES
Impact Report
2025



HOUSING



HEALTH
CARE



EMERGENCY
ASSISTANCE



Rachel Lustig
President and CEO

A message from our president

Dear friends,

As I reflect on the past fiscal year, I am filled with gratitude for your steadfast support of Lutheran Social Services. Together, we have served thousands of individuals and families facing hunger, homelessness, domestic violence and other crises. That's thousands of people whose lives have been positively impacted or changed because you and others in our community care about fellow humans in need. And when you think about it, that is a wonderful and deeply moving thing.

One of the most pressing challenges we faced this year was uniting with other local shelter providers to advocate for **sustainable funding for our community's emergency shelters**. While donations from individuals and businesses are a critical piece of our financial stability, all levels of government funding and grants are also vital to our services.

Initial discussions to address this large

and complex issue started in 2020, but the pandemic quickly shifted all resources to that all-encompassing crisis. Temporary COVID funding sustained operations for Franklin County shelters after 2020 until 2024, but work had to begin to address long-term sustainability. So LSS, alongside six other shelter providers, led efforts to change the precarious situation we face year after year to provide basic services to some of our community's most vulnerable.

Across Franklin County, homelessness has risen sharply—up 24 percent since 2022—with shelters operating at capacity and beyond. Families with children, survivors of domestic violence, and individuals with nowhere else to turn depend on us every single day.

Yet, despite being a basic human need, emergency shelter receives very little to no direct federal funding. Instead, our shelter system has relied on a patchwork of local government funds, short-term

grants and the generosity of individuals and businesses to keep beds open. Unfortunately, those options no longer provide enough revenue to offset the expenses of providing not only a bed and a meal, but the tools and support that allow homeless people and domestic violence victims to restore their lives.

“

I know I'm going to be inside tonight.

I'm going to have something to eat today.

And I've gotten to make friends.”

- **Cary**, LSS Faith Mission Client



Without a dedicated, sustainable funding stream that can be relied upon year after year, the whole shelter system faces a large shortfall. And the consequences are sobering. Fewer beds will be available to people in crisis, more people will be left unsheltered, and victims of domestic violence will be at greater risk. This is why we are working closely with the Community

Shelter Board and other partners to advocate for predictable, equitable and long-term solutions. That task has proven to be very formidable, but I have faith in our community and its track record in caring for people in great need.

At the same time, we face volatility in federal funding and grants that we also

rely on. At no time in recent history have so many changes and uncertainty been present in terms of both direct funding and social supports that impact those we serve – like Medicaid and SNAP benefits. Please know your ongoing support has been able to bridge these gaps, and we hope that will be the case in the future.

I know it can seem overwhelming, but even amid these challenges, there is much to celebrate. Every day we are able to provide shelter, food, healing and hope to people in need is a good day in my book, and services remained steady for the most part last year.

Next year we will continue to move people from crisis to stability and raise our voice in advocacy so that shelter and other basic needs are not forgotten. Your gifts, your prayers and your belief in our mission fuel every meal served, every safe night of shelter provided and every life changed. On behalf of the thousands we serve, thank you for standing with us. Together, we are building a stronger, more compassionate community.

In gratitude,

A handwritten signature in black ink that reads "Rachel Lustig". The signature is written in a cursive, flowing style.

Rachel Lustig
President and CEO



Our 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.

Our core focus

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.



HOUSING

Faith Mission
CHOICES
Faith Mission of Fairfield County
LSS Affordable Housing
Kensington Place



HEALTH CARE

The Good Shepherd
Lutheran Village
Kensington Place
LSS Health Center



EMERGENCY ASSISTANCE

LSS Food Pantries
LSS 211 Central Ohio
CHOICES



Going to CHOICES saved my life. I felt safe there. They taught me so much about myself. Before, I never felt strong. Now, I feel like **I am getting stronger every day.**

- ANNA, LSS CHOICES client



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.



1,325

People served at Faith Mission



932

People served at CHOICES
(439 adults and 493 children)



1,001

People served in Affordable Housing



Here at the Health Center, I wasn't just another person in need — **I was seen. Not just my situation. Not just my pain. Me.**

- **TASHANA**, *LSS Health Center patient*



HEALTH CARE



7,169

Visits to the Health Center



389

People served in assisted living and skilled nursing
(Kensington Place, The Good Shepherd and Lutheran Village)



137

People served in medical respite

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.



“
At my age and with my health issues, I am thankful for food every day in my home. Not just for me and my wife, but **we provide for our four grandkids too.**

- RAUL, LSS Food Pantries client



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.



2,019,676

Meals provided at Food Pantries



4,175

Crisis hotline calls received at CHOICES



160,370

Contacts through 211 Central Ohio

Financial statement

For fiscal year ending June 30, 2025

REVENUES

Fees for services	\$38,105,947
Grants and contracts	21,310,091
Financial Contributions	10,455,729
Investment income and other	6,947,096
In-kind contributions	4,555,643
Total	\$81,374,506

EXPENSES

Services for people in need	\$69,892,822
Administration	9,915,209
Resource Development	2,058,475
Total	\$81,866,506

STATEMENT OF FINANCIAL POSITION

Assets

Net Property and Equipment	\$57,652,628
Assets Limited as to Use	21,401,044
Account Receivable and Pledge	7,987,601
Cash and Investments	6,133,880
Other Assets	4,099,581
Total	\$97,274,733

FINANCIAL CONTRIBUTIONS

Individuals	\$6,570,568
Businesses and Organizations	1,501,624
Foundations	1,267,442
Estates	403,738
Congregations	284,919
United Way Allocations	427,501
Total	\$10,455,729

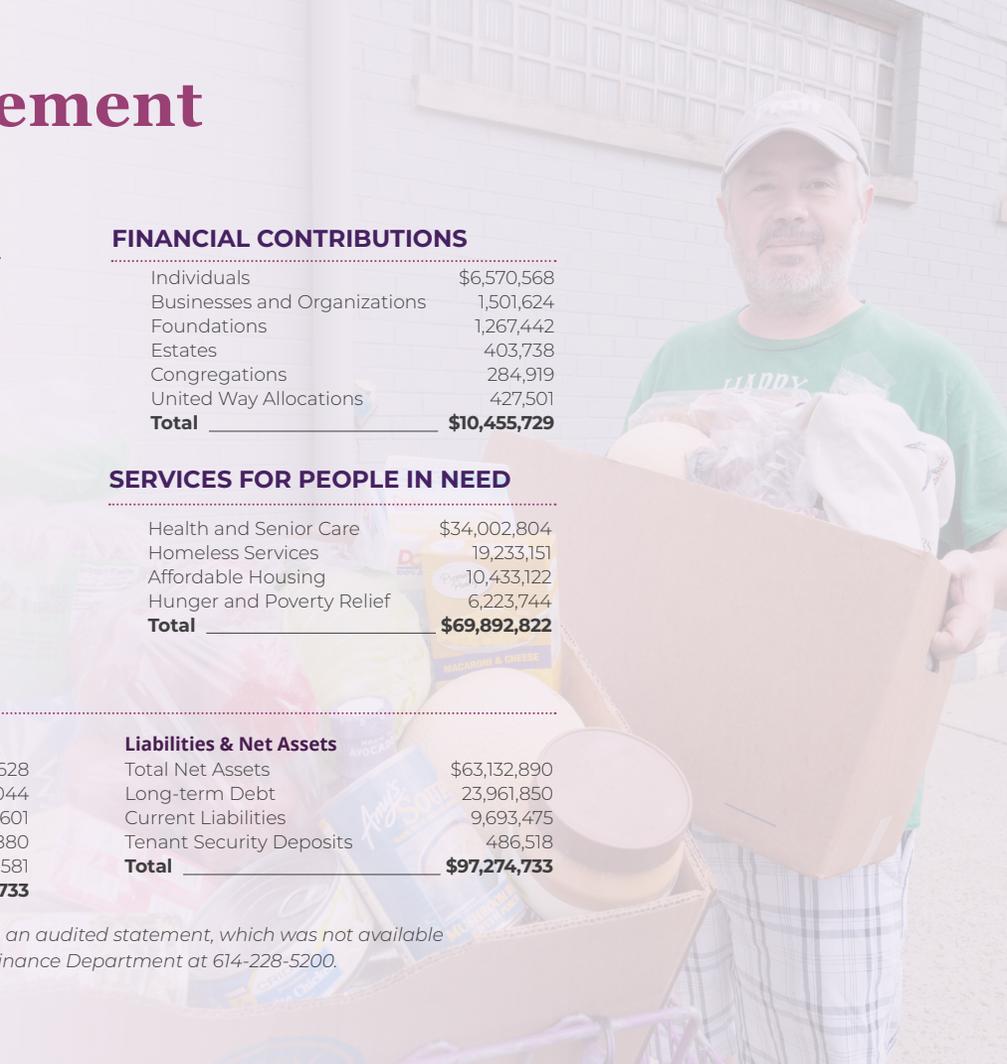
SERVICES FOR PEOPLE IN NEED

Health and Senior Care	\$34,002,804
Homeless Services	19,233,151
Affordable Housing	10,433,122
Hunger and Poverty Relief	6,223,744
Total	\$69,892,822

Liabilities & Net Assets

Total Net Assets	\$63,132,890
Long-term Debt	23,961,850
Current Liabilities	9,693,475
Tenant Security Deposits	486,518
Total	\$97,274,733

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.



Because of you.

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



2,260,141

MEALS PROVIDED

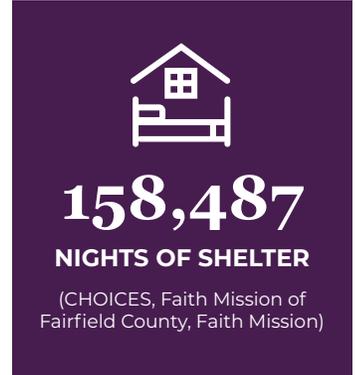
(LSS Food Pantries, Faith Mission, Faith Mission of Fairfield County and CHOICES)



80,462

DAYS OF CARE PROVIDED

(Lutheran Village, The Good Shepherd, Kensington Place)



Our leadership

EXECUTIVE LEADERSHIP TEAM

Rachel Lustig
President & Chief Executive Officer

Julie Fratianne
Chief Financial Officer

Kim Miller, MPA
Chief Operating Officer

Michele B. Cenci
Vice President of Mission Advancement

Lauren Wilson, MSW, LSW
Vice President of Programs

BOARD OF DIRECTORS

Andrew Meslow, Chair
Retired Executive and
Current Community Leader

**Ed Kendall, Chair: Admin
and Finance Committee**
CFO, Elford Inc.

Marlene Manser, Chair-Elect
Retired Supply Chain Executive

**Wanda J. Martin-Terry, Ph.D.,
Chair Talent & Risk Management
Committee** Senior Director, Executive
Coach, Learning & Leadership
Development, White Castle
Management Co.

**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 Cavaliere LLC

Ron Kerr Retired Customer
Experience Executive

Aaron McClendon Principal
and Strategic Advisor, AM
Talent Advisors LLC

Rev. Dr. Violet Meek Retired Pastor,
Evangelical Lutheran Church in
America; Retired Dean and Director,
The Ohio State University at Lima

Erin Pheister SVP, Talent
Management, Nationwide

Shelia Prillerman Advocate for the
Homeless and Affordable Housing,
Retired Veteran

Brandon Riggins Senior Project
Executive, Messer Construction Co.

Brian Suiter Principal,
Downeast Holdings

CHOICES ADVISORY BOARD MEMBERS

Beth Weeden, Chair

Erin Ryan, Membership Chair

Evelyn Smith and Jenna Ramsey
Team CHOICES Co-Chairs

Eimear Bahnson
Dehlia DeLeon
Victoria Flinn McCurdy
Deborah Irwin
Kimberly Kerber

Lorie McCaughan
Amy McConnell
KC Moss
Shelli Wuerth

Annual contributors

Congregational Support

BENEFACTOR (\$10,000 +)

Christ Lutheran Church, Bexley
Christian Fellowship Church, Plain City
Clinton Heights Lutheran Church, Columbus
Holy Trinity Lutheran Church, Columbus
Peace Lutheran Church, Gahanna
Prince of Peace Lutheran Church, Dublin
St. John Lutheran Church, Dublin
Upper Arlington Lutheran Church, Hilliard

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

Advent Evangelical Lutheran Church, Columbus
Epiphany Lutheran Church, Pickerington
Gethsemane Lutheran Church, Columbus
Korean Church of Columbus, Columbus
St. John's Evangelical Lutheran Church, Grove City
St. Luke Lutheran Church, Gahanna
St. Paul Lutheran Church, Westerville
Tri Village Christian Church, Pataskala

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

614 Church, Columbus
All Saints Evangelical Church, Worthington
Christian Life Church of Westerville, Westerville
First Presbyterian Church, Grove City
Grace Evangelical Lutheran Church, Lancaster
Lord of Life Lutheran Church, Columbus
Overbrook Presbyterian Church, Columbus
St. John's Lutheran Church, Marysville
St. Paul Lutheran Church, Lancaster

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

Crossroads Columbus, Columbus
Dublin Community Church, Dublin
Faith Lutheran Church, Whitehall
Faith Ministries Church, Blacklick
First English Lutheran Church, Marysville
First English Lutheran Church, Ashville
Grace Chapel Community Church, Westerville
Grace Evangelical Lutheran Church, Westerville
Grace of God Lutheran Church, Columbus
Hayden Baptist Church, Hilliard
New Horizons Community Church of God, Blacklick
North Congregational United Church of Christ, Columbus
Northwest United Methodist Church, Columbus
Reformation Lutheran Church, Columbus
Spoken Word Assembly Church, Reynoldsburg
St. Paul Lutheran Church, Waldo
St. Paul Lutheran Church, Lancaster
St. Peter St. Joan of Arc Parish, Powell
St. Timothy Parish, Columbus
Zion Evangelical Lutheran Church, Columbus
Zion Lutheran Church, West Jefferson

Organizational Support

BENEFACTOR (\$10,000 +)

AEP Foundation
Bank of America Charitable Foundation
Bath & Body Works Foundation
Big Lots Foundation
Bob Evans Farms Inc.
Bread Financial - Matching Program
Cardinal Health Foundation Inc.
Central Ohio Primary Care Physicians Foundation
Charles Blessings Fund of The Columbus Foundation
Columbus Blue Jackets
Core Construction Group LLC
Davis Foundation

Delaware County Foundation
Delta Sigma Theta Sorority Inc
Fairfield County Foundation
Huntington Bank
Ingram-White Castle Foundation
Installed Building Products
JPMorgan Chase & Co.
Kroger Company
Nationwide Foundation
NiSource Charitable Foundation/Columbia Gas of Ohio
Norfolk Southern Foundation
ODW Logistics Inc.
OhioHealth
Osteopathic Heritage Foundation
Quantum Health Inc.
R. Alvin Stevenson Fund
Reinberger Foundation
Roof Management
Siemer Family Foundation
SourcePoint
The Columbus Foundation
The Dodson Foundation, Inc
The Harry C. Moores Foundation
The Worthington Companies Foundation
Thrivent Financial for Lutherans Foundation
Wayne E. & Mildred K. Smith Memorial Fund
Worthington Moose Lodge #1427

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

Alpha Chi Omega
Bailey Cavalieri LLC
Bears Bagels LLC
George Byers Sons Inc.
Consolidated Electric Cooperative Inc.
Crane Group
Del-Co Water Company Inc.
Elford Builders
George J. Igel & Co., Inc.
GFS Chemicals Inc.
Gilbane Building Company
Google Matching Gifts Program
Guernsey County Foundation

Lloyd D. Hunter Memorial Fund
The Ingeborg Voth Funk and Edward Ross Funk Fund
King Business Interiors Inc.
John W. and Edna McManus Shepard Fund
The Ohio Auction School
Olen Corporation
Punjabi Community Hour Inc.
Riley Contracting Inc.
Speer Mechanical
Stafford Technology
TFG Housing Resources
The Chickerella Company
Universal Entertainment LLC
VFW Post 4044
Walmart
Women Giving Together

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

Abbott Laboratories Fund - Employee Matching Program
Absolute Pharmacy Inc.
Acloche Staffing
Action Ohio Coalition For Battered Women
Army Navy Garrison 097
Battelle
Blue Sky Therapy
Byers, Minton & Associates LLC
Cisco Systems, Inc.
Columbus Equipment Company
Columbus Power Cleaning
Corient
Dave Fox Design Build Remodelers
Delta Dental of Ohio
Dominican Sisters of Peace
Encova Insurance
Fairfield Federal Savings and Loan Association
GBQ Holdings LLC
Heating & Air Engineering Facility of Ohio Healthcare
Heidelberg Distributing Co
Humana Inc.
Hylant
Inspire PR Group
Liberty Mutual Give with Liberty

Loeb Electric Co.
Microsoft
Mid-Ohio Food Collective
Ms. Molly Foundation
Noble County Community Foundation
Norman J. and Mollye Kennedy Lattimer Fund
Perez & Morris LLC
Plante & Moran PLLC
PNC Bank
Respiratory Care Partners, Inc.
Singing Buckeyes
Singleton Construction
South Central Power Company Foundation
T. Marzetti Company
TEGNA Foundation
The Baesman Group Inc.
TSG Advice Partners LLC
Urbancrest Community Imp Corp
Vero Asset Management
WCA Group, LLC
White Castle System Inc.

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

Acts of HumanKindness Fund
American Legion Post 490
American Municipal Power Inc.
American Share Insurance
Ancient Accepted Scottish Rite
Bank of America United Way Campaign
Bob's Discount Furniture Charitable Foundation, Inc.
Boltz, Wickham & Associates LLC
Cardinal Health - Employee Matching Program
CASTO
Central Ohio Community Improvement Corporation
Charis Foundation
Cleverley & Associates
CVS Caremark Corporation
Dell Technologies
DGD Group
Discover Financial Services - Employee Giving
Electrical Service Professionals Inc.
Enbridge Gas Ohio

Fairfield Barb Wire Chapter
Flood Heliarc Inc.
For All Seasons Calendar Group
Forged Construction Inc.
Glasfloss Industries
Healthcare Billing Services Inc.
Independent Bank
Johnson & Johnson Services, Inc.
Lancaster Estates LTD
Madison Correctional Institution
Mass Mutual
Messer Construction
Mitchell Lock LLC
Novo Nordisk
Ohio CAT
Ometek Inc.
Palonix
Park National Bank
PhRMA
Pine Lake Estates Inc.
PNC Foundation Matching Gift Program
Rainbow International of Westerville
Revision Eye Surgery Consultants, Inc.
The Azek Company
The Community Festival
The Ed & Helen Clark Memorial Fund
Thea Court #5 Ladies Oriental Shrine of NA
Thompson Concrete
Union Savings Bank
UnitedHealthCare of Ohio
UnitedHealth Group
Upreach LLC
VFW 3313
Vitas Community Connection
WatersEdge Events LLC
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