



2026 Impact Report



A MESSAGE FROM OUR PRESIDENT

Dear friends,

Every year, this letter is a moment to reflect on what the past twelve months have asked of us — and of you.

This year, I offer that reflection with humility. Our neighbors are hurting. Central Ohio is facing its most severe housing crisis in a generation, homelessness has reached record levels, and more survivors of domestic violence are seeking safety. Inflation continues to squeeze household budgets, and essential supports like SNAP and Medicaid are becoming less reliable at the very moment families need them most. The economic, policy, funding and technology landscapes are shifting so quickly that even well-run nonprofits are strained.

Against that backdrop, **Lutheran Social Services made this the year to focus on our core purpose.** We did not change because everything was working. We changed because the community's needs are growing faster than any single organization can meet them — and because the mission entrusted to us, creating a better world by serving people in need, deserves an organization built to advance it for another century.

To do that, we made two of the most difficult decisions in our recent history.

After sixty years of caring for older adults in our senior living communities, we sold Kensington Place, Lutheran Village and The Good Shepherd. The senior living sector has changed in ways that make it increasingly difficult for a nonprofit of our size to deliver the standard of care our residents deserve in

a financially sustainable way. Entrusting that responsibility to a provider better positioned to sustain it was an act of stewardship. We are deeply grateful to the residents, families and staff who trusted us with this work for decades.

We also made strategic advancements with both of our hotlines to allow them to serve callers even more effectively. Our CHOICES domestic violence hotline transitioned to The Center for Family Safety and Healing at Nationwide Children's Hospital, giving survivors a more streamlined path to safety planning, shelter, counseling and other support. Our 211 information and referral line became the first early adopter of Marcie, a new technology platform being developed to give neighbors a more coordinated way to reach the local resources they need. Both allow LSS to concentrate our shelter, housing and case

*"Without Faith Mission,
I would be on the streets."*

- Carol,

*LSS Faith Mission client,
82 years old*



management capacity, which is where our leadership is most needed.

These decisions took humility. We had to look honestly at what our community needs today rather than what we have always done, and to trust that a smaller, more focused LSS can do more good than a larger, more scattered one.

Where LSS is best positioned to lead is now clear: **homelessness, affordable housing, domestic violence, community health and hunger.**

Under our shared ONE LSS strategic direction, we spent this year aligning every part of the organization around those five

focus areas, strengthening our financial foundation and continuing to advocate alongside our partners for the sustainable shelter funding this community's most vulnerable neighbors deserve.

It is essential work — the kind that positions LSS to keep showing up for our neighbors long after this particular season of hardship has passed.

Before I close, I want to remember Sheila Prillerman, a beloved member of our Board of Directors and a former Faith Mission client, who passed away this year. Sheila reminded us that homelessness can happen to anyone, and that our systems are strongest when they are shaped with,

not just for, those they serve. Her voice will stay with us.

Thank you for standing with LSS in a harder world. Your partnership is what makes this mission possible — and what makes it worth protecting for the future.

With gratitude,



A stylized, handwritten signature in dark purple ink.

Rachel Lustig
President and CEO



OUR MISSION

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



A close-up, slightly out-of-focus photograph of a woman's face, showing her eye and part of her nose. She has long, wavy brown hair. The background is a blurred wooden fence.

WHAT WE DO

We confront our community's most urgent challenges with services that help people **transform their lives.**

OUR FOCUS

HOMELESSNESS
AFFORDABLE HOUSING
DOMESTIC VIOLENCE
COMMUNITY HEALTH
HUNGER

OUR FOCUS

Homelessness & 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.

"They're helping
me to find

*a place
to live*

and every time I think
about it, it pushes me
to keep going."

- Lorenzo,

LSS Faith Mission
client



2,386
People Served
(Faith Mission - Franklin
and Fairfield Co.)



198,957
Meals Served
(Faith Mission - Franklin
and Fairfield Co.)



997
People Served
(Affordable Housing)

OUR FOCUS

Health & Hunger

Thousands of people rely on the **LSS Food Pantries** for nutritious food, while many others call **LSS 211** when they need help finding groceries, rent and utility assistance, as well as other essential resources. Through the **LSS Health Center**, we also provide access to quality healthcare because we know hunger and health are deeply connected to overall well-being and stability.

*"I'm the sole income
in my household. Sometimes
the grocery bill is a little more
than what I can handle. It
would definitely be a lot more*

*challenging
without the
pantry."*

- Jen,

*LSS Food Pantries
client*



1,867,289
Meals provided
(LSS Food Pantries)



8,192
Visits
(LSS Health Center)



154,264
Contacts
(LSS 211 Central Ohio)



OUR FOCUS

Domestic Violence

Since 1977, **LSS CHOICES for Victims of Domestic Violence** has helped Central Ohio residents find safety, healing and hope. As Franklin County's only domestic violence shelter, CHOICES provides emergency shelter, counseling, crisis intervention and case management for survivors and their children. Through trauma-informed, culturally responsive care, CHOICES helps survivors rebuild their lives.

"When I got here,
everything changed.
For the first time,

*I felt a
sense of relief
and peace.
I felt safe."*

- Norua

LSS CHOICES
client



902

People served
including 460 children
(CHOICES)



30,394

Meals served
(CHOICES)



36

People served
in transitional housing
(CHOICES)

Financials

For fiscal year ending June 30, 2026

REVENUES

Fees for Services	\$24,388,719
Financial Contributions	11,477,822
Grants and Contracts	19,509,381
In-kind Contributions	4,257,875
Investment Income	2,137,219
Professional Services, Rental & Other Income	6,104,808
Total	\$67,875,824

EXPENSES

Resource Development	2,364,763
Administration	6,464,119
Services for people in need	\$57,152,095
Total	\$65,980,977

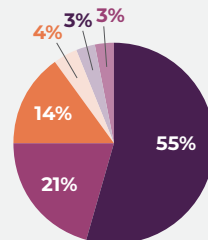
STATEMENT OF FINANCIAL POSITION

Assets

Cash and Investments	\$22,442,678
Account Receivable and Pledge	4,429,301
Assets Limited as to Use	23,999,675
Net Property and Equipment	50,349,573
Other Assets	1,404,296
Total	\$102,625,523

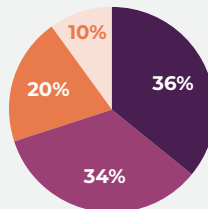
FINANCIAL CONTRIBUTIONS

● Individuals	\$6,261,372
● Businesses and Organizations	2,451,298
● Foundations	1,665,609
● Congregations	423,302
● United Way Allocations	377,851
● Estates	298,390
Total	\$11,477,822



SERVICES FOR PEOPLE IN NEED

● Health and Senior Care	\$20,604,767
● Homeless Services	19,509,865
● Affordable Housing	11,193,464
● Hunger and Poverty Relief	5,843,998
Total	\$57,152,095



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 LSS to
provide services to people in need.



154,165

NIGHTS OF SHELTER



2,096,640

MEALS PROVIDED



27,846

VOLUNTEER HOURS

Executive team



Rachel Lustig
President and CEO



Kim Miller, MPA
Chief Operating Officer



Julia Fratianne
Chief Financial Officer



Lauren Wilson,
MSW, LSW
VP of Programs



Samantha Shuler
VP of Affordable Housing

BOARD OF DIRECTORS

Marlene Manser *Chair,*
Senior Vice President, Business
Development, kdc / one

Andrew Meslow *Immediate-
Past Chair,* Retired Executive &
Current Community Leader

Robert Dunn *Secretary,*
Managing Director and
Member, Bailey Cavalieri LLC

Erin Pheister *Chair, Talent &
Risk Management Committee,*
Senior Vice President, Talent
Management, Nationwide

Brian Suiter *Chair, Health
Center & Program Committee,*
Principal, Downeast Holdings

Ed Kendall *Treasurer and
Chair, Administration & Finance
Committee,* Chief Financial
Officer, Elford, Inc.

Paul do Forno Global
Commerce Practice Lead,
Deloitte

Rev. Dax Jordan Pastor,
St. James Lutheran Church,
Columbus

Ron Kerr Retired Customer
Experience Executive

Wanda Martin-Terry, Ph.D
Senior Director and Executive
Coach, Learning & Leadership
Development, White Castle
Management Co.

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

Jenna Ramsey Vice President,
Accounting & Finance, Bob
Evans Farms

Elizabeth Weeden
Partner, Perez-Morris

IN MEMORIAM:

We remember **Sheila Prillerman** for her faithful service on the LSS Board until her passing in April 2026.

THANK YOU TO OUR GENEROUS SUPPORTERS

Congregational Support

BENEFACTOR (\$10,000 +)

All Saints Evangelical Lutheran Church, Worthington
Bethel Lutheran Church, Grove City
Christ Lutheran Church, Bexley
Christian Life Church, Westerville
Korean Church of Columbus, Columbus
Lord of Life Lutheran Church, Columbus
Peace Lutheran Church, Gahanna
Prince of Peace Lutheran Church, Dublin
Redeemer Lutheran Church, Columbus
St. John Lutheran Church, Dublin
St. John's Evangelical Lutheran Church, Grove City
St. Peter St. Joan of Arc, Powell
Upper Arlington Lutheran Church, Hilliard

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

614 Church, Columbus
Advent Evangelical Lutheran Church, Columbus
Christian Fellowship Church, Plain City
Clinton Heights Lutheran Church, Columbus
Gethsemane Lutheran Church, Columbus
Holy Trinity Lutheran Church, Columbus
Messiah Lutheran Church, Reynoldsburg
St. Paul Lutheran Church, Westerville
Zion Lutheran Church, West Jefferson

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

614 Church, Columbus
Advent Evangelical Lutheran Church, Columbus

Christian Fellowship Church, Plain City
Clinton Heights Lutheran Church, Columbus
Gethsemane Lutheran Church, Columbus
Holy Trinity Lutheran Church, Columbus
Messiah Lutheran Church, Reynoldsburg
St. Paul Lutheran Church, Westerville
Zion Lutheran Church, West Jefferson

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

Atonement Lutheran Church, Columbus
Faith Lutheran Church, Whitehall
Faith Lutheran Church, Mount Vernon
Faith Ministries Church, Columbus
First English Lutheran Church, Marysville
Gender Road Christian Church, Canal Winchester
New Horizons Community Church of God, Blacklick
Northwest United Methodist Church, Columbus
Oakland Lutheran Church, Mansfield
Reformation Lutheran Church, Columbus
Spoken Word Assembly Church, Reynoldsburg
St. Patrick Church, Columbus
St. Paul Lutheran Church, Lancaster
St. Paul Lutheran Church, Waldo
St. Paul Lutheran Church, Lancaster
St. Timothy Parish, Columbus
Unity Presbyterian Church, Reynoldsburg
Westerville Community United Church of Christ, Westerville
Zion Evangelical Lutheran Church, Columbus

Organizational Support

BENEFACTOR (\$10,000 +)

Advanced Drainage Systems Inc.
AEP Foundation
Bailey Cavalieri LLC
Bank of America Charitable Foundation
Bath & Body Works Foundation

Bob Evans Farms Inc.
Central Ohio Primary Care Physicians Foundation
Cisco Systems, Inc.
Columbus Blue Jackets
The Columbus Foundation
Core Construction Group LLC
Corient
Delaware County Foundation
The Dodson Foundation, Inc
Edwards Companies
Elford Builders
Fritzsche Family Fund
George J. Igel & Co., Inc.
The Harry C. Moores Foundation
Lloyd D. Hunter Memorial Fund
Huntington Bank
Ingram-White Castle Foundation
Installed Building Products
JPMorgan Chase & Co.
Kroger Company
Life Leap Foundation
Martens Charitable Trust
Nationwide Foundation
NiSource Charitable Foundation/Columbia Gas of Ohio
Norfolk Southern Foundation
ODW Logistics Inc.
Reinberger Foundation
Roof Management
Siemer Family Foundation
SourcePoint
R. Alvin Stevenson Fund
Thrivent Financial for Lutherans Foundation
The Worthington Companies Foundation
Worthington Moose Lodge #1427

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

Alpha Chi Omega
American Legion Department of Ohio Charities Inc.
Bread Financial - Matching Program
Broadcom
George Byers Sons Inc.

Central Ohio Women Who Rock
Consolidated Electric Cooperative Inc.
Crane Group
Del-Co Water Company Inc.
Fairfield County Foundation
GBQ Holdings LLC
GFS Chemicals Inc.
Guernsey County Foundation
Illuminate USA
The Ingeborg Voth Funk and Edward Ross Funk Fund
Klein Committee
Mac Murray & Shuster
Punjabi Community Hour Inc.
Stafford Technology
Tarrier Steel Company
TFG Housing Resources
Thrivent Financial for Lutherans
Vero Asset Management
Walmart
Women Giving Together

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

Abbott Laboratories Fund - Employee Matching Program
Absolute Pharmacy Inc.
Acloche Staffing
American Legion Post 490
Anthem Inc.
Battelle
The Beck Foundation
Byers Minton & Associates
Central Ohio Community Improvement Corporation
Cogent Entertainment Marketing
Dave Fox Design Build Remodelers
Delta Dental Ohio
Encova Insurance
Enterprise Mobility
Gilbane Building Company
Highmark Health
Hylant
Hyperion Materials & Technologies
Kimball Midwest

King Business Interiors Inc.
Norman J. and Mollye Kennedy Lattimer Fund
Liberty Mutual Give with Liberty
Loeb Electric Co.
John W. and Edna McManus Shepard Fund
Microsoft
Ms. Molly Foundation
Noble County Community Foundation
The Ohio Auction School
The Ohio State University College of Social Work
OhioHealth
Perez & Morris LLC
Pine Lake Estates Inc.
Plante & Moran PLLC
PNC Bank
Pre-Health Constellation of The Ohio State University
Renewal Rehab, LLC
Sheetz
Singing Buckeyes
Singleton Construction
South Central Power Company Foundation
Southeast Unlimited LLC
T. Marzetti Company
The Baesman Group Inc.
TSG Advice Partners LLC
Upreach LLC

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

American Legion Post #11
American Share Insurance
AMVETS Post 1985
Analynk Wireless, LLC
Ancient Accepted Scottish Rite
The Bickel Family Charitable Fund
Bluewater Management
Bob's Discount Furniture Charitable Foundation, Inc.
BTTS Holdings, Inc.
Cardinal Health - Employee Matching Program
CareSource Foundation
CASTO
Center for HumanKindness Fund

Charis Foundation
Cleverley & Associates
The Community Festival
ComResource
DGD Group
Edward Jones
Electrical Service Professionals Inc.
Enbridge Gas Ohio
Fairfield Barb Wire Chapter
Fairfield Federal Savings and Loan Association
Foundation for Columbus Public Health
Fritsche Corporation
Glasfloss Industries
Humana Inc.
IDEX Corporation
Impact Mechanical LLC
Independent Bank
Iron Workers Local Union 172
Johnson & Johnson Services, Inc.
Johnstone Supply
Kenneth's Hair Salon & Day Spas
LAZ Parking
Manring & Farrell
Mass Mutual
Mitchell Lock LLC
Modo Yoga Columbus
Ohio Civil Service Employee Association
Olen Corporation
Quantum Metric
Rainbow International of Westerville
Riley Contracting Inc.
Rob Stillwell Enterprises
Safelite AutoGlass Foundation
Schaller Wealth Management LLC
The Chickerella Company
Thea Court #5 Ladies Oriental Shrine of NA
Thistlewood Limited Partnership
Thompson Concrete
Union Savings Bank
UnitedHealthCare of Ohio
UnitedHealth Group
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 homelessness and poverty, as well as 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.

Connect with us
on social media



LUTHERAN SOCIAL SERVICES

1105 Schrock Rd., Ste 100
Columbus, Ohio 43229
614-228-5200

LSSnetworkofhope.org