
2020

Annual Report



LUTHERAN
SOCIAL SERVICES





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.

2020 in review

2020 was a year like no other and while there were challenges to be sure, we were humbled by the outpouring of support from our donors and other partners who played a vital role in keeping our programs running at a time when they were needed most. Below are some of the changes and adaptations that occurred over the year. We are proud and extremely grateful to have been able to keep our doors open for people in need.



FAITH MISSION

- Beds were creatively spread out across dorms and common areas to achieve social distancing.
- Meals are being brought to residents to avoid congregating in the dining room, and the Community Kitchen remains temporarily closed to the public to avoid any spread.
- The Health Center started utilizing telehealth appointments.

LSS CHOICES

- There was an increase in the need for services as victims were trapped at home with their abusers.
- Our hotline received an increase in the number of high danger calls from police responding to domestic violence incidences.
- Due to distance learning, we ramped up our technology support, staffing, programming and activities to better accommodate the children in our shelter.

LSS FOOD PANTRIES

- From March - June, 46% of families served have never visited our pantries before, compared to 25% the previous year.
- To minimize contact, we pre-packed food for safe, quick distribution and held food distributions outside.

LSS 211 CENTRAL OHIO

- As families struggled and became financially at risk, LSS 211 worked with the City of Columbus to develop the new Financial Navigator Program to help people learn budgeting skills.

LSS SENIOR LIVING

- To contain spread, visitation was restricted or limited at different points throughout the pandemic.
- Staff shifted strategies on how to provide creative entertainment and programming to our seniors as they shelter in place.
- We began the process of ongoing COVID testing of residents and staff.

LSS Faith Mission

Offering a safe environment for people 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.



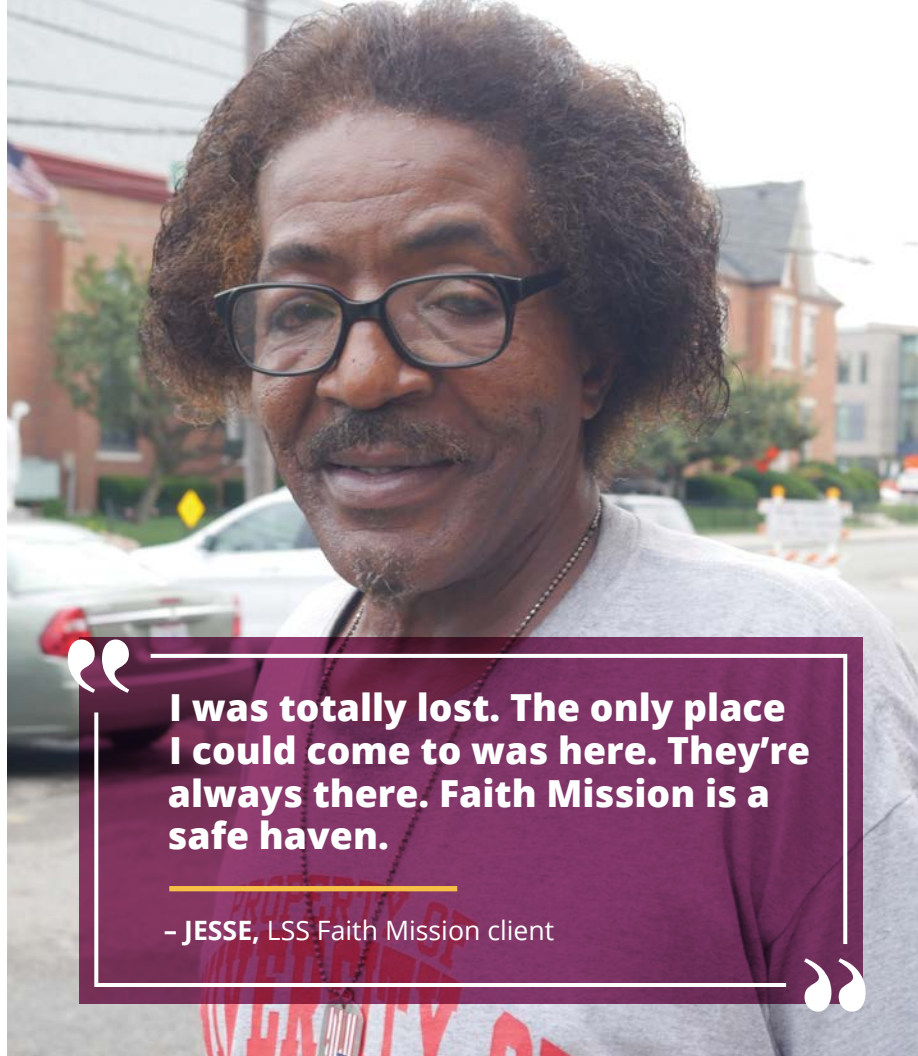
207,975

Meals served



82,776

Nights of shelter



I was totally lost. The only place I could come to was here. They're always there. Faith Mission is a safe haven.

- JESSE, LSS Faith Mission client



It impacted my dreams. I no longer dreamed. I was just surviving. I lost so much. Every time CHOICES accepted me with open arms.

— LASHONDRA, LSS CHOICES client



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.



4,057

Crisis hotline calls



44,586

Nights of shelter

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.



1,444,007

Meals provided

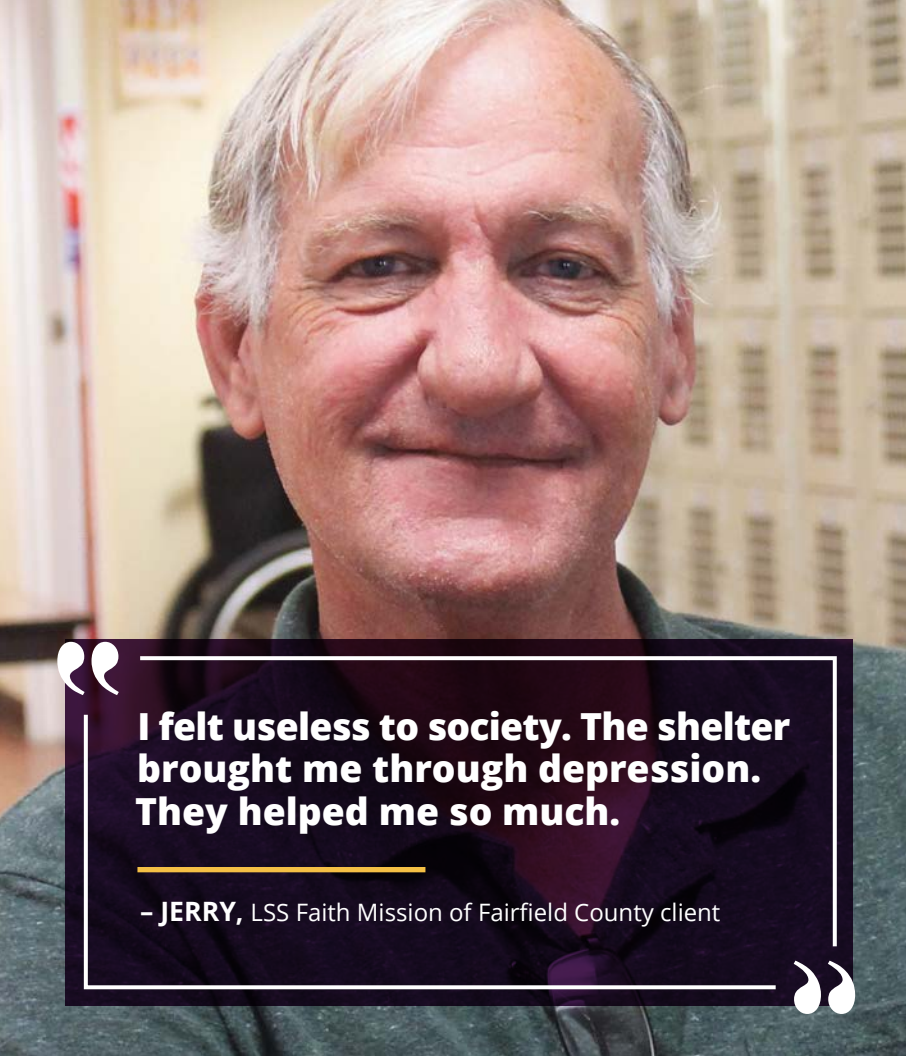


51,037

Clients served

It's humiliating for me and my business. I don't ask for help. It's been tough. I haven't been to a pantry before COVID.

— KELLY, LSS Food Pantries 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 felt useless to society. The shelter brought me through depression. They helped me so much.

— **JERRY**, LSS Faith Mission of Fairfield County client



34,248

Meals served



8,613

Nights of shelter



53

Veteran families served

finances

for fiscal year ending JUNE 30, 2020

REVENUES

Fees for services	\$28,309,441	<div style="width: 51%;"></div>	51%
Financial Contributions	\$12,153,093	<div style="width: 22%;"></div>	22%
Grants and contracts	\$10,468,969	<div style="width: 19%;"></div>	19%
In-kind contributions	\$4,433,651	<div style="width: 8%;"></div>	8%
Investment income and other	\$405,821	<div style="width: 0%;"></div>	0%
Total	\$55,770,975		

EXPENSES

Resource Development	\$2,224,254	<div style="width: 4%;"></div>	4%
Administration	\$4,649,076	<div style="width: 9%;"></div>	9%
Services for people in need	\$47,109,521	<div style="width: 87%;"></div>	87%
Total	\$53,982,851		

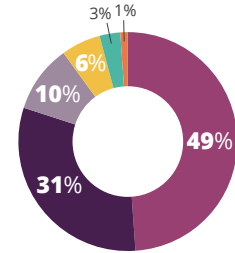
Depreciation of Affordable Housing, resulting from construction funded by capital advances in previous years, adversely affects current operations without impacting cash flow.

STATEMENT OF FINANCIAL POSITION

Assets		Liabilities	
Cash and investments	\$2,040,924	Current liabilities	\$11,025,709
Assets limited as to use	\$20,919,507	Tenant security deposits	\$527,122
Net property & equipment	\$68,295,055	Long-term debt	\$29,308,259
Other assets	\$7,330,197	Total net assets	\$57,724,593
Total	\$98,585,683	Total	\$98,585,683

FINANCIAL CONTRIBUTIONS*

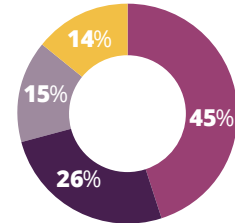
Individuals	\$5,982,405
Businesses & Organizations	\$3,753,666
Foundations	\$1,173,021
Congregations	\$703,812
United Way Allocations	\$422,887
Estates	\$117,302
Total	\$12,153,093



*Includes \$4.3M for the CHOICES Campaign, other restrictions and program acquisition revenue.

SERVICES FOR PEOPLE IN NEED

Health & Senior Care	\$21,349,323
Homeless Services	\$12,086,613
Affordable Housing	\$7,285,331
Hunger & Poverty Relief	\$6,388,254
Total	\$47,109,521



an innovative business model

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.**

2020 by the numbers

Thank you for supporting these services



1,686,230

Meals provided

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



76,181

Days of care provided

(Lutheran Village, The Good Shepherd, Kensington Place)



138,784

Nights of shelter

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



53,720

Volunteer hours served

(Across all programs)



984

People served
(Affordable Housing)



4,057

Calls answered
(CHOICES crisis hotline)



7,009

Visits (The Health Center at Faith Mission)



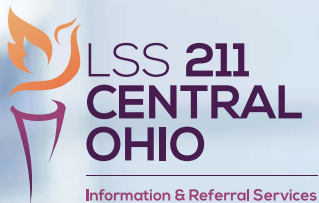
8,287

Visits (Faith Mission Resource Centers)



32,638

Number of contacts
(LSS 211 Central Ohio - March 1-June 30)



NEW PROGRAM SPOTLIGHT

LSS 211 Central Ohio

Joining the LSS Network of Hope in March 2020, LSS 211 Central Ohio (*formally HandsOn Central Ohio*) is Franklin County's information and referral service that connects people, local resources and service organizations. LSS 211 makes it easier for people to navigate the local social service landscape and access available resources. We not only refer but also schedule food pantry and tax preparation appointments.

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.

leadership

EXECUTIVE LEADERSHIP TEAM

The Rev. Larry A. Crowell

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 and Engagement Committees:

Dan Bailey, *Member, Bailey Cavalieri LLC*

Board Chair Elect, Secretary and Treasurer & Chair, Quality and Compliance Committee:

The Rev. Bonnie Gerber *Pastor, All Saints Lutheran Church, Worthington*

Chair, Finance Committee: Greg Jordan

Senior Vice President & Chief Audit Executive, Nationwide Mutual Insurance Company

Chair, Nominating and Board Development Committee:

Betsy Blake *Account Manager National Sales, Safelite Solutions, Chairwoman, Safelite AutoGlass Foundation*

Chair, Strategic Planning Committee:

Todd Treon *VP, eCommerce, New Product Development, and Medicine Shoppe International, Cardinal Health, Inc.*

Mindi Cunningham *Founder, Executive Coach & Advisor, Mindi Cunningham, LLC*

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

Ed Kendall *Vice President, Capital Planning and Controls, NiSource, Inc.*

Fred Manning *Executive Vice President, Credit Administration, Huntington Bank*

Andrew Meslow *Chief Executive Officer, L Brands and Bath & Body Works*

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

Brandon Riggins *Senior Project Executive, Messer Construction Co.*

Debbie Ryan *Senior Manager, North American Transportation, Abbott Nutrition*

The Rev. Marc Schroeder *Retired Pastor, Lutheran Church Missouri Synod*

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

Linda Taylor *Liaison to the CHOICES Board*

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

Brian Weber *Managing Director, Transmission Development, American Electric Power, Vice President, Transource Energy*

CHOICES ADVISORY BOARD MEMBERS

Chair: Terri Flora
Karen Blickley
Kristin Dean
Zach Gwinn
Jennifer Jennings
Tracy Jones
Lorie McCaughan
Amy McConnell
Elizabeth Weeden
Shelli Wuerth

annual contributors

CONGREGATIONAL SUPPORT

BENEFACTOR (\$10,000 +)

Christ Lutheran Church, Bexley
Epiphany Lutheran Church, Pickerington
Episcopal Diocese of Southern Ohio, Cincinnati
Evangelical Lutheran Church in America, Chicago
Peace Lutheran Church, Gahanna
Prince of Peace Lutheran Church, Dublin
Redeemer Lutheran Church, Columbus
St. John Lutheran Church, Dublin
St. Paul Lutheran Church, Westerville
Upper Arlington Lutheran Church, Columbus

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

Advent Evangelical Lutheran Church, Columbus
All Saints Evangelical Lutheran Church, Worthington
Clinton Heights Lutheran Church, Columbus
Columbus Chinese Christian Church, Columbus
First Community Church, Columbus
Gethsemane Lutheran Church, Columbus
Holy Trinity Lutheran Church, Columbus
St. John's Evangelical Lutheran Church, Grove City
Tri Village Christian Church, Pataskala

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

614 Church, Columbus
Faith Lutheran Church, Whitehall
First Unitarian Universalist Church, Columbus
Lord of Life Lutheran Church, Columbus
Lutheran Church of Our Savior, Oakwood
St. John Lutheran Church, West Alexandria
St. Paul Lutheran Church, Lancaster

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

Abiding Christ Lutheran Church, Fairborn
All Saints Lutheran Church, Cincinnati
Atonement Lutheran Church, Columbus
Bethel Lutheran Church, Grove City
Christian Life Church of Westerville, Westerville
The Church on Oakland Park, Columbus
Cypress Wesleyan Church, Lancaster
Emanuel Lutheran Church, Lancaster
Fairfield Anglican Fellowship Inc, Lancaster
Faith Ministries Church, Columbus
Fellowship Lutheran Church, Columbus
First Church of God, Gallipolis
Grace Evangelical Lutheran Church, Westerville
Grace Evangelical Lutheran Church, Lancaster
Grace Evangelical Lutheran Church, Pickerington
Holy Trinity Lutheran Church, New Lexington
Korean Church of Columbus, Columbus
Livingston United Methodist Church, Columbus
Mighty Fortress Ev. Lutheran, Kettering
Northwest United Methodist Church, Columbus
Oakland Lutheran Church, Mansfield
Reformation Lutheran Church, Columbus
Sovereign Grace Church of Gahanna, New Albany
St. Alban's Episcopal Church, Columbus
St. Jacob Lutheran Church, Anna
St. Mark's Lutheran Church, Delaware
St. Patrick Church, Columbus
St. Paul Lutheran Church, Waldo
St. Paul Lutheran Church, Lancaster
St. Timothy Parish, Columbus
Trinity Lutheran Church, Sugar Grove
Zion Evangelical Lutheran Church, Dayton
Zion Evangelical Lutheran Church, Columbus
Zion Lutheran Church, West Jefferson

ORGANIZATIONAL SUPPORT

BENEFACTOR (\$10,000 +)

Advanced Drainage Systems Inc.
AEP Foundation
Alliance Data
Athens County Foundation
Bailey Cavalieri LLC
Bank of America Charitable Foundation
Big Lots Foundation
CA Gabriel Fund
Cardinal Health Foundation Inc.
CareSource Foundation
Central Ohio Primary Care Physicians Foundation
Charles Blessings Fund of The Columbus Foundation
Citrine Foundation
Coalition on Homelessness and Housing in Ohio
Columbus Business & Professional Women's Club
The Columbus Foundation
Dayton Foundation
Fairfield County Foundation
Grange Insurance
The Harry C. Moores Foundation
Honda of America Foundation
Huntington Bank
In Christy's Shoes
Ingram-White Castle Foundation
JPMorgan Chase & Co.
Kroger Company
L Brands Foundation
Macy's
Nationwide Foundation
ODW Logistics Inc.
Osteopathic Heritage Foundation

Reinberger Foundation
Richard A. Barkett Fund
Safelite AutoGlass Foundation
Siemer Family Foundation
Wayne E. & Mildred K. Smith Memorial Fund
Thirty-One Gifts
United Way of Central Ohio
United Way of Delaware County
Westfield Insurance Foundation
White Castle System Inc.
Worthington Industries Foundation

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

Alpha Chi Omega Foundation Inc.
Brighter Days Foundation
George Byers Sons Inc.
Charter Nex Films
Clark Grave Vault Co.
Columbus Power Cleaning
Consolidated Electric Cooperative Inc.
Conway Charitable Lead Annuity Trust
Crane Group
Delaware County Foundation
Delta Dental Foundation
Denman Family Foundation
Discover Financial Services
Drucker & Falk LLC
Elanco
First Financial Bank
The Ingeborg Voth Funk and Edward
Ross Funk Fund
Kokosing Group
Martens Charitable Trust
NiSource Charitable Foundation/
Columbia Gas of Ohio
The Ohio Auction School
Ohio Capital Corporation for Housing
OhioHealth
Olen Corporation
Plante & Moran PLLC

Pope Family Foundation
Quantum Health Inc.
Red Capital Group
Rocky Community Improvement Fund
The Scotts Miracle-Gro Company
SourcePoint
Speer Mechanical
Star Leasing Co.
R. Alvin Stevenson Fund
Thrivent Financial for Lutherans Foundation

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

Absolute Pharmacy Inc.
Ashland County Community Foundation
The Baesman Group Inc.
Blue Sky Therapy
Bricker & Eckler LLP
Buckeye Health Plan
Byers, Minton & Associates LLC
Carroll OPCO LLC
The Chickarella Company
Cindy Prince & Brenda Keeler Memorial
Core Construction Group LLC
CoStar Group
DGD Group
Encova Insurance
Franklin County Court Domestic Relations
GBQ Holdings LLC
GFS Chemicals Inc.
Hylant
Northern Lighting
Peoples Bancorp Foundation Inc.
Pleasantville Marathon
Porter, Wright, Morris & Arthur LLP
Raymond James Trust Company
RentPath LLC
The Ross Foundation Inc.
Rushville Marathon
Sisters Health Foundation
South Central Power Company Foundation

Tarrier Steel Company
Trucks Are Us Inc.
Walmart
The Waterworks
Women Giving Together

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

Alpha Mu Beta Alumini Organization
Ancient Accepted Scottish Rite
Angels Persist Corp
Anthem Inc.
Beers & Board Games Charitable Fund
Best Restaurant Equipment & Design Inc.
The Bickel Family Charitable Fund
Cabot Painting
Charis Foundation
Church Women United of Columbus
CleanTurn International LLC
Columbus Blue Jackets
Columbus Chapter ASIS
Columbus Colony Mayflower Descendants
Columbus Jewish Foundation
The Community Festival
Dave Fox Remodeling
Del-Co Water Company Inc.
Dominion Energy Charitable Foundation
Donatos Pizza
Electrical Service Professionals Inc.
Eldford Builders
Fairfield Federal Savings & Loan Association
Fire Systems Professionals
Flood Heliarc Inc.
Fritsche Corporation
Geben Communication
Go Fitness Center
Go Fitness IV LLC
Guru Nanak Mission
Lloyd D. Hunter Memorial Fund
INEOS Composites
Inspire PR Group
James T. Mathias D.D.S. Inc.
Kemba Financial Credit Union
Kiwanis Club of Columbus
Norman J. & Mollye Kennedy Lattimer Fund
Lightwell, Inc
Mary Jane Mackensen Fund of The
Columbus Foundation
John W. & Edna McManus Shepard Fund
Meijer
The Mill Event Center LTD
Mitchell Lock LLC
Molina Healthcare of Ohio
Ms. Molly Foundation
New World Somewhere Fund
NOPEC Foundation Inc.
Northeast Ohio Natural Gas Corp
Nurtur, LLC.
Ohio Mobile Shredding
Ometek Inc.
Park National Bank
Philos Enterprises Inc.
Pine Lake Estates Inc.
PNC Bank
Premier Clean
Redeeming Injustice
Reliance Standard Life Insurance
Riley Contracting Inc.
Stafford Technology
Terry Webb Memorial VFW Post 1516
Thea Court #5 Ladies Oriental Shrine of NA
Theresa's Fund Inc.
TSNE MissionWorks
United Health Care of Ohio
Utmost Renovations
Verizon
Vitas Community Connection
VMware Foundation
Vottero Charitable Fund
WatersEdge Events LLC
Willis Towers Watson
Wyler Family 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

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Worthington, Ohio 43085-2238

614-228-5200

Connect with us on social media



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