



LUTHERAN
SOCIAL
SERVICES



2022
Impact
Report

MISSION

TO CREATE A BETTER
WORLD BY SERVING
PEOPLE IN NEED.

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.

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

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 in part 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 financial surplus through direct billable services to cover the administration costs of the social services.

2022 YEAR IN REVIEW

PROVIDING SAFETY AND HEALING

After being at or above capacity for many months, LSS CHOICES opened a new “house,” increasing the bed count at the shelter from 120 to 144. Unfortunately, this increase is not enough, and additional funding has been secured to complete the construction of the last house, which will bring the final bed count to 168.



DISTRIBUTING MORE FOOD AT THE FOOD PANTRIES

Inflation hit those who utilize our LSS Food Pantries, and we saw a 16% increase in the number of visits to our pantries by families and individuals who come to receive groceries like fresh produce and shelf-stable items. At the same time, our food costs increased 35%.



CLIENTS STAYING LONGER AT SHELTERS

Due to the severe lack of affordable housing in Columbus, residents of Faith Mission and CHOICES are staying in shelter much longer because they are unable to find safe, permanent housing they can afford. The average length of stay at both increased from about 45 to 60 days.



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 11 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.



Meals provided
1,741,913



People served
43,022



I am able to get a lot of fruits and vegetables here, and that helps me be able to cook healthy meals for my kids.

- RACHEL, LSS FOOD PANTRIES CLIENT

LSS Faith Mission

Offering a safe environment for individuals 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.



Meals served
193,506



Nights of shelter
76,497



Faith Mission is giving me a chance to make my life better, given me my life back really. Being out there using is not living, it's just existing.

- ANDREW, LSS FAITH MISSION CLIENT



LSS CHOICES

As the only domestic violence safe haven shelter in Franklin County, **LSS CHOICES for Victims of Domestic Violence** offers 144 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.



Crisis hotline
calls
3,685



Nights of shelter
48,255



CHOICES has been a true blessing. I never give up. I'm a survivor.

- ANGELA, 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.

“

Coming to this program has changed my life. It has given me another chance. It gave me structure and showed me how to be responsible.

- ERIC, LSS FAITH MISSION OF
FAIRFIELD COUNTY CLIENT



Veteran families
served
149



Nights of shelter
6,004



Meals served
28,740



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.



**Tax time
appointments**

1,202



**Food pantry
referrals**

34,454



I had no transportation and was on disability with no food stamps. I had no way to get food. 211 was able to get food delivered to my house. They went over and beyond.

- DRUCILLA, LSS 211 CENTRAL OHIO CLIENT

FINANCIALS

FOR FISCAL YEAR ENDING JUNE 30, 2022

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.**

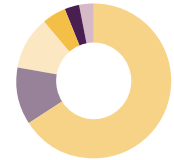
REVENUES

■ Fees for services	\$28,831,480
■ Financial Contributions	9,864,608
■ Grants and contracts	13,511,457
■ In-kind contributions	3,996,759
■ Investment income and other	(590,656)
Total	\$55,613,648



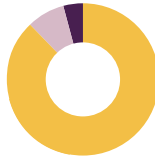
FINANCIAL CONTRIBUTIONS

■ Individuals	\$6,549,147
■ Businesses and Organizations	1,215,012
■ Foundations	1,060,453
■ United Way Allocations	466,028
■ Congregations	293,211
■ Estates	280,757
Total	\$9,864,608



EXPENSES

■ Resource Development	\$ 2,439,053
■ Administration	4,929,077
■ Services for people in need	51,740,426
Total	\$51,108,556



SERVICES FOR PEOPLE IN NEED

■ Health and Senior Care	\$23,595,359
■ Homeless Services	14,293,481
■ Affordable Housing	7,179,460
■ Hunger and Poverty Relief	6,672,126
Total	\$51,740,426



Financial performance was negatively impacted by the pandemic, which resulted in a significant reduction in fee for services revenues and an increase in labor and supply cost.

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.

STATEMENT OF FINANCIAL POSITION

Assets

Cash and Investments	\$3,471,692
Assets Limited as to Use	16,909,415
Net Property and Equipment	64,480,956
Other Assets	11,838,960
Total	\$96,701,023

Liabilities

Current Liabilities	\$7,431,866
Tenant Security Deposits	481,259
Long-term Debt	27,115,589
Total Net Assets	61,672,309
Total	\$96,701,023

BY THE NUMBERS



1,964,159

Meals provided

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



72,433

Days of care provided

(Lutheran Village, The Good Shepherd, Kensington Place)



26,576

Volunteer hours

(Across all programs)



130,756

Nights of shelter

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

THANK YOU

FOR SUPPORTING THESE SERVICES!



1,017

People served
(Affordable Housing)



3,685

Calls answered
(CHOICES crisis hotline)



5,728

Visits (The Health Center at Faith Mission)



3,935

Visits (Faith Mission Resource Centers)



131,623

Number of contacts
(LSS 211 Central Ohio)

LEADERSHIP

EXECUTIVE LEADERSHIP TEAM

The Rev. Larry A. Crowell
Interim President and
Chief Executive Officer

Michele B. Cenci
Vice President of Philanthropy
and Volunteerism

Rick Davis
Executive Vice President and
Chief Operations Officer

Heather Dubbe
Vice President of
Human Resources

Philip D. Helser, CPA
Vice President of Finance,
Chief Financial Officer

**Dawnya Underwood,
LMSW, PMP**
Vice President of Programs

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 & Board Secretary: Todd Treon
Real Estate Investor/Owner

Chair, Administration & Finance Committee: Greg Jordan Senior Vice President & Chief Audit Executive, Nationwide Insurance

Chair, Human Services Committee: Brian Weber Vice President, T&D Strategy and Engineering Services, Black Hills Energy

Chair, Economic Engines Committee: Deborah Mitchell
President, CypressTree Corp.

Lisa Borthwick Regional Operations Specialist, Culter Real Estate

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 Chief Financial Officer, Elford Inc.

Aaron McClendon Vice President - Global Talent Acquisition, VS&Co.

Marshela McDaniel Field People Officer Columbus, McDonald's Corporation

Andrew Meslow Retired Executive and Current Community Leader

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
Vice Chair: Tracy Jones
Membership Chair: Beth Weeden
Choose Hope Chair: Jennifer Jennings
Eimear Bahnson
Kristin Dean
Zach Gwinn
Diane Hoying
David Ingram
Deborah Irwin
Kimberly Kaiser
Lorie McCaughan
Amy McConnell
Erin Pheister
Erin Ryan
Evelyn Smith
Vernita Williams

ANNUAL CONTRIBUTORS

CONGREGATIONAL SUPPORT

BENEFACTOR (\$10,000 +)

Christ Lutheran Church, Bexley
Epiphany Lutheran Church, Pickerington
Peace Lutheran Church, Gahanna
Prince of Peace Lutheran Church, Dublin
Redeemer Lutheran Church, Columbus
Upper Arlington Lutheran Church, Columbus

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

Advent Evangelical Lutheran Church, Columbus
Clinton Heights Lutheran Church, Columbus
Gethsemane Lutheran Church, Columbus
Hilliard Christian Assembly, Columbus
Holy Trinity Lutheran Church, Columbus
Lord of Life Lutheran Church, Columbus
St. John Lutheran Church, Dublin
St. John's Evangelical Lutheran Church, Grove City
St. Paul Lutheran Church, Westerville
Tri Village Christian Church, Pataskala

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

614 Church, Columbus
Faith Lutheran Church, Whitehall
Faith Ministries Church, Blacklick
First Unitarian Universalist Church, Columbus
Grace Evangelical Lutheran Church, Westerville
Grace Evangelical Lutheran Church, Lancaster
Grace Lutheran Church, Centerburg
Rock City Church, Hilliard
St. James Lutheran Church, Columbus
St. Luke Lutheran Church, Gahanna
St. Paul Lutheran Church, Lancaster
Zion Evangelical Lutheran Church, Columbus

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

Atonement Lutheran Church, Columbus
First Congregational Church, Columbus
First English Lutheran Church, Marysville
Good Shepherd Lutheran Church, Columbus
Grace of God Lutheran Church, Columbus
Jesus Power Assembly of God Church, Columbus
Korean Church of Columbus, Columbus
Livingston United Methodist Church, Columbus
Messiah United Methodist Church, Westerville
New Horizons Community Church of God, Blacklick
Northwest United Methodist Church, Columbus
Reformation Lutheran Church, Columbus
Sovereign Grace Church of Gahanna, New Albany
St. John's Lutheran Church, Marysville
St. Patrick Church, Columbus
St. Paul Lutheran Church, Waldo
St. Paul Lutheran Church, Lancaster
St. Timothy Parish, Columbus
Sunbury United Methodist Church, Sunbury
Trinity Lutheran Church, Sugar Grove
Zion Lutheran Church, West Jefferson

ORGANIZATIONAL SUPPORT

BENEFACTOR (\$10,000 +)

Advanced Drainage Systems Inc.
AEP Foundation
American Honda Motor Co., Inc.
Bailey Cavaliere LLC
Bath & Body Works Foundation
Big Lots Foundation
Bob Evans Farms Inc.
Bread Financial
Carver Family Fund
Central Ohio Primary Care Physicians Foundation
Citrine Foundation
Columbus Blue Jackets
The Columbus Foundation
Core Construction Group LLC
Crown Motor Co Inc.

Delaware County Foundation
Fairfield County Foundation
Fairfield County Land Reutilization Corporation
Fritsche Family Fund
Gilbane Building Company
Grange Insurance
The Harry C. Moores Foundation
Honda of America Foundation
Lloyd D. Hunter Memorial Fund
Huntington Bank
Ingram-White Castle Foundation
Kroger Company
Macy's
Martens Charitable Trust
Nationwide Foundation
Nick Rozanski Memorial Foundation
NiSource Charitable Foundation/Columbia Gas of Ohio
ODW Logistics Inc.
Reinberger Foundation
Siemer Family Foundation
Wayne E. & Mildred K. Smith Memorial Fund
SourcePoint
The Scotts Miracle-Gro Company
Worthington Industries Foundation

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

Allstate Foundation
Alpha Chi Omega
Battelle
George Byers Sons Inc.
Cardinal Health
CareSource
CareSource Foundation
Cisco Systems, Inc.
Clark Grave Vault Co.
Columbus Power Cleaning
Consolidated Electric Cooperative Inc.
Conway Charitable Lead Annuity Trust
Crane Group
Crimson Design Group, LLC
Discover Financial Services
GFS Chemicals Inc.
The Ingeborg Voth Funk and Edward Ross Funk Fund

JPMorgan Chase & Co.
Mac Murray & Shuster
Ohio Mobile Shredding
OhioHealth
Osteopathic Heritage Foundation
Perez & Morris LLC
Pope Family Foundation
Rocky Community Improvement Fund
Stafford Technology
R. Alvin Stevenson Fund
Tarrier Steel Company
Thrivent Financial for Lutherans Foundation

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

Abbott Laboratories Fund - Employee Matching Program
Absolute Pharmacy Inc.
Acloche Staffing
Antero Resources Corporation
Associates Environmental, Inc.
Athens County Foundation
Budros Ruhlin & Roe Inc
Byers, Minton & Associates LLC
Civista Bank
Columbus Equipment Company
Dave Fox Design Build Remodelers
Elford, Inc.
Encova Insurance
Walter And Marian English Foundation
First Financial Bank
GBQ Partners LLC
Hylant
In Christy's Shoes
King Business Interiors Inc.
Kokosing Group
John W. and Edna McManus Shepard Fund
Meijer
Microsoft
Mobile Cause
Molina Healthcare of Ohio Inc.
Ohio Capital Corporation for Housing
Peoples Bank
Pine Lake Estates Inc.
Plante & Moran PLLC

PNC Bank
Sisters Health Foundation
Star Leasing Co.
Super Fit LLC
T. Marzetti Company
The Baesman Group Inc.
The Chickerella Company
The Ohio Auction School
Trucks Are Us Inc.
United Way of Guernsey, Monroe and Noble Counties
UnitedHealth Group
Universal Entertainment LLC
Walmart
WatersEdge Events LLC

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

Alex Brady Linard Scholarship Foundation
Alpha Kappa Alpha Sorority
AmazonSmile Foundation
Ancient Accepted Scottish Rite
Anthem Inc.
Bank of America Charitable Foundation
Bank of America United Way Campaign
Brookside Rentals, LLC
Buckeye City Arbor #798
Caterpillar Foundation
Central Ohio Community Improvement Corporation
Charis Foundation
Cleverley & Associates
Columbus Home Services Inc.
ComResource
D.M. Pallet Services Inc.
D7 Foundation
Del-Co Water Company Inc.
Delta Dental of Ohio
Denman Family Foundation
Discover Financial Services - Employee Giving
Dominion Energy Charitable Foundation
Donatos Pizza
Easton Community Foundation
Electrical Service Professionals Inc.
Fairfield Federal Savings and Loan Association
Film Kraft LLC
Fire Systems Professionals

FrazierHeiby Inc.
Fritsche Corporation
Geben Communication
Glasfloss Industries
Guru Nanak Mission
Haute House LLC
Hewlett-Packard
Hexion
HP Homes LLC
Johnstone Supply
Norman J. and Molly Kennedy Lattimer Fund
LifePoint Real Estate
MassMutual Financial Group
Mitchell Lock LLC
Ms. Molly Foundation
North Dallas Honey Company, LP
Olen Corporation
Ometek Inc.
Park National Bank
PhRMA
PNC Foundation Matching Gift Program
Project Chrysalis
Rainbow International of Westerville
Redeeming Injustice
Reliance Standard Life Insurance
Revision Eye Surgery Consultants, Inc.
Riley Contracting Inc.
Riverside Trauma Team
Sunsprout Farms of Central Ohio LLC
Taft Stettinius & Hollister LLP
The Crest
The Forst Foundation
Thea Court #5 Ladies Oriental Shrine of NA
TSG Advice Partners LLC
UnitedHealthcare of Ohio
Upreach LLC
Utmost Renovations
Valley Mobile Home Park LLC
Vantrust Real Estate, LLC
Vitas Community Connection
Buckeye Heating and Cooling
WealthStone Tax Advisors
Willis Towers Watson



LUTHERAN SOCIAL SERVICES

A Network of Hope

LUTHERAN SOCIAL SERVICES

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

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.

Connect with us on social media



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