



**They are really
helping me
change my life.**

- FAITH, LSS Faith Mission client



2023
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.

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.

SOCIAL SERVICES

LSS FAITH MISSION

Homeless Shelter & Services

LSS FOOD PANTRIES

Hunger Relief

LSS CHOICES

For Victims of Domestic Violence

LSS HEALTH CENTER

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

*Economic engine - a program that creates financial surplus through direct billable services to cover the administration costs of the social services.



President's message

I was honored to join Lutheran Social Services as CEO this year, and I am continually amazed how this organization provides some of the most critical services – health care, housing, food and shelter – in our communities. I would hate to think what it would be like if we didn't have LSS for a single day. Thanks to you, our community and clients don't have to imagine that!

Looking back over the past year, the biggest trend we are seeing is the increase in need for our services.

The affordable housing crisis continues.

Without safe, affordable housing, our clients are staying in shelter much longer. The average length of stay was up 8% at Faith Mission this fiscal year and up 13% at Faith Mission of Fairfield County. The most alarming increase was at CHOICES, which went up a staggering 60%.

Our human services programs continue to rise to meet the growing demand.

The number of people served by our LSS

Food Pantries rose 24% this fiscal year. The number of clients served at CHOICES increased 14%. 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.

Although we are seeing an increase in need while also experiencing inflation in our agency expenses, I feel confident we can continue to meet and overcome these challenges together with your investment and the support of our wonderful staff and volunteers. We appreciate your support and are grateful that you are joining our mission to create a better world while serving people in need!



In gratitude,

R. Lustig

Rachel Lustig
President and CEO



“ I have five children. The current food prices in the grocery stores are way too high, and because gas prices and rent are also going up, I came here for help. I just thank God for places like this.

- VICTORIA, LSS Food Pantries client

LSS Food Pantries

Through our innovative online ordering system and multiple pantry, mobile pantry and produce distributions, the LSS Food Pantries offer a source of nourishment in **11 counties around Ohio**. We remove 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.



2,230,574
MEALS PROVIDED

▲ **28%**
from last year



53,383
PEOPLE SERVED

▲ **24%**
from last year

LSS Faith Mission

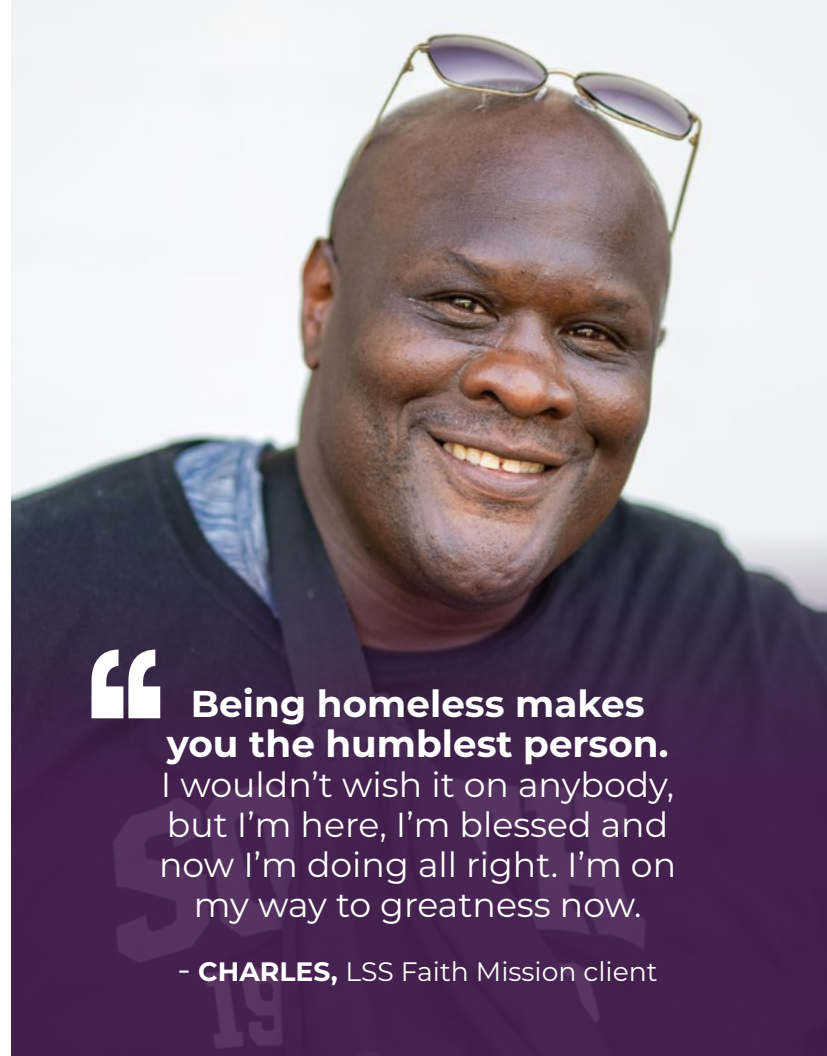
Offering a safe environment for individuals and veterans experiencing homelessness, LSS Faith Mission provides shelter for up to **252 men and women** on an emergency basis each night. In addition to shelter, Faith Mission provides **three nutritious meals a day** while helping individuals with access to longer-term solutions such as permanent housing and employment assistance, as well as medical, dental, vision and behavioral health care in the LSS Health Center.



194,835
MEALS SERVED



83,781
NIGHTS
OF SHELTER
▲ 10%
from last year



“ **Being homeless makes you the humblest person.** I wouldn't wish it on anybody, but I'm here, I'm blessed and now I'm doing all right. I'm on my way to greatness now.

- **CHARLES**, LSS Faith Mission client



LSS CHOICES

As the only domestic violence safe haven shelter in Franklin County, LSS CHOICES for Victims of Domestic Violence has **144 beds** for victims and their children, as well as a kennel for the family pet. A 24-hour crisis and information hotline, counseling services, support groups and community advocates are also available for those impacted by domestic violence.



I think I've come a long way in the past year, but it's taken a lot. **When I first got here, I didn't trust anybody and couldn't step outside without shaking.** If it weren't for the staff, I don't know if I would have gotten this far.

- **JESSICA**, LSS CHOICES client



3,416
CRISIS HOTLINE
CALLS



944
PEOPLE SERVED
(includes 505 children)

▲14%
from last year

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.



10,955

NIGHTS OF
SHELTER

▲ **14%**
from last year



32,865

MEALS SERVED

▲ **14%**
from last year



Once I had a place to stay and my basic needs met, it gave me the capability to move forward with my life. **Just having a place to go made it easier to better myself.**

- **CHARLIE**, LSS Faith Mission
of Fairfield County client



211 is always there when I need a referral, and I called them when I needed help finding food. **They are very friendly and can point you in the right direction.**

- **SABRINA**, LSS 211 Central Ohio client

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.



2,125
TAX TIME
APPOINTMENTS

▲77%
from last year



43,487
FOOD PANTRY
APPOINTMENTS

▲26%
from last year

Financials

For fiscal year ending June 30, 2023

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	\$31,556,532	44%
Grants and contracts	13,877,061	19%
Investment income and other	11,831,492	16%
Financial Contributions	9,593,634	13%
In-kind contributions	5,351,709	8%
Total	\$72,210,428	

EXPENSES

Services for people in need	\$57,484,105	88%
Administration	5,427,207	8%
Resource Development	2,593,339	4%
Total	\$65,504,651	

STATEMENT OF FINANCIAL POSITION

Assets

Cash and Investments	\$585,600
Assets Limited as to Use	17,892,120
Net Property and Equipment	62,103,739
Other Assets	23,505,973
Total	\$104,087,432

FINANCIAL CONTRIBUTIONS

Individuals	\$6,320,909	66%
Businesses and Organizations	1,263,583	13%
Foundations	867,345	9%
United Way Allocations	573,112	6%
Congregations	304,023	3%
Estates	264,662	3%
Total	\$9,593,634	

SERVICES FOR PEOPLE IN NEED

Health and Senior Care	\$27,913,491	49%
Homeless Services	14,300,558	25%
Hunger and Poverty Relief	8,090,596	14%
Affordable Housing	7,179,460	12%
Total	\$57,484,105	

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.

Liabilities

Current Liabilities	\$9,627,979
Tenant Security Deposits	413,235
Long-term Debt	26,182,567
Total Net Assets	67,863,651
Total	\$104,087,432

THANK YOU FOR SUPPORTING THESE SERVICES!



2,458,274

MEALS PROVIDED

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



98,269

DAYS OF CARE PROVIDED

(Lutheran Village, The Good Shepherd, Kensington Place)



39,202

VOLUNTEER HOURS

(Across all programs)



150,237

NIGHTS OF SHELTER

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



3,416

Calls answered
(CHOICES crisis hotline)



1,027

People served
(Affordable Housing)



4,955

Visits
(LSS Health Center)



4,210

Visits
(Faith Mission Resource Centers)



163,239

Number of contacts
(LSS 211 Central Ohio)

Leadership

EXECUTIVE LEADERSHIP TEAM

Rachel Lustig

President & Chief Executive Officer

Michele B. Cenci

Vice President of Mission Advancement

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

Chair, LSS Board of Directors & Board Secretary: **Todd Treon**
Real Estate Investor/Owner

Chair, Human Services Committee:
Rev. Mark Diemer Pastor, Grace of God Lutheran Church, Columbus

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

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

Dan Bailey *Member,*
Bailey Cavalieri LLC

Ed Kendall *CFO,* Elford Inc.

Ron Kerr *Vice President,*
Customer Experience Solutions,
Cardinal Health

Marlene Manser *Senior Vice President, Supply Chain Operations, New Business Opportunities, Bath & Body Works*

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

Andrew Meslow *Retired Executive Officer & Current Community Leader*

Sheila Prillerman *Community Advocate*

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

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

Brian Suiter *Principal,*
RiverWest Partners

CHOICES ADVISORY BOARD MEMBERS

Chair: **Shelli Wuerth**
Membership Chair: **Beth Weeden**
Team CHOICES Chair: **Jennifer Jennings**

Eimear Bahnson
Dehlia DeLeon
Diane Hoying
Deborah Irwin
Kimberly Kerber
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
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
Faith Lutheran Church, Whitehall
Hilliard Christian Assembly, Columbus
Holy Trinity Lutheran Church, Columbus
Redeemer Lutheran Church, Columbus
St. John Lutheran Church, Dublin
St. John's Evangelical Lutheran Church, Grove City
St. Paul Lutheran Church, Westerville

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

614 Church, Columbus
First Unitarian Universalist Church, Columbus
Gethsemane Lutheran Church, Columbus
Grace Evangelical Lutheran Church, Lancaster
Korean Church of Columbus, Columbus
St. Alban's Episcopal Church, Columbus
St. Paul Lutheran Church, Lancaster
Tri Village Christian Church, Pataskala
United Methodist Church For All People, Columbus
Unity Presbyterian Church, Reynoldsburg
Zion Lutheran Church, West Jefferson

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

Ascension Lutheran Church, Columbus
Atonement Lutheran Church, Columbus
Dublin Community Church, Dublin
Faith Ministries Church, Blacklick
Fellowship Lutheran Church, Columbus
First Congregational Church, Columbus
First English Lutheran Church, Marysville
Good Shepherd Lutheran Church, Columbus
Grace Evangelical Lutheran Church, Westerville
Hayden Baptist Church, Hilliard
Kingdom Connection Fellowship Intl., Columbus
Livingston United Methodist Church, Columbus
New Horizons Community Church of God, Blacklick
Northwest United Methodist Church, Columbus
Reformation Lutheran Church, Columbus
Spoken Word Assembly Church, Reynoldsburg
St. John Evangelical Lutheran Church, Lithopolis
St. John's Lutheran Church, Marysville
St. Luke Lutheran Church, Gahanna
St. Patrick Church, Columbus
St. Paul Lutheran Church, Waldo
St. Paul Lutheran Church, Lancaster
St. Timothy Parish, Columbus
Trinity Lutheran Church, Sugar Grove
Zion Lutheran Church, Columbus

ORGANIZATIONAL SUPPORT

BENEFACTOR (\$10,000 +)

Advanced Drainage Systems Inc.
AEP Foundation
American Honda Motor Co Inc.
Bank of America Charitable Foundation
Bath & Body Works Foundation
Big Lots Foundation
Bob Evans Farms Inc.
Bread Financial
Cardinal Health
CareSource Foundation
Central Ohio Primary Care Physicians Foundation

Columbus Blue Jackets
The Columbus Foundation
Core Construction Group LLC
Delaware County Foundation
Fairfield County Foundation
Fritzsche Family Fund
Gilbane Building Company
Grange Insurance
The Harry C. Moores Foundation
Lloyd D. Hunter Memorial Fund
Huntington Bank
Ingram-White Castle Foundation
JPMorgan Chase & Co.
Kroger Company
Margaret and Robert Walter Foundation
Martens Charitable Trust
Nationwide Foundation
Nick Rozanski Memorial Foundation
NiSource Charitable Foundation/
Columbia Gas of Ohio
ODW Logistics/Ness Family Foundation
Pope 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
Worthington Industries Foundation
Zangmeister Cancer Center

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

Alpha Chi Omega
Anthem Inc.
Athens County Foundation
Bailey Cavalieri LLC
The Barrington School
BMW Financial Services NA LLC
Bread Financial - Matching Program
George Byers Sons Inc.
Charles Blessings Fund of The Columbus Foundation
Cisco Systems, Inc.

Columbus Power Cleaning
Consolidated Electric Cooperative Inc.
Crane Group
Crown Motor Co Inc.
Delta Dental Foundation
Elford Builders
GFS Chemicals Inc.
INEOS Composites
The Ingeborg Voth Funk and Edward
 Ross Funk Fund
Kokosing Group
Mac Murray & Shuster
John W. and Edna McManus Shepard Fund
Meijer
Microsoft
Olen Corporation
PNC Bank
SK Food Group
South Central Power Company Foundation
Stafford Technology
Tarrier Steel Company
Thrivent Financial for Lutherans Foundation
Will Battle

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

Abbott Laboratories Fund - Employee
 Matching Program
Absolute Pharmacy Inc.
Battelle
Bricker & Eckler LLP
Budros Ruhlin & Roe Inc
Byers, Minton & Associates LLC
Caneel Family Foundation
Civista Bank
ComResource
Dave Fox Design Build Remodelers
Encova Insurance
Fairfield Federal Savings and Loan Association
First Financial Bank
GBQ Holdings LLC
Hylant
John and Becky Wright Foundation Inc.
King Business Interiors Inc.
Mobile Cause

Molina Healthcare of Ohio Inc.
Muskingum County Community Foundation
Ninety-One Foundation
Ohio Mobile Shredding
OhioHealth Riverside Hospital
Peoples Bancorp Foundation Inc.
Perez & Morris LLC
Pine Lake Estates Inc.
Plante & Moran PLLC
Respiratory Care Partners, Inc.
Sisters Health Foundation
Star Leasing Co.
T. Marzetti Company
The Baesman Group Inc.
TSG Advice Partners LLC
United Health Care of Ohio
Universal Entertainment LLC
WatersEdge Events LLC

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

Acloche Staffing
AmazonSmile Foundation
American Share Insurance
Ancient Accepted Scottish Rite
Antero Resources Corporation
Associates Environmental, Inc.
Athens County Food Pantry
Bank of America United Way Campaign
The Bickel Family Charitable Fund
Blue Sky Therapy
Brookside Rentals, LLC
Central Ohio Community Improvement Corporation
Charis Foundation
Clark Grave Vault Co.
Cleverley & Associates
Coldwell Banker Realty Cares Foundation
Columbus Home Services Inc.
The Community Festival
D7 Foundation
Del-Co Water Company Inc.
Delta Dental of Ohio
DGD Group
The Ed & Helen Clark Memorial Fund
Electrical Service Professionals Inc.

Fire Systems Professionals
Flood Heliarc Inc.
Fritsche Corporation
Glasfloss Industries
Haute House LLC
Hewlett-Packard
Hope62
International Brotherhood of Electrical Workers
IQVIA Inc.
Norman J. and Mollye Kennedy Lattimer Fund
Mass Mutual
Mitchell Lock LLC
Ms. Molly Foundation
Ohio History Podcast Educational
Ometek Inc.
Park National Bank
PNC Foundation Matching Gift Program
Priority Logistics Inc.
Redeeming Injustice
Reliance Standard Life Insurance
Riley Contracting Inc.
Rob Sills, Inc.
Rocky Community Improvement Fund
Rowe LLC
Rusty's Towing Service Inc.
Sherman Lodge #470
The Steak Club Foundation
Taft Stettinius & Hollister LLP
The Chickerella Company
Thea Court #5 Ladies Oriental Shrine of NA
Thistlewood Limited Partnership
Thompson Concrete
Trucks Are Us Inc.
Union Savings Bank
United Health Care of Ohio
UnitedHealth Group
Veterans of Foreign Wars Ohio Charities
Vitas Community Connection
Walmart
WealthStone Tax Advisors
Willis Towers Watson



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

1105 Schrock Rd., Ste 100

Columbus, Ohio 43229

614-228-5200

Connect with us on social media



lssnetworkofhope.org