



**Lutheran
Social Service**
of Minnesota



2021 CEO REPORT



Mission

Lutheran Social Service of Minnesota expresses the love of Christ for all people through service that inspires hope, changes lives and builds community.

Vision

All people have the opportunity to live and work in community with full and abundant lives.



A Movement of 25,000

2021 is one for the books, with Lutheran Social Service of Minnesota providing more services in more places to more people than ever before. And we could not have grown services and provided support to more individuals this past year without you. In fact, this year we've increasingly described the support of our donors, volunteers and staff as a movement of 25,000 people committed to making our state a better place for ALL people.



Patrick Thueson
CEO

One where all children and youth can get the support they need, from emergency shelter care to drop-in support.

Thanks to the generosity of key donors, we broke ground on a new facility in May that will replace our current Bethany Shelter in Duluth. The new facility will both provide safe shelter for children along with early intervention services to support families through parent support, education and coaching, behavioral health, family visitation, reunification support and referral to community services.

Youth at-risk of or experiencing homelessness in Rochester will be able to access important resources – meals, laundry, computers and a community connection – through a new partnership between LSS and Zumbro Lutheran Church. The Zumbro church building is currently undergoing renovations which will include the new resource center.

Both of these services complement our array of similar services in locations across the state – from Mankato to Brainerd and points in between.

One where nutritious – and delicious – meals are available to all, regardless of age or location.

Two new kitchens, also built with the generous support of donors, produce nearly 2,300 meals every day for both our traditional recipients (older adults) as well as pre-school and school-age children, adding to our ability to offer meals in communities across the state.

At Christ the River of Life (CROL) in North Minneapolis, we produced and delivered nearly 234,000 meals to at-risk youth in culturally diverse communities between January and July through a new partnership with Youthprise and YMCA.

We also partnered with Zion Lutheran Church in Litchfield to create a new kitchen and remodeled gathering space in central Minnesota. This new Community Bistro Dining Site has the capacity to produce more than 1,000 meals each day, including for the congregation's pre-school. It's a welcoming place where older adults have opportunities to eat meals together and interact with the children.

One where critical services are continued in support of the community, due to our knowledge, expertise and ability to scale with efficiency.

In January, we expanded services to youth experiencing homelessness in the St. Cloud area when we assumed management and operations of Pathways 4 Youth, a resource center founded by the St. Cloud Rotary Foundation in 2018 – assuring ongoing support to more than 330 youth between the ages of 16-24.

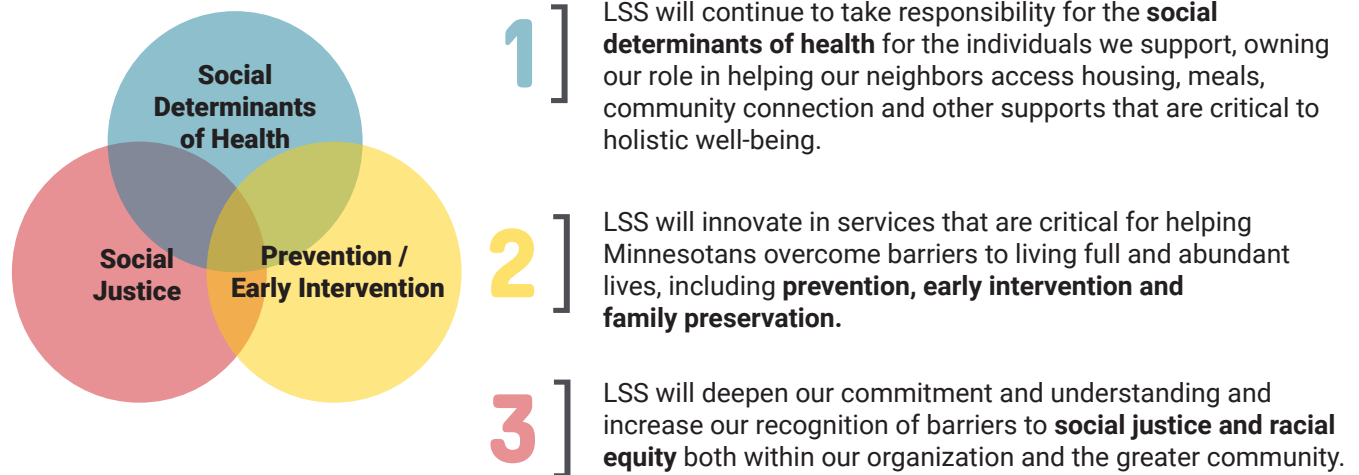
In July, we finalized a merger with Saint Paul-based Lifetrack to continue Employment, Deaf & Hard of Hearing, and Families Together Therapeutic Preschool/Family Visit services under the LSS umbrella. This allowed important services to continue without interruption to 1,200 individuals and families and strengthens LSS' work in prevention and early intervention services.

And one where one in 65 Minnesotans are supported to live fuller and more abundant lives, through the services I've already mentioned and our many others, including services for people with disabilities, mental and behavioral health, financial counseling and an array of services supporting older adults. I am incredibly proud of our heroic LSS teams across the state who continued to provide high-quality services despite the pandemic. Their professionalism, resilience, and selfless dedication to serve the neighbor can be a source of pride for the entire LSS movement.

This movement – you! – will continue to be more important than ever as we look to our future. As a Lutheran faith-based organization, we are called to serve our neighbors. LSS of MN takes that call seriously and we understand it to mean that we are called to serve ALL people.

Strategic Objectives & Biggest Possibilities Move the Needle

Our strategic objectives reflect that call in overlapping circles of support that, taken together, exponentially move the needle for individuals across the state.



Every line of service at LSS of MN declares a Biggest Possibility Goal to achieve on behalf of the individuals they support. All of the Biggest Possibilities address at least one of our strategic objectives – and the vast majority address two or more. Taken together, the result will be an exponential growth in changed lives.

Partnerships are Critical to Success

We developed a new leadership position within our organization in 2021: Chief Officer of Community Engagement and Partnership (CO-CEP). Alexis Oberdorfer, who most recently held the position of President, Children's Home and Associate Vice President of LSS Adoption Services, stepped into this new role in August 2021.

Alexis is leading LSS in partnering with other organizations and community leaders to advance innovations and partnerships that build healthier, more sustainable communities.

2022 – and Beyond

Our work is grounded in two principles: God loves all people without condition and God yearns for us to love the neighbor. Our service teams worked over the past summer to develop LSS' next five-year plan based on those principles, which projects more services to even more people than ever before. Thank you for your unwavering support of our mission, and for being part of the LSS Movement. Thanks to you, LSS services are strong and are creating new possibilities for our neighbors across Minnesota.



Patrick Thueson
CEO



In the summer of 2019, Harold was in his 25th year as a certified welder and welding inspector and his wife was working full-time at a local shelter for people experiencing homelessness. They rented a home in Minneapolis that they shared with their two children, and felt good about their savings. Harold was diagnosed with lung disease and an autoimmune disorder and had to go on short-term disability – six months before the pandemic hit the U.S. Not only did the pandemic make it too dangerous for Harold to go back to work, his wife was laid off and, after another eight months, they had gone through their savings.

Then the medical bills hit, and the family fell behind two months on their rent and utilities. Harold, worried about “where the next meal was coming from, where the money would be for the next bill payment”, searched for help online – and was connected to LSS. LSS helped Harold apply for the COVID-19 Housing Assistance Program (CHAP), which paid both the outstanding rent and utilities that Harold's family owed.

“I felt relief from the stress of worrying about my kids having a roof over their heads,” he said. “LSS came through. God used them to be a blessing for me in my time of need... I'm eternally grateful.”

INDIVIDUAL & FAMILY SERVICES

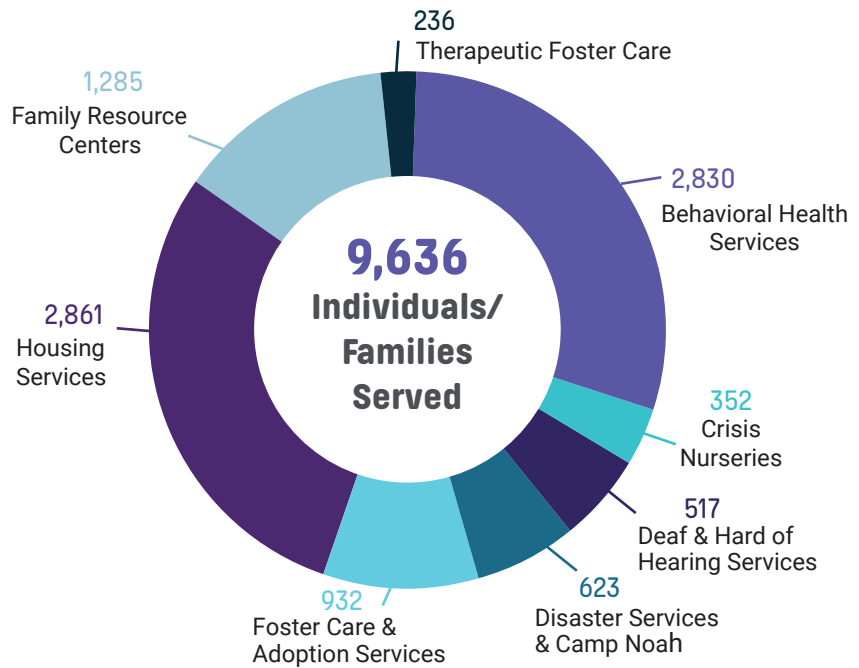
Strengthening individuals and families to promote resiliency.



522
veterans served



266
Volunteers



BEHAVIORAL HEALTH

25,000 telehealth visits
9/10 clients would highly recommend LSS to a friend or family member.



CRISIS NURSERIES

476 children received **494** days of care.

More than **14,300** resources provided to families (diapers, clothing, etc.)



DEAF & HARD OF HEARING SERVICES

Served **83** families with **19** Deaf Mentors.



DISASTER SERVICES AND CAMP NOAH

Served **623** children in **16** communities in **10** states through **4** virtual camps and **15** socially-distanced camps.

Reason for camp:

- 8** camps in response to hurricanes
- 4** in response to flooding
- 3** in response to wild fires
- 2** in response to tornadoes
- 1** for children adversely affected by COVID
- 1** for children impacted by gun violence



FOSTER CARE & ADOPTION SERVICES

198 children joined their adoptive families in 2021.

100% of adoptive families felt well prepared to parent a child through adoption.

HOUSING SERVICES

574 households received supportive housing services.

306 families whose income was affected by COVID avoided eviction in 2021.

Completed **1,981** applications for rental assistance through the Corona Virus Aid, Relief and Economic Security Act (CARES), Covid Housing Assistance Program (CHAP) RentHelpMN.

FAMILY RESOURCE CENTERS

809 families received wraparound case management services, supervised visitation, parenting education, and connection to culturally-centered resources.

476 children were provided emergency care and resources.

THERAPEUTIC FOSTER CARE

208 children/youth connected to one of our therapeutic foster care homes were adopted or transitioned directly to an adoptive or kinship family.

EMPLOYMENT, FINANCIAL & LEGAL SERVICES

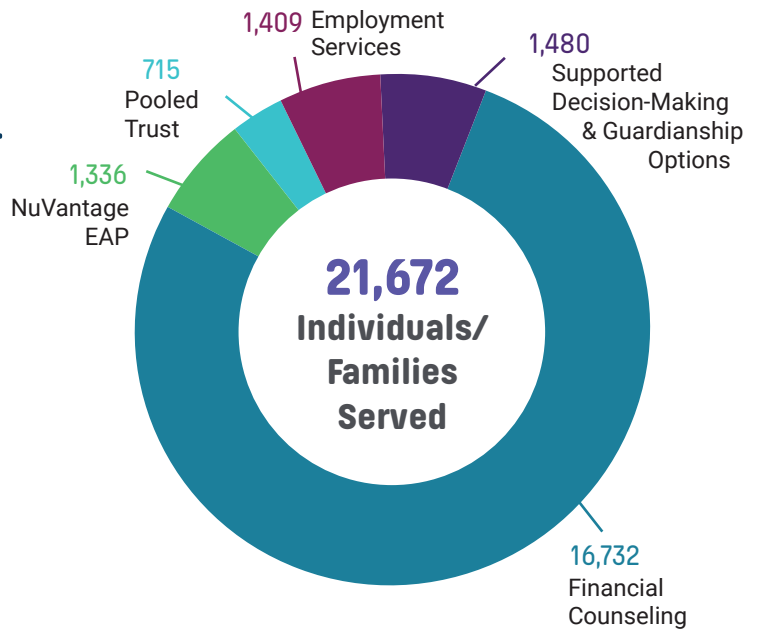
Promoting long-term financial stability for people in all stages of life.



671
veterans served



855
Volunteers



EMPLOYMENT SERVICES

Lifetrack Employment Services merged into LSS Employment Services effective July 1, 2021 and served **1,409** persons.



NUVANTAGE EAP

234 people received training focused on navigating and responding to COVID-related stress through **17** employer groups.



SUPPORTED DECISION-MAKING & GUARDIANSHIP OPTIONS

11 clients had their rights restored.
Provided **58,334** hours of support.

Increased coverage in North Dakota by **14%**.



FINANCIAL COUNSELING

\$16,079,000 repaid to creditors by LSS clients and **88%** of clients reported increased confidence in their financial management skills after working with LSS.
6,377 individuals attended LSS financial education workshops, **24%** more than in 2020.

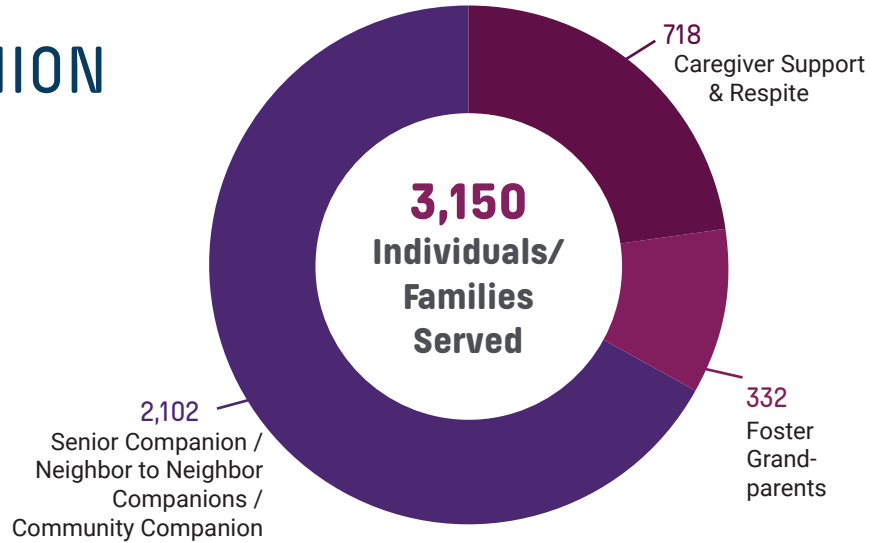


POOLED TRUST

Managed **\$27M** and processed **\$1M** in purchases for **715** individuals served.
81% of clients report the Trust improves their social connectedness.

CAREGIVER & COMPANION SERVICES

Helping caregivers and older adults maintain healthy, balanced lifestyles.



Caregiver Support & Respite

222 hours emergency care planning support for **40** caregivers.

5,873 hours of remote support to **718** caregivers.



Foster Grandparents

232

volunteers at

140

sites continued remote activities in support of children statewide.



Senior Companion / Neighbor to Neighbor Companions / Community Companion

343 volunteers provided remote support for **1,577** clients including phone calls, video visits, grocery & medication deliveries and appointment transportation

Acquired North Dakota Senior Companion Program that includes

68 volunteers serving

302 clients in **53** counties.



Elementary crushes. High school sweethearts. The homecoming queen and the class president – who have been married for 53 years – are now managing the next phase of their life together: an Alzheimer’s diagnosis for one followed by an unexpected stroke for the other and a family left wondering how they would manage their care.

Tony and Marie’s family connected with LSS to learn about Emergency Care Planning, which brought them peace of mind by helping them develop a plan for any potential situation when Tony could no longer care for Marie. “It’s a relief,” said Tony, whose emergency care plan involves his two daughters and friends. “LSS is a high-quality organization and the resources have been so helpful.”

NUTRITION SERVICES

Offering healthy, delicious meal options available to anyone statewide.



LSS Meals

1,451,046
meals served across Minnesota.

- **978,534** home-delivered meals.
- **38,538** frozen shipped meals.
- **433,974** kids' meals.

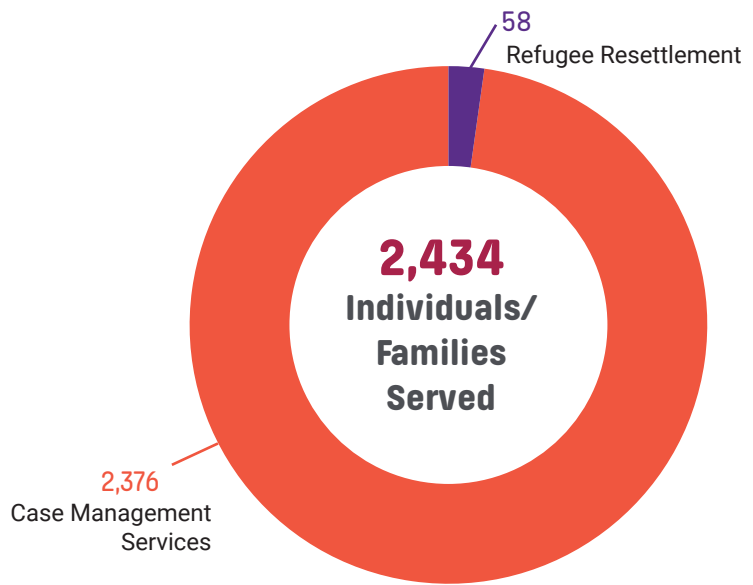
Around 10:30 a.m. on most weekdays, 78-year old Wanda drives her 25-year-old car with “too many miles on it to count” to the community bistro dining site at Evergreen Senior Apartments where she and as many as 30 other older adults gather for lunch offered by LSS Meals. Not only does Wanda receive a delicious and nutritious meal (her favorites include spaghetti, fish, chicken alfredo, Swedish meatballs, pork chops and tacos), she also enjoys catching up with her friends.

Like many older adults, Wanda lives on a limited income, and she contributes what she can towards the meals. She also helps out in the dining room, picking up trays and cleaning tables as a way to contribute to this life-enhancing service. “It’s the highlight of my day,” said Wanda. “Donna, May, Arlene, Janice, Mary Beth and me – it’s like being with your girlfriends from high school, just without the cheerleading! I don’t want to risk putting my hip out!”



REFUGEE SERVICES

Helping new arrivals secure housing, enroll in classes, find employment and connect with support they need to gain self-sufficiency



REFUGEE RESETTLEMENT

58 refugees were newly resettled from Burma, Somalia, Iraq, Afghanistan and Ukraine.

232 refugees were placed into jobs.



CASE MANAGEMENT SERVICES

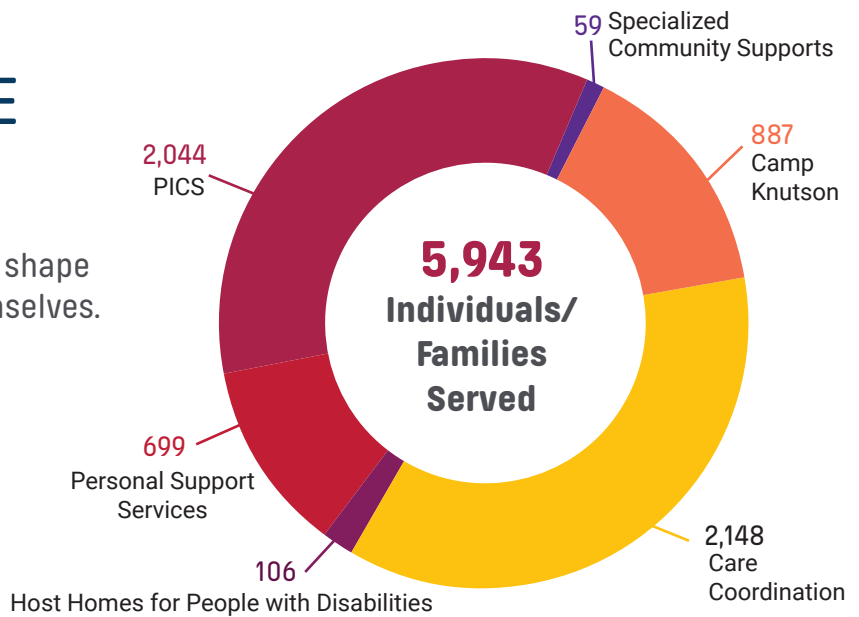
2,376 recently resettled Americans received support.

Blaise came to Minnesota as a refugee after fleeing persecution in the Democratic Republic of the Congo. In 2017, when he arrived in Minneapolis, he was greeted by an LSS Refugee Services case manager. She connected him with a job, language classes, an internship and skills training necessary to acclimate to his new life. In 2019, Blaise heard about a job opening at LSS. He applied and was hired that May. Later that year, Blaise was recognized by the Minnesota Department of Human Services with an Outstanding Refugee Award, for making a difference in his community.

“I can see every year my life is improving,” Blaise shared. “My professional skills, my friendships, my personal life – I am very proud. I came to the U.S. without even one dollar in my pocket. Now, just four years later, I have my apartment and a car that I can afford to pay for. When I came, I was single. Today, I’m married, and I have a child.”

SERVICES FOR PEOPLE WITH DISABILITIES

Empowering people with disabilities to shape and live the lives they imagine for themselves.



CAMP KNUTSON

Operating at 50% of capacity due to COVID-19, Camp Knutson hosted:

- 7 in-person camps with partners
- 3 family camp sessions
- 2 virtual camps for those with chronic skin conditions
- 350 retreat guests

537 campers served:

- 3% with Down Syndrome
- 15% with chronic skin conditions
- 8% impacted by heart disease
- 10% youth impacted by cancer
- 15% with autism
- 5% youth experiencing homelessness
- 10% other mild disabilities
- 15% mental health needs
- 4% youth recently adopted
- 15% other family members



CARE COORDINATION

374 new members.

30% increase in member engagement.



HOST HOMES FOR PEOPLE WITH DISABILITIES

10th Anniversary (2011-2021).

30 matches.

5 new counties.

1 new reverse Host Home (Clay County).

200th person served.

139 total current and former Host Home providers.

PERSONAL SUPPORT SERVICES

PASSED 18-month checkpoint for CQL's Person Centered Excellence Accreditation with Distinction.

Assisted 43 individuals with Employment First Services



PICS (Partners in Community Supports)

2,044 Participants supported by 2,919 Workers.

Served people in 11 languages.



SPECIALIZED COMMUNITY SUPPORTS

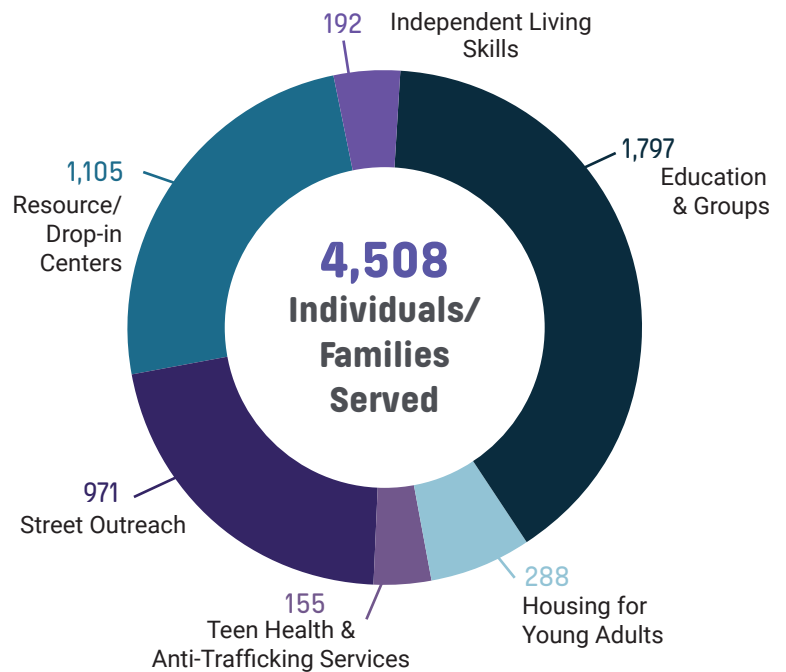
19 new individuals.

59 total people supported.

76 supported since service inception.

YOUTH & YOUNG ADULT SERVICES

Keeping youth and young families safe while supporting a healthy transition to adulthood and increased stability.



EDUCATION & GROUPS

272 families received kinship support through the warmline, support groups, and group education.

1,336 individuals received sexuality education and **98%** reported planning to use their learnings to support healthy decisions in their lives.

45 Young scholars received leadership education through the LSS Imhotep Freedom School in North Minneapolis.



INDEPENDENT LIVING SKILLS

1,525 individual meetings with youth and **107** group sessions advised under-served youth on life skills.

Youth in **11** counties received rental assistance, education funds and transportation.



STREET OUTREACH

26 Street Outreach workers made **10,354** contacts with youth, distributing:

- **12,500** basic needs/survival items.
- **1,600** kits of life-saving naloxone.
- **3,200** opportunities for transportation assistance.



RESOURCE/DROP-IN CENTERS

Youth received:

1,100 new clothing items
1,700 hygiene products and
184 hours of free legal advocacy
 Across **8** LSS service locations



TEEN HEALTH & ANTI-TRAFFICKING SERVICES

55 youth who have experienced exploitation/trafficking received support, safety and affordable housing services.

100 youth received health services/supplies and LSS made **25+** education presentations on health, safety and prevention of sex trafficking.



HOUSING FOR YOUNG ADULTS

288 youth were provided housing by LSS.



Working on motorcycles is a professional and personal passion for Kurt. It's also one way he deals with the post-traumatic stress disorder (PTSD) that stems from an incident he witnessed late in his eight-year military career. He rarely talks about the details, except to say it involved a non-combat explosion that killed several military personnel and scores of civilians. Kurt wasn't physically injured, but responding to casualties left a deep scare he hid for many years.

"Once I started using the LSS services, I felt empowered to take charge of my treatments, to look into my disability benefits, and to get myself on a path to recovery," Kurt said. "Every week, my counselor says, 'Kurt, you're in charge here.' It's a fresh outlook. I feel lucky I've been able to figure out where I want to be, thanks to LSS. Once you have a vision for your life and take control of your care, you can see your future."



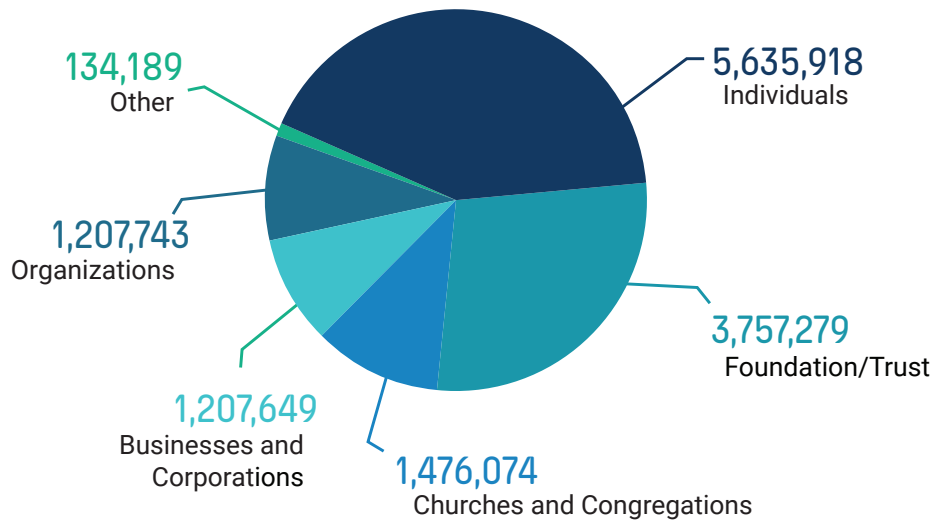
Eleven-year-old Zuleyka was born with a rare medical condition that led to multiple health issues – including microcephalia, cognitive delays, weak muscles, digestive issues, facial abnormalities, a heart condition and vision and hearing differences. Although doctors predicted that Zuleyka would not live to see her first birthday, she is thriving – due to her mother Xochil's tenacity in searching for and finding resources and treatments, including LSS Deaf & Hard of Hearing Services and Minnesota Hands and Voices (MNHV).

LSS connected Xochil to parent support, advocacy and educational resources through which she learned how to address her daughter's hearing needs in school and made connections with other parents. Zuleyka received language services through MNHV, and can now communicate her needs in English, Spanish and American Sign Language (ASL). Xochil is hopeful that her daughter can ultimately live independently.

"One of the biggest lessons I want my daughters to see is that we don't have to live in ignorance," said Xochil. "I've learned about being an advocate for Zuleyka because of how LSS has empowered me. Help is out there. You just need to knock on doors, never give up and be courageous enough to keep going."

Charitable Support by Constituency

Fiscal Year Ending September 2021



TOTAL FUNDRAISING

\$13,418,852



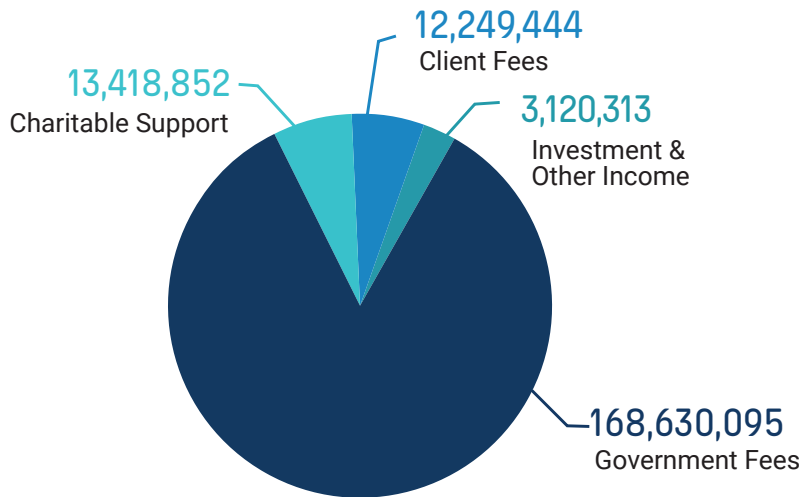
Sonny (pictured right), an LSS Caregiver Support & Respite volunteer, says he enjoys sitting with veterans and giving a break to the caregivers. He visits Jim (pictured left) for a few hours each week to provide a break to his caregiver.

Consolidated Financial Report

Fiscal Year Ending September 2021

Revenue

2021 Audited

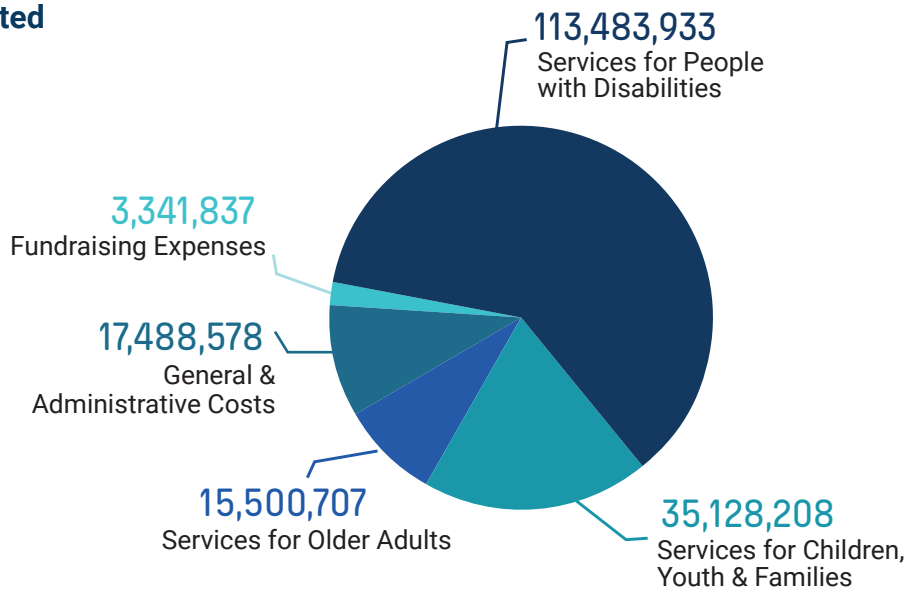


**TOTAL REVENUES &
CHARITABLE SUPPORT**

\$197,418,704

Expense

2021 Audited



88.7% Services
9.5% Administration
1.8% Fundraising

TOTAL EXPENSES

\$184,943,263

Change in Net Assets - Operations

\$12,475,441*

* As part of its COVID-19 response plan, LSS implemented a variety of cost containment measures and secured one-time funding to create a larger than normal FY21 Change in Net Assets to serve as a contingency for potential FY22 costs and impacts associated with the pandemic.



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