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.
2020 has been a year of great challenge and, importantly, great opportunity – and my first with the privilege of leading LSS as its Chief Executive Officer. I’m honored and grateful for the opportunity.

Back in March, when we first became aware of the severity of the pandemic, LSS established three goals: the safety of employees, volunteers and the individuals we serve and support; the continued delivery of essential services; and the ongoing well-being of LSS in both the short and the long term.

I am pleased to share that LSS remains on track on all three of those goals.

Witnessing the courage shown by staff, volunteers, and by the individuals and families served has been an inspiration.

Employees, volunteers and individuals served have access to Personal Protective Equipment and new safety protocols. Services continue, through virtual methods when possible. In fact, many LSS services are growing as our teams step up to help Minnesotans through the pandemic.

This year, we have also deepened our commitment to social justice, following the killing of George Floyd and the subsequent unrest. While we are proud of the anti-racism work we have done since 2008 when LSS took its stand to be an anti-racism organization, we are still on a journey. We recognize the need to do more, and to be more, for all Minnesotans.

LSS came into 2020 with quite a bit of momentum around innovating new services and growing existing services. And we continue to look forward, excited that from this time of challenge will come new innovations and better outcomes for those we serve.

None of this would be possible without you and our deep ties with communities and congregations across the state. We have experienced an outpouring of generosity from our friends and supporters who stepped up to support LSS with financial gifts and the gift of their time as volunteers, even as they faced uncertainty in their own lives.

LSS is strong, stable, and growing. I am optimistic about the future – a future that fully recognizes unjust barriers and focuses on solutions, new ways to show the love of Christ for ALL people.

Thank you for your friendship with LSS, and your generosity. It means so much. I am so grateful for you.

Patrick Thueson
CEO
10,000 Masks Project

~300 volunteers spent
7,209 hours sewing
14,417 masks, saving LSS

$173,004 in Personal Protective Equipment expense during the COVID-19 pandemic

Veterans

19 veterans received housing services

1,140 supported through Financial Services

63 received Caregiver Respite Services

805,000 meals provided to 13,700 veterans or families of veterans

402 veterans or families of veterans received Companion Services

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To prepare for the likelihood of a COVID-positive client in one of its residential service locations, leaders at LSS developed a special support program called Healthy Heroes. Healthy Heroes are staff who commit to either 12- or 24-hour shifts to limit the number of individuals in and out of facilities – with the goal of limiting exposure to and spread of the coronavirus.

Jennifer Kreps, senior area director for LSS Personal Support Services, and Area Director Sandy Hagel were LSS’ first Healthy Heroes. After learning that a resident at a Twin Cities LSS group home had tested positive for COVID-19 and was admitted to the hospital, the two women immediately stepped up. Jennifer packed a bag and arrived at the home within three hours. Sandy met her there soon after with her belongings.

For the next two weeks, Jennifer and Sandy served as the only support staff at the home and lived apart from their own families. Neither Sandy nor Jennifer had worked with the residents before, but they quickly became familiar with the residents’ needs, likes, dislikes and the requirements that would keep them safe.

At the end of two weeks, none of the other residents had tested positive for COVID-19. When Jennifer and Sandy prepared to return to their homes, one of the residents said, unhappily, “Are you leaving?” In addition to the positive experience of helping to keep residents safe, Jennifer and Sandy have been able to use their experience as Healthy Heroes to successfully guide other staff stepping into that role in other homes.

Jennifer said, “We’re proud of the plan we’ve created in response to this crisis. When other homes have a positive COVID-19 case, they know what to do and what steps to take to support individuals with disabilities and keep them safe and healthy.”
Person-centered support means our wide array of services are specifically designed to meet the unique needs of individuals in a variety of settings and allow them to have meaningful relationships, access to services and opportunity to contribute to community.

To keep everyone as safe as possible during the COVID-19 pandemic, LSS implemented the use of personal protective equipment and designed new processes and “hot zone” procedures for staff entering residential group homes. Other services used virtual connections to maintain meaningful relationships with providers and people supported.

Healthy Heroes
Healthy Heroes are staff who commit to 12- or 24-hour shifts to limit the number of individuals in and out of residences, with the goal of limiting exposure to and spread of the coronavirus.

38 staff became Healthy Heroes at 18 PSS and SCS homes for an average of 14 days each

4 Care Coordination contracts with health care entities

37 individuals served in Specialized Community Supports

2,914 workers hired and paid by PICS supported 1,800 participants

PICS processed 47,721 timecards; 38,361 through our portal and 9,360 manually entered by PICS payroll staff.

PICS took 42,289 phone calls in FY20 spending 2,038 hours on the phone

LSS is committed to supporting individuals in making their own decisions that shape their quality of life, empowering them to live the life they imagine for themselves.
5,387 individuals were supported by LSS Services for People with Disabilities

Host Homes had 32 new admissions and matches in 4 new counties: Faribault, Goodhue, Norman and Olmsted

Camp Knutson volunteers helped build 650+ feet of fully accessible nature trail while camp was closed due to COVID

Camp Knutson partnered with LSS Meals to produce 22,000+ frozen Meals to Go to meet unplanned needs in BIPOC communities

55 campers participated in virtual camps supported by 5 on-site and 6 virtual summer staffers

Altair ACO’s 14 members support 20,000+ representing 30% of people in Minnesota living with disabilities

65 people with disabilities were supported through PSS Employment First Services
The Center for Changing Lives (CFCL) in Minneapolis was buzzing with activity in June, 2020 when people from across the Twin Cities and Greater Minnesota dropped off supplies to meet basic needs of area families affected by grocery store closures, damaged businesses and transportation challenges following the unrest from the killing of George Floyd. Some 200 cars and vans drove through the CFCL parking lot to donate an estimated 7,500 items, including diapers, baby formula and paper products – along with financial gifts and 200 gift cards for grocery stores and transportation.

“Just to see the outpouring of support was incredibly heartwarming,” said Jaime Stampley, senior director of Housing Services, whose team organized the donations drive. “Churches brought truck loads, and people were bringing cases of diapers and cleaning supplies. It was amazing!”

Employees from many lines of service stepped forward to help with the event, contribute supplies and offer financial gifts. More than 65 volunteers were on hand for the drive, including people LSS supports and from as far away as Brainerd and Duluth. “It was so uplifting and filled our hearts with joy to see community building taking place and so many people coming forward,” Jamie said.

With huge needs in the community, the donations drive became an immediate distribution center as word spread among area residents in south Minneapolis. Elderly residents from two nearby high rises that serve our older neighbors shared that they had not been able to get out into the community and were so grateful to receive needed supplies.

Additional donation drives were held on August 6 and 20. Remaining supplies supported families participating in LSS services and will be distributed to area families.
Following the unrest during the summer of 2020, acquiring food and other necessities became increasingly difficult in majority BIPOC (Black, Indigenous, People of Color) communities with already too-few choices in Minneapolis’ North and South sides.

LSS Meals responded to address the urgent need for food by distributing free meals at Christ the River of Life Lutheran Church, an LSS property in North Minneapolis. Their first week, LSS Meals offered 500 meals – which were gone in just an hour and a half. Since then, they’ve increased the number of meals available. Every Thursday, LSS Meals team members, neighbors in the community and volunteers from the church package and give out the meals. We are grateful to AgriBank Farm Credit Bank and supporters across Minnesota for making this possible.
SERVICES FOR CHILDREN, YOUTH AND FAMILIES

Our goal is for every child, youth, young adult and family to have a safe place to sleep at night, stability in their lives and the opportunity to thrive in community.

With the right tools and support, children, individuals and families are staying strong, stable and resilient. LSS provides early intervention and prevention services, supportive shelters and housing options, counseling, education and other customized services.

Wherever possible, LSS moved services to virtual formats to assure continued access to critical services despite the COVID-19 pandemic. Where not possible, we implemented increased use of Personal Protective Equipment and sanitary practices.

New grants help LSS focus on providing services before they become an emergency:

- $3.1 million to provide housing assistance during the COVID-19 pandemic
- $1.2 million State of Minnesota funding to expand anti-trafficking efforts to additional areas of the state

| 428 children & adolescents needing a safe place to stay were served in a crisis shelter |
| 737 veterans served through the C.O.R.E. program |
| $17,811,005 repaid to local & national creditors with help from LSS Financial Counseling |
| 793 families received wraparound case management services, supervised visitation, parenting education, and connection to culturally-centered resources |
| 84.6% of clients prevented default and delinquency on their student loans with counseling |
| Refugee Services provided case management and other supports to 1,273 recently resettled Americans and resettled 90 refugees from Burma, Somalia, Iraq, Afghanistan, Ukraine |
| 250 refugees were placed into jobs |
30,871 individuals were supported by LSS Services for Children, Youth and Families.

- 18 children were adopted by LSS-licensed therapeutic foster care families
- 202 children joined their adoptive families in 2020
- 786 families whose income was affected by COVID avoided eviction using prevention services through LSS
- 432 Households received supportive housing services
- 1,370 Housing Services
- 1,369 Refugee Services
- 428 Youth - Residential
- 3,998 Youth - Community Based & Metro Homelessness
- 1,525 LSS Adoption
- 854 CHS Adoption
- 2,547 Behavioral Health
- 143 Camp Noah
- 152 kids served in seven communities
- 24 Disaster Services
- 880 Employment
- 1,235 youth experiencing homelessness were supported
- 100% of adoptive families felt well prepared to parent a child through adoption
- 851,235 clients accessed 15,000 telehealth visits in FY20
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SERVICES FOR
OLDER ADULTS

With the right community supports, older Minnesotans are “abundantly aging”: staying healthy, choosing to live at home longer, giving back as volunteers and remaining as independent as possible.

Assuring that the highest-risk Minnesotans remain as safe as possible during the pandemic, LSS transitioned from in-person services – dining sites and companion visits – which led to incredible innovations in virtual caregiver support and significant increases in frozen, shipped meals.

40% increase in individuals supported across services

286 volunteers provided 73,901 hours of companion services and provided 519,619 miles of transportation

35 volunteers provided 3,300 phone or video visits to 427 isolated older adults

AmeriCorps Seniors recorded 21,629 hours of community support between March and September 2020

LSS Meals pivoted quickly during COVID-19 to provide 123,458 unforeseen special project meals in BIPOC communities across the state and in Minneapolis

Caregiver Services provided 1,304 hours of support to give 65 caregivers a break

Caregiver Respite held 9 virtual fun events with 60+ attendees

Foster Grandparents provided 95,460 hours of support to 2,684 students in 93 schools and early childhood centers

261
36,817 individuals were supported by LSS Services for Older Adults

- 1533 Guardianship Options
- 618 Pooled Trust
- 2945 Foster Grandparents
- 2058 Senior Companion, Neighbor to Neighbor and Community Companions
- 823 Caregiver Support & Respite

28,840 LSS Meals

- 848,632 home-delivered meals
- 15,051 frozen shipped meals
- 52,454 meals to kids in schools

1,039,595 LSS meals served across Minnesota

- 5,053 volunteers worked
- 67,975 hours to serve and deliver nutritious meals

Pooled Trust managed $25,567,902 in assets for people with disabilities

- Rights were restored to 6 Guardianship Options clients
- 55,899 hours of service provided by LSS guardians

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Charitable Support
Fiscal Year Ending September 2020
2020 Audited

Total Unrestricted Fundraising $4,895,986
Other Restricted Fundraising $6,988,898
TOTAL FUNDRAISING $11,884,884
Consolidated Financial Report
Fiscal Year Ending September 2020

Revenue

2020 Audited

Charitable Support

11,884,884 Client Fees

11,606,919

1,962,512

Investment & Other Income

150,211,481 Government Fees

TOTAL REVENUES & CHARITABLE SUPPORT $175,665,796

Expense

2020 Audited

Services for People with Disabilities

99,691,668

Fundraising Expenses

3,115,587

General & Administrative Costs

14,222,488

Services for Older Adults

14,728,301

Services for Children, Youth and Families

32,626,424

89.2% Services

8.8% Administration

2% Fundraising

TOTAL EXPENSES $164,384,468

Non-Operating & Pension Adjustment ($1,867,896)

Change in Net Assets — All funds $9,413,432*

*As part of its COVID-19 response plan, LSS implemented a variety of cost containment measures to create a larger than normal FY20 Change in Net Assets to serve as a contingency for potential FY21 costs and impacts associated with the pandemic.