Lutheran Social Service of Minnesota is a movement of 25,000 – 2,500 employees, 10,000 volunteers, and 12,500 supporters — all of whom are critical to our successful support of the individuals and families seeking to change their lives through our services. I am pleased to share with you a sampling of what this movement has accomplished in the past year in every county of the state and beyond. This has been a year of strength, growth and innovations.

In Duluth, we celebrated the grand opening of the new LSS Bethany – Services for Children, Youth and Families. LSS has evolved services as the needs of youth and families in the community have changed, from Bethany Children's Home in Duluth, an orphanage that opened in 1916, to the Bethany Crisis Shelter, which offered emergency shelter care beginning in the early 1970s. Today, as part of LSS’ statewide services for children, youth and families, the beautiful new LSS Bethany touches lives throughout northeast Minnesota and beyond with safe emergency shelter for children, as well as new early intervention and prevention services. These early intervention and prevention services include parent education and coaching, behavioral health, family visitation, and reunification support.

In Crosslake, we gathered at LSS’ Camp Knutson for the groundbreaking of a new dormitory. Located in northern Minnesota, Camp Knutson gives campers with identified needs a life-changing experience of community. The new camper cabin is designed to better-welcome campers who use wheelchairs and accommodate other needs.

LSS continues to grow services that meet individuals and families where they are, and provide what they need, to change their own lives. One such service that creates greater independence and self-sufficiency is LSS Meals. Over the course of this past year, we’ve added two new production kitchens that have expanded our delivery of nutritious meals to not only older adults, but also veterans and children living with food insecurity.

Throughout the COVID-19 pandemic, most of LSS’ employees continued to deliver in-person services – albeit with extra safety protections. Conversely, some services were most-safely delivered remotely. While the pandemic may not be over, we are transitioning to more in-person work as situations allow. It’s been fun to witness the outpouring of warmth and joy between colleagues as they reconnect, or in some cases, eagerly meet newer coworkers face-to-face for the first time.
In another indication of the pandemic loosening its grip, for the first time in three years LSS was able to host LSS’ Deaf & Hard of Hearing Family Services Minnesota Hands and Voices celebration. Families came together to celebrate acts of exceptional service and dedication aimed at breaking down barriers to full and abundant lives. LSS Deaf & Hard of Hearing Family Services is one of the newer additions to LSS’ continuum of services. Like all LSS services, Deaf & Hard of Hearing Family Services create greater possibilities. Living with differences can be isolating. LSS creates life-changing connections with the people and resources needed to assure that all people can live and work in community with full and abundant lives, such as connecting families with deaf mentors who help deaf individuals and their parents see possibilities instead of limitations.

Fall of 2022 brought the in-person return of another great tradition for the first time since 2019 – the annual LSS Celebration for Changing Lives! The evening was filled with greeting old and new friends, sharing laughs and heart-warming stories of courage, and – most importantly – hearing stories of lives changed. We are deeply grateful for the outpouring of love and financial support at the event. It was good to be together again.

At the beginning of this letter, I mentioned our 2,500 employees – without whom services could not continue. Like all employers, LSS is working hard to attract and retain our workforce. And this year, once again, we are honored to be recognized by our employees as a 2022 “Top Workplace” in the annual Star Tribune survey.

It was a year with many highlights, and much for which to be grateful. Blessing upon blessing. Because of the trust placed in LSS, we are strong, resilient, and growing – connecting more individuals and families with brighter futures and bigger possibilities than ever before. Our teams are looking forward, innovating, and putting what we’ve learned to work to create even more effective and measurable outcomes for the lives we impact.

I hope you enjoy learning more about what the LSS movement is accomplishing in the lives of our neighbors this year and every year.

In gratitude,

[Signature]

Patrick Thueson
President
We provide services that help strengthen **INDIVIDUALS & FAMILIES** 
to promote resiliency

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households received supportive housing services</td>
<td>802</td>
</tr>
<tr>
<td>Families received support through family resource centers</td>
<td>225</td>
</tr>
<tr>
<td>Children received emergency care and resources</td>
<td>411</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services Served</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through adoption, foster care and therapeutic foster care services</td>
<td></td>
</tr>
<tr>
<td>Relative/kinship families served</td>
<td>127</td>
</tr>
<tr>
<td>Children placed in foster care &amp; adoption programs</td>
<td>235</td>
</tr>
<tr>
<td>Countries in which we provided adoption services</td>
<td>12</td>
</tr>
<tr>
<td>Average age of a child placed</td>
<td>7 years</td>
</tr>
<tr>
<td>Children/youth were supported by therapeutic foster care providers</td>
<td>194</td>
</tr>
<tr>
<td>Counties in MN and ND</td>
<td>37</td>
</tr>
<tr>
<td>Children/youth adopted from therapeutic foster care</td>
<td>40</td>
</tr>
</tbody>
</table>

$202,436 granted through the **Adoption Support Fund**, eliminating fee barriers for adoptees, birth and adoptive families accessing adoption and post-adoption services.

<table>
<thead>
<tr>
<th>Support Services</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through crisis nurseries in counties</td>
<td></td>
</tr>
<tr>
<td>Children received</td>
<td>693</td>
</tr>
<tr>
<td>Days of care &amp; support received</td>
<td>1,232</td>
</tr>
<tr>
<td>Resource items received (such as diapers and clothing)</td>
<td>30,586</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services Served</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through crisis nurseries in counties</td>
<td></td>
</tr>
<tr>
<td>Camp Noah day camps in communities</td>
<td>222</td>
</tr>
<tr>
<td>Camps participated in</td>
<td>11</td>
</tr>
<tr>
<td>States</td>
<td>7</td>
</tr>
<tr>
<td>Tornado disasters most common reason for camps</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Workshops Held</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>37 workshops held across the state</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services Served</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received support through <strong>Deaf &amp; Hard of Hearing</strong> services</td>
<td></td>
</tr>
<tr>
<td>Deaf mentors</td>
<td>22</td>
</tr>
<tr>
<td>Deaf mentor sessions</td>
<td>585</td>
</tr>
</tbody>
</table>

**12,867** Individuals & Families Served
We promote long-term financial stability for people in all stages of life through

EMPLOYMENT, FINANCIAL & LEGAL SERVICES

23,155
Individuals & Families Served

Financial counseling clients repaid

$9,459,111 to creditors

7,695 individuals attended financial counseling workshops

1,058 borrowers had at least one student loan repayment counseling session

Managed $35M in pooled trusts

processed $4.3M for individuals served

69% of individuals reported improved social connectedness

Provided employment services to

8 people advancing in a health care career

15 adults with a criminal conviction

503 people with disabilities

1,112 families

22 individuals under guardianship had their rights restored

56,388 hours of support

$56M managed for 326 individuals

115 individuals provided with supported decision-making services

“My social worker recently said to me, ‘You are doing so well; you don’t need me anymore.’ I know I will need support from others for a while yet. But I know I rely on that support much less than I used to. I’m so happy that I can make my own decisions now.”

TERESA
We help caregivers and older adults maintain healthy, balanced lifestyles through CAREGIVER & COMPANION SERVICES.

3,984 Individuals & Families Served

Through caregiver and companion services

- 607 individuals received caregiver support & respite services
- 68 caregivers enrolled in support groups
- 121 caregivers participated in classes & workshops
- 151 hours of emergency care planning to 32 caregivers
- 347 hours of remote support
- 220 foster grandparent volunteers supported 1,296 children and youth at 193 partner site schools

1,220 older adults supported by 289 senior companion volunteers in MN and ND

- 56 MN counties
- 25 ND counties

352 individuals received coaching and support to make a healthy transition home following a hospitalization

“...I couldn't care for him the way I do without the respite Tami provides. I know Dean, too, looks forward to her visits. She's trustworthy, she's so dependable, she's so caring.”

LYNNE & ORDEAN
**NUTRITION SERVICES**

We offer healthy, delicious meal options available to anyone statewide through 1,570,587 meals served across Minnesota.

<table>
<thead>
<tr>
<th>Meals Served</th>
<th>Volunteers Contributed</th>
<th>Meals Served to 18-60 years olds</th>
<th>Older-adult Meals Served</th>
<th>Children's Meals Served</th>
<th>Frozen Shipped Meals</th>
<th>Home-Delivered Meals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,570,587</td>
<td>5,502</td>
<td>21,291</td>
<td>140,240</td>
<td>652,932</td>
<td>40,792</td>
<td>715,332</td>
</tr>
<tr>
<td></td>
<td>volunteers contributed</td>
<td>61,161</td>
<td>meals served at 131 dining sites</td>
<td>children's meals served at 35 locations</td>
<td>frozen shipped meals</td>
<td>home-delivered meals</td>
</tr>
</tbody>
</table>

**REFUGEE SERVICES**

Through REFUGEE SERVICES we help new arrivals secure housing, enroll in classes, find employment and connect with support they need to gain self sufficiency.

<table>
<thead>
<tr>
<th>Recently Resettled Americans Received Case Management Support</th>
<th>Volunteers Contributed</th>
<th>Refugees Resettled</th>
<th>Refugees Placed into Jobs</th>
<th>Afghans Resettled through Humanitarian Parole due to military evacuation</th>
</tr>
</thead>
<tbody>
<tr>
<td>657</td>
<td>283</td>
<td>77</td>
<td>91</td>
<td>171</td>
</tr>
<tr>
<td>refugees were newly resettled from 7 countries: Afghanistan, Ethiopia, Guatemala, Somalia, Syria, Rwanda, Ukraine</td>
<td>160 from Ukraine</td>
<td>160 from Afghanistan</td>
<td>208 from Afghanistan</td>
<td>171 from Ukraine</td>
</tr>
</tbody>
</table>

“LSS does so much for us, and the Circle of Welcome team— they work so hard for me. Tomorrow, they are taking me for my driver’s test. Every week, they take me to the grocery store even though the shops are far from my home. They are very kind.”

ZEMARAY

77 refugees were newly resettled from 7 countries: Afghanistan, Ethiopia, Guatemala, Somalia, Syria, Rwanda, Ukraine

91 refugees were placed into jobs

171 Afghans were resettled through Humanitarian Parole due to military evacuation

283 volunteers contributed 15,049 hours of support
Through **DISABILITY SERVICES**, we empower people with identified needs to shape the lives they imagine for themselves.

**10,045 Individuals & Families Served**

- **2,902 individuals received care coordination support**
  - **1,251** new members in 2022
  - **4** health system partnerships

- **418 individuals supported in 102 community residential services homes statewide**
  - **5.6%** average vacancy rate
  - **182** received in-home support services
  - **33** received Employment First Services

- **116 individuals lived with licensed providers in host homes**
  - **29** new matches
  - **79** Host Home providers in 34 counties

- **2,073 participants chose self-directed services and were supported by 2,938 workers**
  - **0-98 ages served**
  - **Provided support in 15 languages**

- **927 campers attended in-person camps at Camp Knutson with 13 partners**
  - **643** retreat guests enjoyed camp during the off-season

- **57 individuals supported through specialized community supports**
  - **35** homes
  - **6** new individuals supported

- **“I can see that they love caring for Greg. They look for new ways to put a smile on his face. Knowing he’s laughing and enjoying himself in his home, that just warms my heart.”**
We keep youth and young families safe while supporting increased stability and a healthy transition to adulthood through **YOUTH & YOUNG ADULT SERVICES**

<table>
<thead>
<tr>
<th>3,337</th>
<th>children, youth &amp; families participated in <strong>education and group settings</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>children supported in <strong>preschool</strong> settings</td>
</tr>
<tr>
<td>30</td>
<td>young scholars received leadership education through the <strong>LSS STEAM Freedom School</strong></td>
</tr>
<tr>
<td>32</td>
<td>families received support through <strong>home visiting</strong></td>
</tr>
<tr>
<td>56</td>
<td>youth participated in youth councils and <strong>LGBTQIA2S+ support groups</strong></td>
</tr>
<tr>
<td>75</td>
<td>parents/partners/family members/allies attended &quot;Trans Northland Friends, Family and Allies&quot; group</td>
</tr>
<tr>
<td>133</td>
<td>families received <strong>kinship support</strong></td>
</tr>
<tr>
<td>2,990</td>
<td>individuals received <strong>sexuality education</strong></td>
</tr>
</tbody>
</table>

| 6,300 | **Individuals & Families Served**                                          |

Youth received **independent living skills support & resources** in **56 counties**

- **75** group meetings
- **102** individual meetings

Youth visited resource centers **1,016 times at 4 locations**

- **474** clothing items provided
- **6,934** hygiene products provided

Street outreach workers made **4,226 contacts** with youth, distributing

- **1,631** opportunities for transportation assistance
- **3,222** life-saving naloxone kits
- **15,800** basic needs/survival items

- **354** youth received **housing services**
  - **7.5** months average length of stay
  - All residents of Renaissance House participated in mental wellness services

- **217** education presentations on health, safety and prevention of sex trafficking

- **42** youth who have experienced exploitation/trafficking received support, safety and affordable housing services

- **447** youth received health services/supplies
Charitable Support by Constituency
Fiscal Year Ending September 2022

TOTAL FUNDRAISING $12,076,858

“Benley just needed someone to love, we wanted someone to love, and now we get to share that love”
Consolidated Financial Report
Fiscal Year Ending September 2022

Revenue

2022 Audited

- 12,601,573 Client Fees
- 829,024 Investment & Other Income
- 183,251,456 Government Fees
- 12,076,858 Charitable Support

TOTAL REVENUES & CHARITABLE SUPPORT
$208,758,911

Expense

2022 Audited

- 124,611,567 Disability Services
- 3,666,933 Fundraising Expenses
- 18,519,335 General & Administrative Costs
- 38,961,878 Children, Youth & Family Services
- 16,998,115 Older Adult Services
- 12,076,858 Charitable Support

TOTAL EXPENSES
$202,757,828

Change in Net Assets - Operations
$6,001,083
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.

Strategic Objectives

Social Determinants of Health:
LSS will address underlying barriers to well-being while we continue to take responsibility for helping our neighbors access housing, healthy food, community connection, and other supports that are critical to holistic well-being.

Prevention/Early Intervention:
LSS will innovate prevention, early intervention and family preservation services and support that are critical for helping Minnesotans overcome barriers and change their lives.

Social Justice:
LSS will deepen our commitment to and increase our recognition of barriers to social justice and racial equity both within our organization and the greater community, putting this commitment into action in the way we deliver services, evaluate outcomes, pursue our advocacy efforts, and establish strategic partnerships.