



**Lutheran
Social Service**
of Minnesota



BUILDING COMMUNITY



President's Report
2024



Building Community

As I reflect on the work of Lutheran Social Service of Minnesota in the past year, I am drawn to the unique role LSS plays in building stronger communities. An LSS community is more than the geographic location of our services.

Building community means creating a sense of acceptance, connection, and shared inspiration. A vibrant community is built by fostering healthy relationships and positive collaborations. I love the observation, “everything moves at the speed of trust.” Communities are no different. They thrive on trust and a welcoming spirit. They form wherever people feel valued for both who they are now, and the future they seek to create. Coming together to express faith in a neighbor’s ability to achieve their dreams unleashes boundless energies and greater possibilities.

Constructing networks of caring communities is a long-held touchstone of LSS. In fact, the centrality of community is reflected in our mission and vision statements.

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

LSS Vision Statement: “All people have the opportunity to live and work in community with full and abundant lives.”

This vision of community changes lives in a myriad of ways.

In **Children & Family Services**, we build community by partnering with the Saint Paul Synod of the ELCA to build a new Early Learning Center on the East Side of Saint Paul. The LSS Early Learning Center – East Side offers early childhood education and child services to a community where families sometimes experience profound need, yet limited options. We are so pleased to deepen LSS’ connections with our neighbors on the East Side, and grateful for our congregational partners and supporters whose commitment was key to opening the doors of this beautiful center.



In **Economic Opportunity & Youth Support Services**, we build community when organizations invest in their employees' financial health and well-being by offering them access to LSS Financial Services' Financial Choice program. One organization that started using the program in 2024 has had more than 800 employees attend LSS Financial Choice workshops. By partnering with LSS, they are building a community of employees focused on financial health and wellness. As with all of LSS' Economic Opportunity Services, the financial acumen and confidence our teams instill can change lives and help break generational cycles of poverty.

In **Community-Based Services & Supports**, we build community when our Minnesota Hands & Voices program provides information, support and referral to families of children who are deaf or hard of hearing (DHH). Support is available at any point in their journeys but is especially helpful for families who are new to the DHH community. They lean into community building through outreach activities, parent/professional collaboration, and advocacy efforts. On a personal note, a highlight that my wife Luba and I enjoy each August is attending this community's annual picnic – an event for DHH children and their families. It is a fun, joy-filled day, and highlights the power of connection.

Today, as LSS embarks on its 160th year of changing lives, there is one more community that deserves special reflection – the LSS movement. A movement of 2,500 employees, 10,000 volunteers, and 12,500 donors and funding partners.

Thanks to you, LSS is strong, stable, and growing – innovating and adapting for Minnesota's next 160 years.

As you explore this year's sampling of stories and accomplishments – the good things you make possible – I hope you find joy, hope, and the satisfaction that comes from living in a vibrant community of neighbors helping neighbors.

With great gratitude,

Patrick Thueson
President

TOTAL INDIVIDUALS
SERVED: 729



413 individuals supported across **97 COMMUNITY RESIDENTIAL SERVICES** homes statewide
76% of CRS homes are located in Greater Minnesota

2 **TECH HOMES** offer support for individuals through assistive technology



80 individuals supported across **41 SPECIALIZED COMMUNITY SUPPORTS** intensive needs homes statewide



236 individuals supported in their own home or their family home, with an emphasis on skill development and community involvement

151 received In-Home Support Services

46 received Employment First Services to help them find and maintain meaningful work

39 received Respite, Semi-Independent Living Skills or Vocational Rehab supports



DISABILITY RESIDENTIAL SERVICES

Supporting individuals with identified needs in residential settings to live the lives they imagine for themselves.

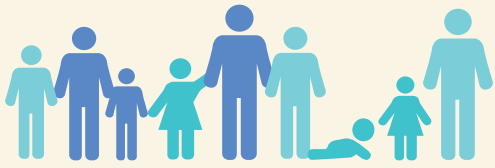
“I have made friends, and I have fun. I would recommend this program to anybody. I've had so much success, and I think somebody else can, too.”

—Renee, Employment First Services

A photograph of three women standing in a snowy outdoor setting. The woman on the left is wearing a light-colored parka, a dark beanie with a logo, and glasses. The woman in the middle is wearing a maroon parka and glasses. The woman on the right is wearing a dark coat. They are all smiling. In the background, a McDonald's sign is visible. The word "BELONG" is overlaid in large, white, bold letters at the bottom of the image.

BELONG

TOTAL INDIVIDUALS
& FAMILIES SERVED: 9,983



1,437 campers attended 20 in-person camps at **CAMP KNUTSON** through 15 partner organizations

1,021 retreat guests enjoyed camp during the off-season

3 weeks youngest camper

93 years oldest volunteer



4,048 individuals received **CARE COORDINATION** support

947 new members in 2024

★ 32 veterans supported ★



989 families received support through **DEAF & HARD OF HEARING FAMILY SERVICES** statewide

21 Deaf Mentors

556 Deaf Mentor sessions,
48% in Greater Minnesota

18 educational workshops



119 individuals lived with licensed providers in shared living **HOST HOMES** statewide



21 new matches

107 Host Home providers in 36 counties


2,369 participants chose **PICS** self-directed services and were supported by 3,336 workers/caregivers

60 counties in which services were provided

★ 13 veterans supported ★

COMMUNITY BASED SERVICES

Supporting individuals with identified needs in community-based settings to live the lives they imagine for themselves.



“When Willie first came, he stayed in bed all day and didn’t talk much. He would say yes, no, hello, goodbye. Now, he’s an active talker and wants to go shopping, to the movies, visit people in the nursing home. The list goes on.”

— David, Host Homes

THRIVE

TOTAL INDIVIDUALS
& FAMILIES SERVED: 32,364



435 individuals received **CAREGIVER SUPPORT & RESPITE SERVICES** from 37 volunteers

24 caregivers received emergency care planning

62 caregivers enrolled in support groups

★ 79 veterans supported ★



1,946 older adults were supported by 291 senior volunteer companions in MN and ND

★ 19 veterans supported ★

207 **FOSTER GRANDPARENT** volunteers supported 1,506 children and youth at 139 partner sites in 60 MN counties



★ 10 veterans volunteered ★



25,626 individuals received delicious and nutritious **LSS MEALS**

1,814,788 meals served across Minnesota – including 885,979 youth meals at 50 dining sites – assisted by 1,181 volunteers



★ 2,694 veterans supported ★

\$38.3M managed in **POOLED TRUSTS** for 1,077 individuals in MN and ND

3,663 financial disbursements allowed 76% of clients to report improved social connectedness



1,774 individuals served with **SUPPORTED DECISION-MAKING & GUARDIANSHIP** options

23 individuals under guardianship had their rights restored

SERVICES FOR OLDER ADULTS

Helping older adults and others maintain healthy, connected, and balanced lifestyles in their own homes and communities.



“It means a lot to me that Ken comes here every Thursday. We’re on the same page.”

— Stan, Senior Companions

CONNECT

TOTAL CHILDREN & FAMILIES SERVED: 12,002



5,814 individuals received **FOSTER CARE & ADOPTION** services, including:



354 children and youth were supported by **305 licensed foster families**

103 children placed in loving homes through international and domestic adoption

1,422 individuals received post-adoption services

3,169 individuals received **MENTAL HEALTH** support and services virtually and across **37 locations** statewide

4,619 in-person therapy visits

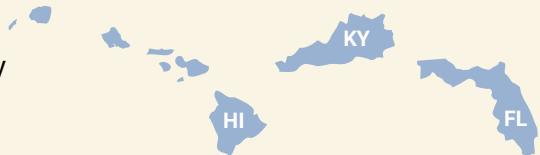
7,531 virtual therapy visits

★ 739 veterans supported ★



391 youth from **7 communities** attended **CAMP NOAH** day camps in **3 states** with the help of **92 local volunteers**

- Hawaii
- Kentucky
- Florida



2,521 youth and families received supports through **FAMILY SERVICES**

129 families received kinship support

2,325 youth received sexuality education

40 young scholars received leadership education through LSS Freedom School

19 children supported in preschool settings



CHILDREN & FAMILY SERVICES

Providing services for children and families that strengthen their resiliency and connections in community.



“ I felt like I was failing at everything... I'm very grateful for the help I got from LSS, mostly the way they made me feel like a good mother. The most important thing they did was tell me, 'You got this. You're a good mom.' ”

— Wendy, Family Services

HOPE

TOTAL INDIVIDUALS & FAMILIES SERVED: 30,451



1,644 adults received **EMPLOYMENT SERVICES** to gain employment and advance in their careers

★ **6** veterans supported ★

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17,758 individuals worked with **LSS FINANCIAL COUNSELING**, repaying **\$9.5M** to creditors

91% of clients reported increased confidence in their financial management skills

★ **438** veterans supported ★



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774 households received **SUPPORTIVE HOUSING SERVICES** in **23 MN counties**.



552 property owners/management companies worked with LSS

★ **13** veterans supported ★



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1,834 individuals supported through **REFUGEE SERVICES**

772 individuals were newly resettled from **17 countries**

336 refugees were placed into jobs



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7,120 youth received supports through a wide variety of service offerings

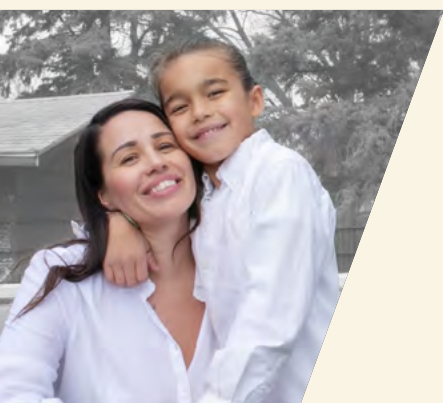
1,033 youth supported at **3 youth resource centers/drop-in sites**

3 street outreach workers made **785 contacts** with youth

596 youth received support, safety, and housing services


3,554 youth received health services/supplies

912 families accessed resources and **273 children** received emergency care



ECONOMIC OPPORTUNITY & YOUTH SUPPORT SERVICES

Strengthening individuals and families with resources that help improve their economic, social, health, and housing stability.

A photograph of a man with a grey beard and glasses, wearing a dark beanie and a denim shirt, sitting on a black motorcycle in a parking garage. He is smiling and looking towards the camera. The background shows concrete pillars and pipes of the garage.

“ Right from the start, we had a great conversation about how to save, even though I wasn't too open to it. I was a stubborn kid. Now I'm catching up on life... doing things I wanted to do when I was a teenager, like travel. ”

— Larry, Financial Counseling

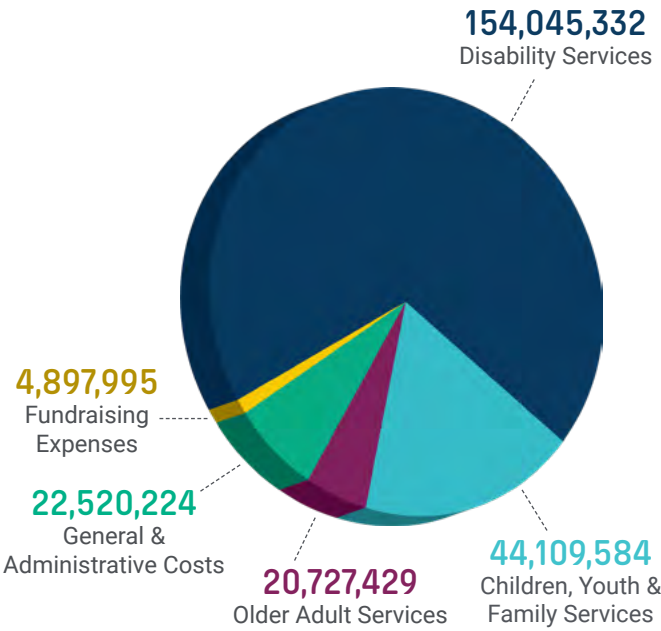
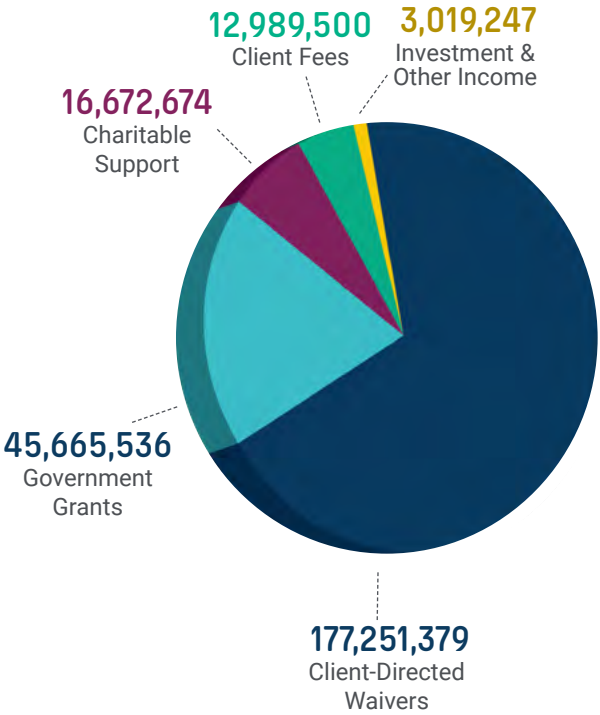
TRUST

Consolidated Financial Report FISCAL YEAR ENDING SEPTEMBER 2024

REVENUE

EXPENSES

AUDITED

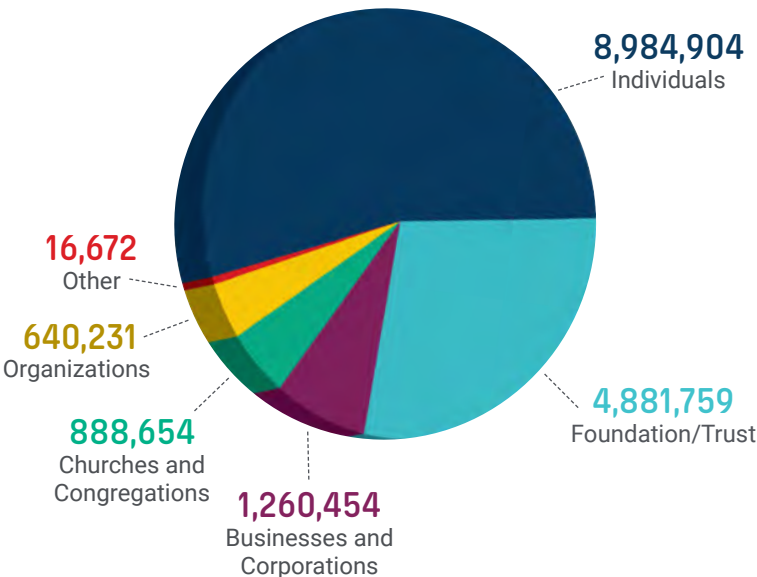


[90% services | 8% administration | 2% fundraising]

TOTAL REVENUES & CHARITABLE SUPPORT \$255,598,336

TOTAL EXPENSES \$246,300,564
Change in Net Assets - Operations: \$9,297,772

Charitable Support by Constituency FISCAL YEAR ENDING SEPTEMBER 2024



TOTAL FUNDRAISING \$16,672,674

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.



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**NEIGHBORS
HELPING
NEIGHBORS**