



**Lutheran
Social Service**
of Minnesota



2022

President's Report



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Social Service**
of Minnesota

**PATRICK
THUESON**
—
President

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,

A handwritten signature in black ink, appearing to read "Patrick Thueson".

Patrick Thueson
President





We provide services that help strengthen
INDIVIDUALS & FAMILIES
 to promote resiliency

12,867
Individuals & Families Served

802 households received **supportive housing services**

225 families received support through **family resource centers**

411 children received emergency care and resources

2,886 received **mental health supports and services** in **84** counties through

21,143 in-person therapy visits

10,297 telehealth visits

70 employer groups (EAP)

14 school partnerships

Through adoption, foster care and therapeutic foster care services

127 relative/kinship families served in domestic and international programs

235 children placed in foster care & adoption programs

12 countries in which we provided adoption services

7 years average age of a child placed

194 children/youth were supported by **99** therapeutic foster care providers

37 counties in MN and ND

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

40 children/youth adopted from therapeutic foster care

Through **crisis nurseries** in **5** counties

693 children received

1,232 days of care & their families received

30,586 resource items (such as diapers and clothing)

CAMP NOAH

222 youth from **11** communities participated in **Camp Noah** day camps in **7** states

Tornado disasters were the most common reason for camps

1,215 received support through **Deaf & Hard of Hearing** services

22 Deaf mentors

585 Deaf mentor sessions

37 workshops held across the state



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

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

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



"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."



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





We offer healthy, delicious meal options available to anyone statewide through
NUTRITION SERVICES

33,866
 Individuals & Families
 Served



1,570,587 meals served
 across Minnesota

5,502

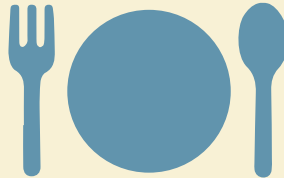
volunteers contributed
 61,761 hours

21,291

meals served to 18-60 years olds
 through Second Harvest grant

40,792

frozen shipped meals



140,240

older-adult meals served
 at 131 dining sites

652,932

children's meals served
 at 35 locations

715,332

home-delivered meals



Through
REFUGEE SERVICES

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

905
 Individuals & Families
 Served

657 recently resettled Americans received case
 management support, including



160
 from
 Ukraine

208
 from
 Afghanistan

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



"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."



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



Camp Knutson

927

campers attended 17 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



2,073 participants

chose self-directed services and were supported by **2,938** workers

0-98

ages served

Provided support in **15** languages

"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."



GREG & MIKE



We keep youth and young families safe while supporting increased stability and a healthy transition to adulthood through

YOUTH & YOUNG ADULT SERVICES

6,300
Individuals & Families Served

3,337 children, youth & families participated in education and group settings



21
children supported in **preschool** settings



30
young scholars received leadership education through the **LSS STEAM Freedom School**



32
families received support through **home visiting**



56
youth participated in youth councils and **LGBTQIA2S+ support groups**



75
parents/partners/family members/allies attended "Trans Northland Friends, Family and Allies" group



133
families received **kinship support**



2,990
individuals received **sexuality education**

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

8 **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**



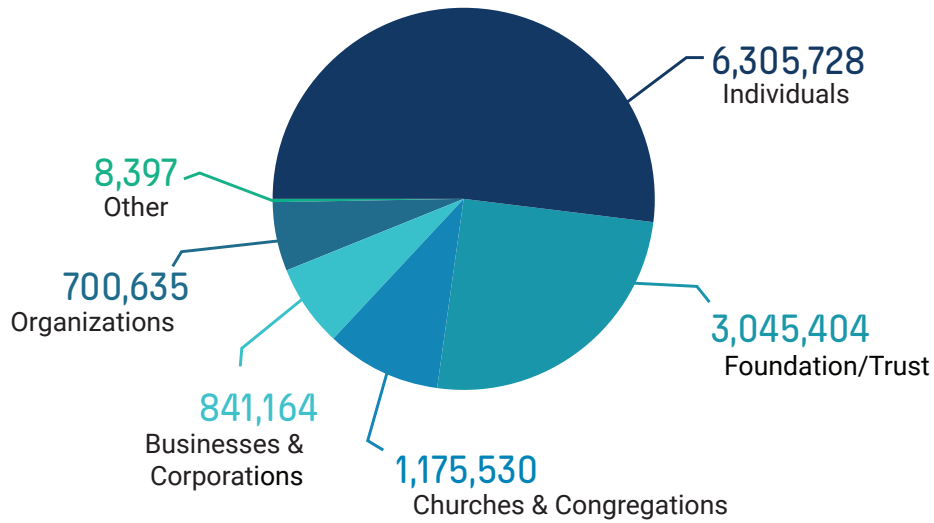
42
youth who have experienced exploitation/trafficking received support, safety and affordable housing services

447
youth received health services/supplies



Charitable Support by Constituency

Fiscal Year Ending September 2022



TOTAL FUNDRAISING

\$12,076,858

**BOB,
VANESSA &
BENLEY**



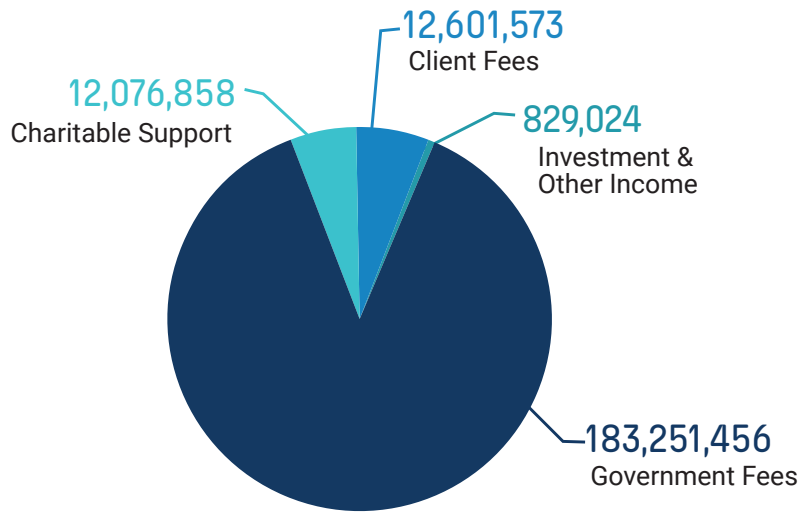
“Benley just needed someone to love, we wanted someone to love, and now we get to share that love”

Consolidated Financial Report

Fiscal Year Ending September 2022

Revenue

2022 Audited

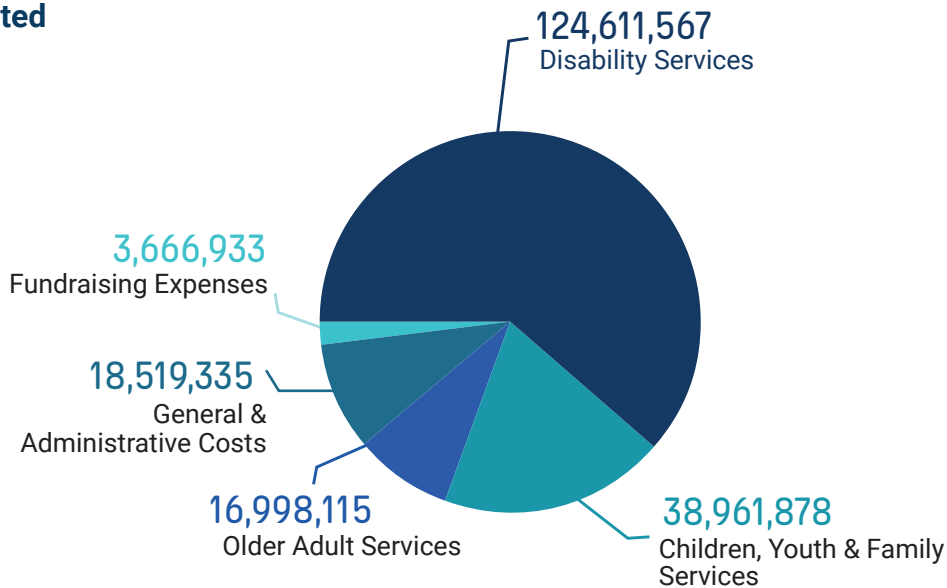


**TOTAL REVENUES &
CHARITABLE SUPPORT**

\$208,758,911

Expense

2022 Audited



TOTAL EXPENSES

\$202,757,828

Change in Net Assets - Operations

\$6,001,083



**Lutheran
Social Service**
of Minnesota

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lssmn.org

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.

