



Letter From the President & CEO

How do you feel when somebody really listens to you, offers a helping hand, or guides you through a challenging situation? When I personally reflect on this question, I feel understood, valued and fortified. Nearly 30,000 people served through LSS in 2019 reported similar outcomes with 93% saying that we improved the quality of their lives.

Thousands of LSS mission champions, including over 800 Heroes working at LSS, quietly empowered individuals, families and whole communities to thrive through our shared vocation to act compassionately, serve humbly, and lead courageously.

You too are part of the LSS mission champion family.

Thank you for **listening to** and sharing the powerful client stories we conveyed to you last year and for reading this letter and our community impact report.

Thank you for **lending a helping hand** by saying a prayer for our clients and staff, volunteering at a program site and funding the vital support services offered throughout our two-state reach.

Thank you for **guiding LSS leaders** by sharing your ideas and talents with us through your partnership or commitment to our boards and committees.

93% of the nearly 30,000 people served reported that we improved the quality of their lives. There is no doubt that LSS mission champions like you have made a significant impact on our neighbors, family members and friends – helping them all to know that they are understood, valued and fortified.

Some of the clients we served in 2019 have since graduated from our programs. Others are continuing to work toward their goals with our highly skilled staff. All are on a journey to living their best lives.

Especially today, as we are each finding our “new normal” through the recent Coronavirus pandemic, please remember our clients who continue to face incredible odds. Please also consider how you can grow as an LSS mission champion and impact even more lives – including your own - in the years to come.

God Bless You and Your Families!

Sincerely,

Héctor Colón
President & CEO

“Leaders who are motivated to serve others, have the greatest impact on staff, clients and the world”

