

**LSS empowers the people of Wisconsin and Upper Michigan  
to live their best lives through ...**

A path to recovery from addiction or mental illness,  
A home that's safe and affordable,  
A family to thrive in,  
Independence and a life that is truly their own.



## COMMUNITY IMPACT REPORT 2019



**Lutheran Social Services**  
of Wisconsin and Upper Michigan, Inc.



# See how you have impacted the lives of Ashley, Nicole, Ethan and Tyler.

## A PATH TO RECOVERY FROM ADDICTION OR MENTAL ILLNESS

LSS Aspen Center will serve as the first affordable and accessible residential treatment center for women in a community that currently provides 24/7 medically monitored care to men only. This means that mothers like our client Ashley, who escaped past traumas through drinking, will be able to find recovery in a place that is close to her children, workplace and the community.



## A HOME THAT'S SAFE AND AFFORDABLE

In Marquette, Michigan, Nicole was nearing the end of a three-month substance use treatment program but did not have stable housing options. She was in imminent need of food, rental and utility assistance, and household items. Nicole was thankful to find LSS Rapid Rehousing program and bonded quickly with our case manager Kim Frost. Nicole worked tremendously hard and was able to achieve stability with supportive services while gaining the skills and confidence necessary to become independent and to achieve her goals.



LSS finalized  
**386**  
public adoptions.



**55%** of students involved with LSS School-Centered Mental Health increased their social behavior skills and 50% improved emotional regulation and reduced negative conduct incidents.



**66%** of at-risk families reduced barriers to adequate and stable housing, while 100% reduced barriers to needed healthcare services.



LSS offered onsite Service Coordination in safe, affordable and accessible homes for 2,697 residents. Over **93%** of those residents stated they remained or became connected to their community.



## A FAMILY TO THRIVE IN

Ethan had spent more than half his life in out-of-home care. He had been in several homes before finding a forever family with the Marks. Ethan's life-long trauma created survival skills that meant high behavioral and mental health needs. At 16, he questioned if adoption was even what he wanted. Through ongoing support, and loving communication over time, Ethan finally felt safe in this family. Surrounded by family, friends and his teary-eyed parents, Ethan was adopted on his 17th birthday.

## INDEPENDENCE AND A LIFE THAT IS TRULY THEIR OWN

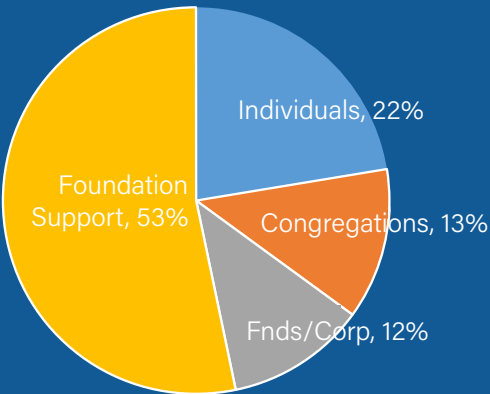
Tyler has truly brought to life our vision of healthy communities filled with people using their God-given gifts to serve. A member of our Connections IRIS (I Respect, I Self-Direct) program, Tyler was born with Down Syndrome. His parents believe in their son's resilience despite his disability and lovingly set high expectations for him throughout his life. With the help of his IRIS Consultant and the support of his family, Tyler officially pitched, secured funding for, and opened his own business.



# FINANCIAL OVERVIEW

Change in net assets	2019
Revenue and Other Support	57,582,724
Expense	55,812,584
Change in Beneficial Interest from Foundation	4,780,254

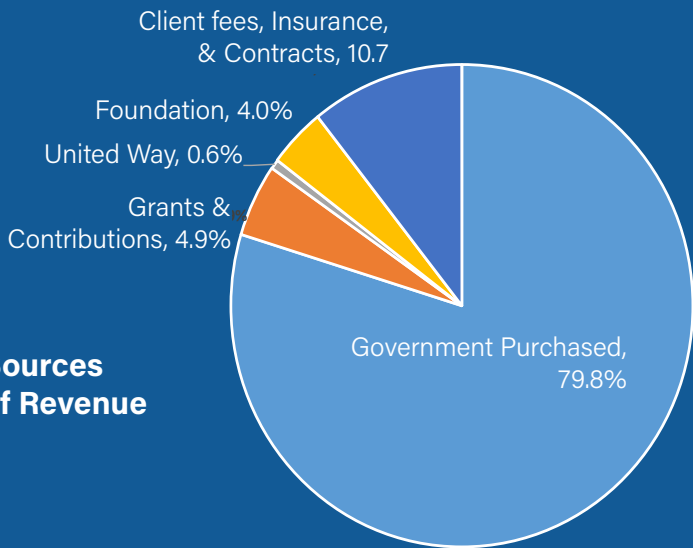
## Sources of Contributions



## Financial position

Assets	
Cash and Investments	1,620,147
Beneficial Interest in LSS Foundation	27,255,311
Accounts Receivable, net	7,770,048
Property and Equipment, net	16,708,767
Prepaid and Other	3,494,704
<b>Total Assets</b>	<b>56,848,977</b>
Liabilities	
Accounts Payable	1,224,665
Accrued Expenses	4,833,984
Line of Credit	0
Debt	13,225,558
Total Liabilities	19,284,207
Net Assets	37,564,770
<b>Total Liabilities and Net Assets</b>	<b>56,848,977</b>

## Sources of Revenue



## 2019 demonstrated for LSS that there is no limit to how far the positive impact of our mission work can go.

By sharing with LSS your God-given gifts of partnership, financial support and volunteerism, we were able to serve close to 30,000 individuals - with incredible odds stacked against them - along with their families and communities.

Your personal involvement as LSS mission champions has resulted in new growth and opportunities particularly in addiction recovery, affordable housing and mental health.

Toward the middle of last year, we embarked on a \$1.7 million capital campaign for LSS Aspen Center - our 17th substance use treatment facility. In just a few short months, our generous donors contributed \$1.5 million toward our goal! Construction is now complete and we plan to move in early summer, 2020.

LSS also experienced growth through our Affordable Housing services. Serving over 550 households throughout our two-state reach, LSS worked with children, families, older adults, people with disabilities and veterans. We created communities within our subsidized apartment buildings and helped to address our clients' most critical barriers ranging from chronic mental illness, to physical and developmental disabilities.

Finally, LSS entered into a new collaboration with Marquette University and Milwaukee Public Schools. Through a newly formed MPS Success Center, our School-Centered Mental Health team offers family coaching services to students and families that are living in one of the poorest communities within our service area and are in crisis.

Family coaching continues to present an annual \$250,000 funding gap for LSS. We see the powerful outcomes for children and families and are resolute in leading an intentional effort (with several partners across Wisconsin) to gain Medicaid reimbursement for this vital service. Thank you to our most generous donors for once again rallying to secure continuation of services for the 2019/2020 school year.

\*Voluntary contributions are solicited and collected from the general public via USPS, on-line, special events, and direct donor contact. This report is available on the LSS website for public access. Our most recent 990 filing is available upon request.

### AT A GLANCE

**27,585**  
individuals served

**862**  
employees

179 volunteers  
donated over  
**1,300**  
hours of time

**93%** of clients  
said LSS  
services improved their  
quality of life

**92%**  
overall client  
satisfaction rate

30 board members donated  
**613** hours of time guiding  
our work

**654**  
communities  
served



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For more information, visit [lsswis.org](http://lsswis.org)

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Chief Integration Officer - Michelle Naples  
Chief Operating Officer - Joe Arzbecker  
Chief Financial Officer - Randy Oleszak