



## Community Impact Report 2024

You Can Impact Your Community.  
You Are Making a Difference.  
You Will Change Lives.



## **You renew** *connection*

### **Your compassion ensures a forever family for Nolan**

When Baby Nolan was placed with Foster Mom Vicky at age 4 months, he had already lived in three different homes. After several months, it was clear that returning to his family of origin was not best for Nolan. By that time, Vicky realized she loved Nolan and wanted to do whatever it took to be his forever mom. LSS stood alongside Vicky, helping her understand the lengthy legal process that ensued and referring her to appropriate resources to support Nolan's development. Nolan and Vicky are now a forever family!

**Every child needs a supportive family in which to grow, learn, and thrive. Your partnership wraps children like Nolan in love so that in their forever family they can heal from past trauma, build resilience, and open their own hearts to receive love.**



## **You renew** *independence*

### **Your love shelters Henry in his new home**

Chronic health issues led to Henry losing his job and home, forcing him to live in an abandoned RV deep in the woods with no electricity or running water. He felt lonely and hopeless. He became hospitalized and was diagnosed with severe dehydration and depression. He was referred to LSS Gaining Ground, a well-coordinated system of support to meet the comprehensive needs of the people it serves.

Our case worker walked beside Henry to develop goals. She helped Henry complete housing applications, update his Social Security and Disability status, and advocate for access to other community-based resources. In time, Henry found an affordable apartment. He sees doctors to manage his health concerns and receives Meals on Wheels. Henry is flourishing.



**Everyone deserves a safe, stable home. Through your generosity each person's specific situation is addressed by assessing the underlying issues that led to homelessness and providing wrap-around services and care coordination to ensure housing is sustainable.**





## **You renew** *purpose*

### **Your dedication lights the way to Laura's bright future**

Laura experienced significant trauma in her young life. As a junior in high school, she was acting out in anger and aggression. She was referred to LSS School Centered Mental Health (SCMH) for robust, holistic services that provide help at school and in her home. Our licensed therapists worked with Laura and her counselors, teachers, staff, and mom to help develop a treatment plan for her. Our family coach met with Laura's mom at her home and in the community to provide counseling and resources in support of the health and well-being of her entire family.

Laura worked with our therapist to strengthen her coping skills, address her anger responses, and find healthier ways to express her needs. She has rebuilt her relationship with her mom and siblings. She graduated in May 2024 and is now attending college.

**Students like Laura need help to heal and cope before they exhibit harmful behaviors towards themselves or others. Your compassion provides a pathway to well-being.**

## **You renew** *confidence*

### **Your generosity helps Kenny find his way**

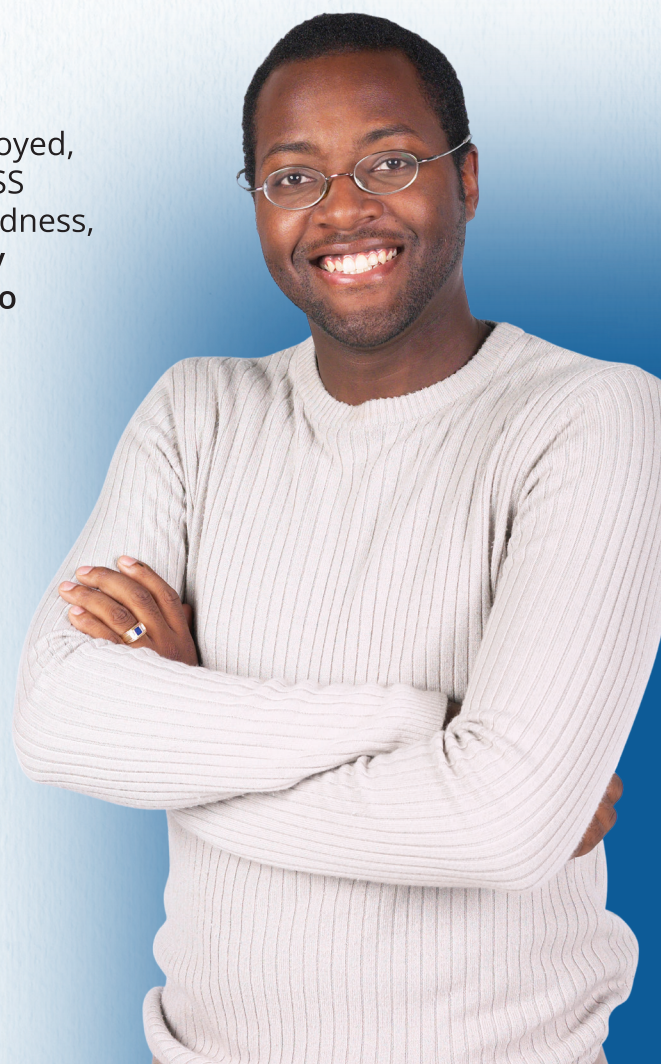
When Kenny first arrived at LSS Clubhouse he was unemployed, nearly homeless, and grappling with thoughts of suicide. LSS staff and other Clubhouse members accepted him with kindness, warmth, and understanding. **"They guided me through my dark depression. They pointed me in the right direction to healing and happiness again,"** Kenny said.

LSS Clubhouse offerings are based on a recognized international model that provides social contact in a structured, meaningful daily routine for those diagnosed with mental illness. The program has proven vital in relieving feelings of hopelessness which lessens the risk of psychiatric hospitalization.

Kenny received our transitional employment services and was assigned a position as property caretaker at a senior living apartment complex. Eventually, the company hired him as an employee.

**Recovery is a process that is seldom linear. Because you care, people in recovery will always have a supportive community in which to use their God-given gifts to serve.**

*Some names and photos are changed for privacy.*





## You renew *empowerment*

### Your welcoming heart opens doors to new beginnings

In 2024, LSS Refugee Resettlement celebrated 50 years of service. Over that time we helped 11,000 individuals and families lawfully and permanently enter the U.S. after having fled unspeakable violence and war. In the first 90-days alone, LSS helps to secure initial housing; food and clothing; school enrollment for children; English as a second language classes; job services and placement. We then continue working with individuals and families to help them become independent and self-sufficient. This generally occurs within 6-12 months. After that initial period, LSS is on-call to answer questions and serve as a resource. The goal for each refugee is self-sufficiency as quickly as possible, and 88% of the refugees served by LSS are employed within 6 months of arrival.



- Fatima, recently resettled from Afghanistan, works at a major healthcare provider coordinating appointments for newly arrived refugees.
- Sonda, a Rohingya woman, is now a case manager at a local agency assisting in resettling new refugees.
- Ahmad, who served as a judge in Afghanistan, is working at a local immigration service supporting Afghan clients on their path to citizenship.

**Building a new life, becoming self-sufficient and remaining independent requires a firm foundation and an occasional helping hand.**

*Some names and photos are changed for privacy.*

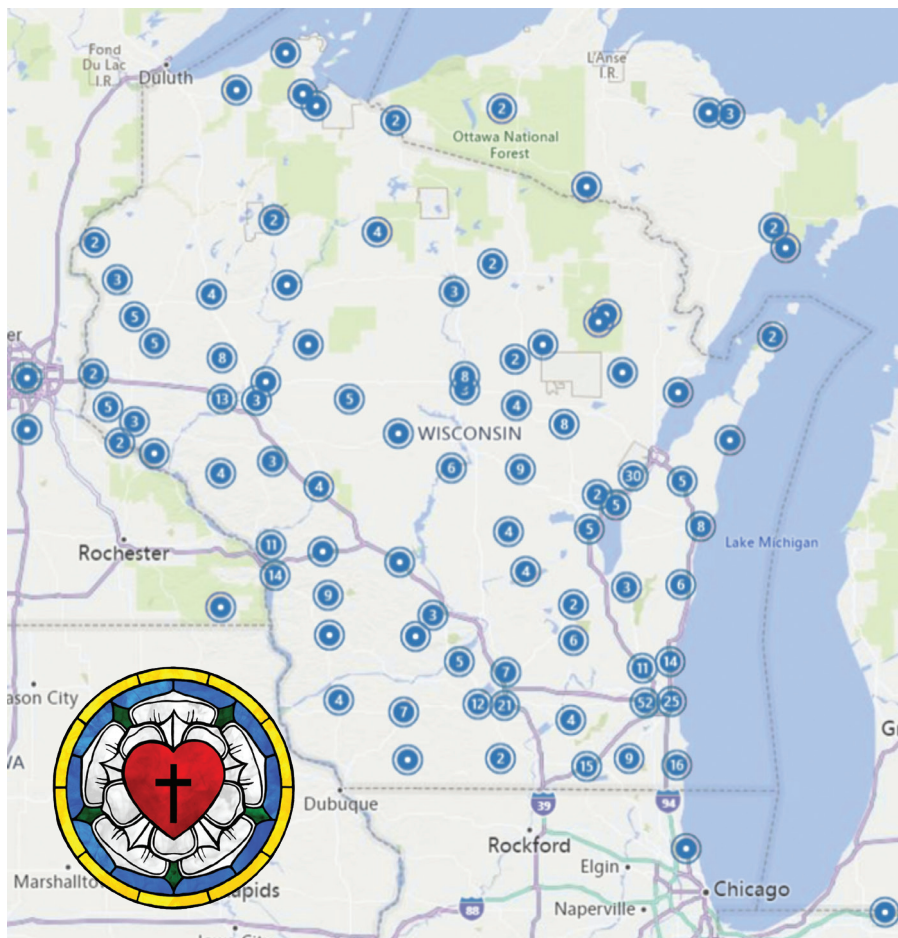


## *Loving* Lutherans:

### Renewing the LSS-Lutheran Partnership

LSS and Lutheran congregations have a long history of interconnected social services work. Providing financial support of our ministry is also a long-standing and beloved Lutheran tradition. And that support is only growing!

In 2024, one generous and creative Lutheran donor did something wonderful! With the promise of a \$1 million match on all new and increased gifts received by 12/31/24, this anonymous donor inspired Loving Lutherans and their churches to donate more than \$770,000 to LSS!



### Inaugural 2024 *Loving* Lutheran Congregations



We had so much fun consulting with bishops, pastors, and leaders across Wisconsin and Upper Michigan, chatting with members on the phone, and visiting your congregations and Synod events. By year-end a movement had been born, and LSS was eager to keep it going! And because we were so committed and successful, the donor graciously extended the challenge until we reach the full \$1 million!

Let us know if you would like to promote the Loving Lutherans Challenge at your church through temple talks, sermons, adult forums, etc. To learn more, or to see if your Lutheran church qualified as one of the 234 inaugural 2024 Loving Lutherans congregations, visit [www.lsswis.org/lovinglutherans/](http://www.lsswis.org/lovinglutherans/).

Thanks to our anonymous donor and the Lutherans who answered their call, we will strengthen families, inspire recovery, and empower independence for people living in our shared communities who have the greatest needs.



Dear Friends,

As we look back on 2024 at LSS, one word echoes through every story, every milestone, and every act of service: **renewal**. Renewal of purpose. Renewal of connection. Renewal of the compassion we extend to our neighbors across Wisconsin and Michigan's Upper Peninsula.

This past year, your unwavering generosity, acts of service, and advocacy have been the heartbeat of our work in the communities where we serve. Through every challenge, opportunity, and triumph your support has been our foundation and our inspiration.

Because you care, 2024 was a year of incredible impact. Your kindness, and financial support empowered us to strengthen families and expand hope in transformative ways. With deep gratitude, here are a few of the milestones that shaped this year of renewal. Together, we:

- **Doubled the reach** of our Superior Futures for Youth services in Upper Michigan which assist young people (ages 12-24) in crisis and provide support to those at risk of running away or experiencing homelessness.
- **Launched new research** on the impact of our School Centered Mental Health family coaches on the social determinants of health for youth thanks to a three-year Wisconsin Partnership (WPP) grant and the chance to team up with academic researchers at UW-Milwaukee's Institute for Child and Family Well-Being.
- **Expanded affordable housing solutions** for residents across Wisconsin combining tax credit housing, property management, and care coordination to address the growing housing crisis.
- **Invested in early intervention services**, reaching families before a crisis, ensuring children and caregivers receive the support they need to thrive.
- **Celebrated 50 years of the LSS Foundation** and the transformative funding that has sustained innovation and helped open new programs to meet evolving community needs.

Your ongoing support is more than just appreciated, it is essential. With you by our side, we are not just meeting needs, we are renewing hope and dignity for people rebuilding their lives. Thank you for reaffirming the power of love and possibility in action through your partnership.

With gratitude,



A handwritten signature in black ink, appearing to read 'Hector Colon'.

**Héctor Colón**  
President & CEO



A handwritten signature in black ink, appearing to read 'Eric Lorenz'.

**Eric Lorenz**  
Operating Board Chair

P.S. You may have noticed we've decided to renew our brand, launching with this publication! The three flames in our new logo represent completeness, unity, and divine perfection. This symbolism also acknowledges our deep history, bridging tradition and innovation, ensuring that we honor our roots while continuing to be a dynamic, responsive force for strengthening and healing communities.



# 2024 Financials

## Expenses\*

Total Expenses: \$73,901,269



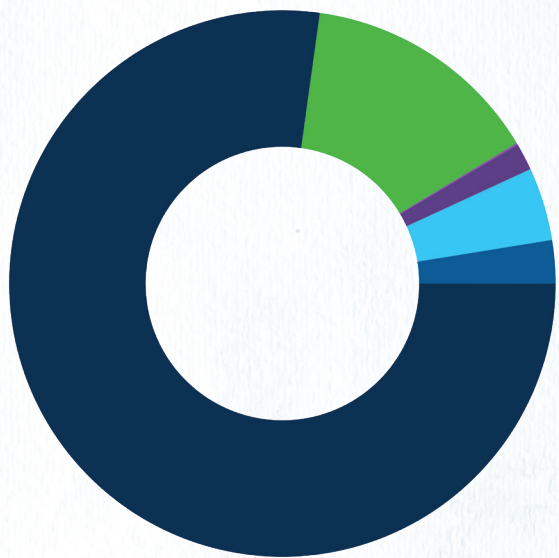
• Program Services  
\$65,994,496

• Administrative & General  
\$6,670,276

• Fundraising  
\$1,236,496

## Revenue\*

Total Revenue: \$74,392,093



• Federal, State, Local Service  
\$57,422,922

• Client Fees, Insurance or Contracts  
\$10,572,808

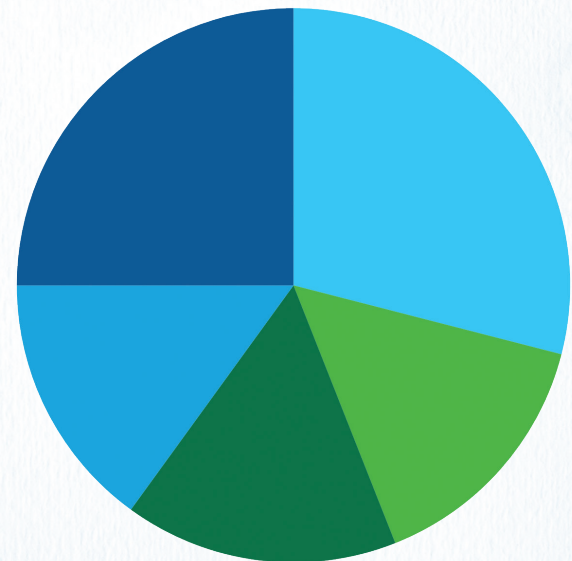
• Grants  
United Way: \$80,390  
Capital & Other Grants: \$1,198,896

• Bequests & Contributions  
\$3,218,114

• Other Income  
\$1,898,964

## Source of Contributions

Total Contributions: \$4,008,180



• LSS Foundation, 25%  
\$989,672

• Individuals, 29%  
\$1,171,340

• Corporations & Foundations, 15%  
\$608,540

• Organizations, 16%  
\$621,908

• Bequests, 15%  
\$616,720

\*This state of financial positions is prior to audit completion.





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Milwaukee, WI 53214



Renew your commitment to the future with the LSS Foundation, Inc.

The LSS Foundation has been building a long-term legacy for LSS for over 50 years, providing financial stability annually and extra funding for innovation.

Many donors create a legacy by establishing an endowed fund within the foundation. With an investment \$25,000+ you can leave a legacy in your name, or in memory/honor of a loved one. The gift will support LSS in perpetuity and each gift to your fund is tax-deductible!

For more information, contact Mara Dučkens, Chief Advancement Officer at (414) 416-7843.

## LSS Leadership

Héctor Colón, President and CEO  
Joe Arzbecker, Chief Operating Officer (2024)  
Mara Dučkens, Chief Advancement Officer

Michelle Naples, Chief Integration Officer  
Randy Oleszak, Chief Financial Officer  
Tara Treglowne, Chief Operating Officer (2025)

## LSS Board of Directors

Eric Lorenz, Chair  
Joel Treffert, Vice Chair  
Héctor Colón, President & CEO  
Frank Cumberbatch, Secretary  
Mike Groth, Treasurer

Luis Arroyo  
Allen Cooper  
Keri De Bruin  
Dean Gruner  
Matt Kirchner

Pastor Bill Knapp  
Bishop Felix Malpica  
Sue Merkatoris  
Dick Pieper  
David Remstad

Oralee Schock  
Michael Sheppard  
Melanie Varin