

# COMMUNITY IMPACT REPORT



## Our Impact

Lutheran Social Services of Wisconsin and Upper Michigan (LSS) is one of the largest and most experienced health and human services organizations in the Midwest. Our services extend across Wisconsin and Upper Michigan and along the lifespan of over 37,000 individuals.

We are building healthy communities with services as essential as housing and life-changing as foster care. Individuals in our communities rely on organizations like LSS to help remove barriers and improve the quality of their lives. If not for organizations like ours, they would be left unserved and their needs unmet.



## Your Impact

2,500 individuals gave  
**\$1,500,000**  
in donations in 2017

**800**  
congregational  
partners supported  
our ministries

350+ volunteers  
donated more than  
**8,000** hours of time



## LSS BY THE NUMBERS

**38,000**  
individuals  
served



**491**  
communities  
served

**88.3%**  
of clients said LSS  
services improved  
their quality of life



**93.5%**  
overall client  
satisfaction rate



**850**  
employees

# Program Highlights

The **Foster Care program** was in the 98th percentile for placement stability among all programs in the U.S., compared to the national average of 57%.

Students served in our **School-Based Mental Health programs** saw improvement in clinical symptoms including 50% in depression, 60% in anxiety, 70% in inferiority and 100% in emotional withdrawal.

Our **Family Preservation programs**, which serve more than 40 counties in Wisconsin, helped families achieve their goals for safe and supportive long-term homes 80% of the time.

**Connections, a program serving people with long-term care needs**, has expanded to serve the majority of counties in Wisconsin since the program began in 2015. The program had an overall client satisfaction rate of 91% and 90% of clients reported their overall quality of life has improved as a result of the consulting services they receive

from Connections to help them direct their own care and increase their independence.

Since 1974, LSS has **successfully resettled more than 10,000 refugees** from 15 counties, providing intensive resettlement services including safe housing, English classes, cultural orientation, school enrollment for children, assistance finding employment and more.

Our **Homme Youth Treatment program** is one of the only residential programs with on-site family centers and a spiritual counselor to embrace and promote family-centered care. 97% of youth reported that treatment helped them deal with their problems and 75% reported that services provided at Homme improved their quality of life.

LSS owned and/or managed 488 **affordable housing units** with a 97.9% occupancy rate. 99.4% of residents indicated overall satisfaction with the services they received.

## Financial Overview

### Change in net assets

	2017
Revenue and other support	\$48,722,893
Expense	\$52,354,346
Investment Income from LSS Foundation	\$4,291,851

**Change in net-assets \$660,398**

### Financial position

#### Assets

Cash and investments	\$291,374
Beneficial interest in LSS Foundation	\$30,759,194
Accounts receivable, net	\$4,774,124
Property and equipment, net	\$16,349,763
Prepaid and other	\$4,884,411

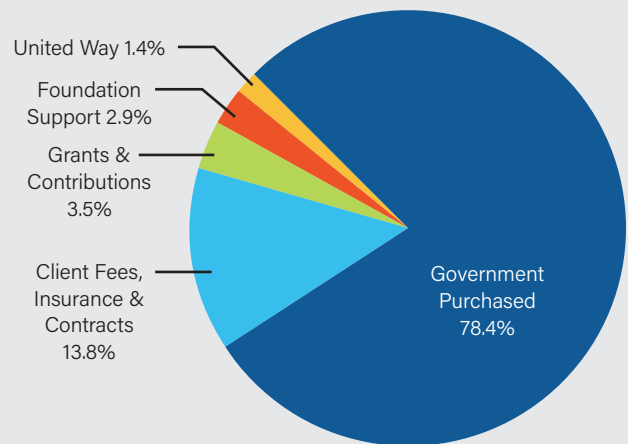
**Total assets \$57,058,866**

#### Liabilities

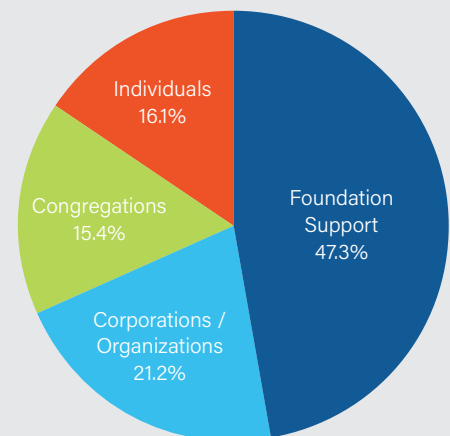
Accounts payable	\$1,167,226
Accrued expenses	\$4,177,195
Line of Credit	\$3,078,000
Debt	\$14,294,186
Total liabilities	\$22,716,607

Net Assets \$34,342,259

**Total liabilities and net assets \$57,058,866**



Sources of Revenue



Sources of Contributions



## Looking Ahead

As we look ahead, we are excited about expanding on some of our existing programs and finding ways to innovate in new areas. Through strong partnerships, generous donors and strategic resource allocation, we will find ways to grow impactful programs and take our services to even more locations where they are needed.

Our school-centered mental health pilot program, initiated in 2018, builds upon what we have learned in school-based mental health and the importance of trauma-informed care. We are working with partners to collaborate for a more robust, coordinated and sustainable approach to bringing comprehensive mental health services to children and families.

We also see an opportunity to join with partners to improve care coordination and include the social determinants of health in the overall healthcare approach to improve the health of the individuals we serve and communities we are a part of.

As an organization, we will strive to approach all that we do in a way that honors our values and exemplifies servant leadership, which calls us to act compassionately, serve humbly, and lead courageously to meet the needs of others.

### Our Mission

Act compassionately. Serve humbly. Lead courageously.

### Our Vision

Healthy communities filled with people using their God-given gifts to serve.

### Our Core Values



COMPASSION



CO-CREATION



COURAGE



CHANGE



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