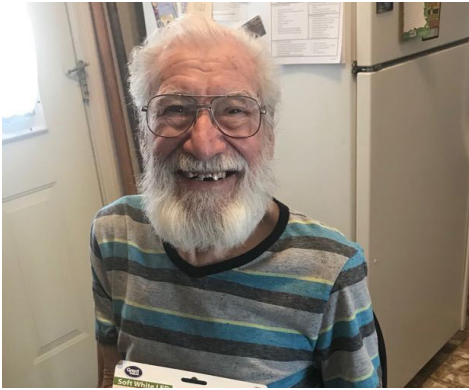


2018

Annual Report



257

Refugees welcomed

11,165

Nights of safe lodging at I-HELP



123

Children and people with disabilities in foster homes



17

Children adopted by their forever families

396,021

Hours of home care for seniors and individuals with disabilities

73,449

Times you made a difference in somebody's life



You do holy work.

Thank you for giving your hands and heart.

Connie Phillips, MSW
President/CEO

“Do you have to be Lutheran to receive services from LSS-SW?”

This is a question that I get asked all of the time, and it always surprises me. Would we really be a nonprofit grounded in Christ’s love if we put qualifiers on who we served?

At LSS-SW, we follow our call to do the holy work of Christ on earth. Welcoming the stranger, feeding the hungry, caring for children and older adults with nobody to turn to. Our vision is a just world where everyone can fulfill their basic needs. And “everyone” includes those that often slip through the cracks. Parents who have reached the ultimate rock bottom of having their children removed by child welfare. Neighbors in homelessness who struggle with addiction, mental illness, or have faced abuse. Refugees and immigrants of all races and religions. Older adults in their homes that have nobody to care for them.

This holy work is only possible because of you. You have made it possible to continue serving these children of God at a time when these gifts are critical. Government contracts are continuing to shrink, needs are on the rise, and administrative policies have changed the way we work.

You respond with the care and compassion of Christ, making it possible to respond to these changing times and evolving needs. And for that, I am deeply grateful.

Matthew 25: 35-40

For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit

Board of Directors

Jayne Baker, Chair
Rev. Barbara Rapp, Vice Chair & Secretary
Glen Johnson, Treasurer
Twila Burdick, Member
Rev. Robert Duea, Member
Rev. Miguel Gomez-Acosta, Member
Janie Magruder, Member
Rev. John Stieve, Member
Kathy Wade, Member

Our Mission: Showing kindness, doing justice, and serving those in need.

Executive Leadership

Karen Bamford, MM, Chief Program Officer
Dominique Dancause, MBA, CFO/Senior Vice President of HR*
Rev. Deborah Hutterer, MDiv, Chief Development Officer
Connie Phillips, MSW, President/CEO*



*officer

Highlights from 2018



Preserving Dignity

We continue to preserve the dignity of older adults and people with disabilities through home care services, so that they can live safely in their homes and their communities. In 2018, you provided 429,428 of hours of home care to over 1,000 older adults and 60 people with disabilities.

Strengthening Families

We expanded our offerings to include Parent Aide and Supervised Visitation, reaching an average of 17 of monthly visits and skills sessions each month. Foster care services continued to expand, placing 123 of children and adults in 79 safe and loving foster homes. 17 children were adopted into forever families.

Expanding Homeless Services

The Interfaith Homeless Emergency Lodging Program (I-HELP) is an easily accessible shelter that brings safety to edges of the valley where other shelter services are limited. I-HELP stabilizes the lives of people in homelessness through safe shelter, case management, and the compassion of faith communities. In 2018, we received funding from the City of Surprise to evaluate the feasibility of expanding I-HELP. In the Southwest Valley (Avondale and Goodyear) and Mesa, we sheltered 352 people for 11,165 bed nights in 2018.

Welcoming Refugees

With decreased refugee arrivals, we expanded the refugee women's empowerment program to include art therapy, child care licensing, and the growth of women's sewing programs.

Improving Financial Wellness

We hosted our Inaugural Southern Arizona Building Foundations Luncheon on November 9, 2017, with 288 guests as well as our Northern Arizona Building Foundations Luncheon on February 13, 2018, generating a combined total of over \$433,000 total in gifts and pledges.

Our teams completed and updated operations manuals in order to bolster operational efficiency.

Met with architects and brokers to develop a strategy to co-locate offices space for administrative staff with program delivery in both Phoenix and Tucson to create operational efficiencies, savings, and a more collaborative environment.

Fiscal Year 2018 Revenues*

A) Contributions

Congregational Partners	2%	\$	246,475
Corporations	0%	\$	51,356
Individuals	5%	\$	718,624
United Way	0%	\$	35,234

B) Grants

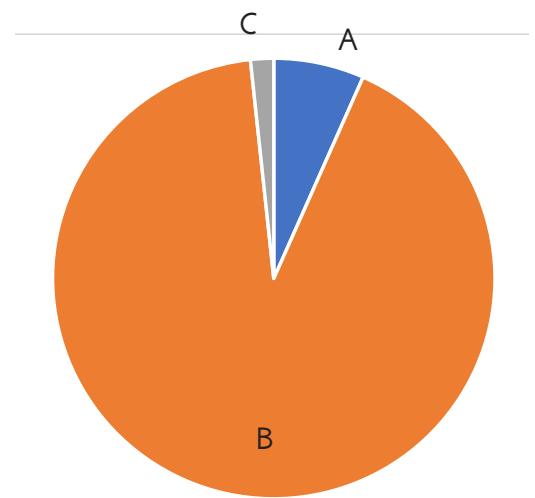
Federal Grants	90%	\$	14,347,826
Other Grants	2%	\$	251,854

C) Other

Program Fees	2%	\$	243,368
Other Income	0%	\$	25,058

Total Revenues and Support \$ 15,919,795

Revenue

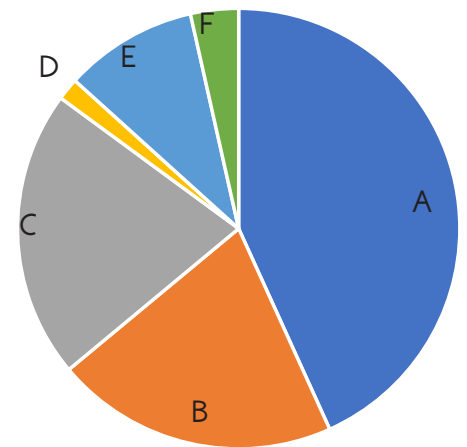


Fiscal Year 2018 Expenses

A) Aging & Disability	43%	\$	6,784,768
B) Refugee & Immigration	21%	\$	3,246,979
C) Children & Family	21%	\$	3,321,638
D) Emergency Services	2%	\$	254,224
E) General & Administrative	10%	\$	1,531,790
F) Development & Sustainability	4%	\$	550,046

Total Expenses \$ 15,689,445
Change in Net Assets \$ [230,350]
Ending Net Assets \$ 1,883,703

Your Gift In Action



**year ended June 30, 2018*

