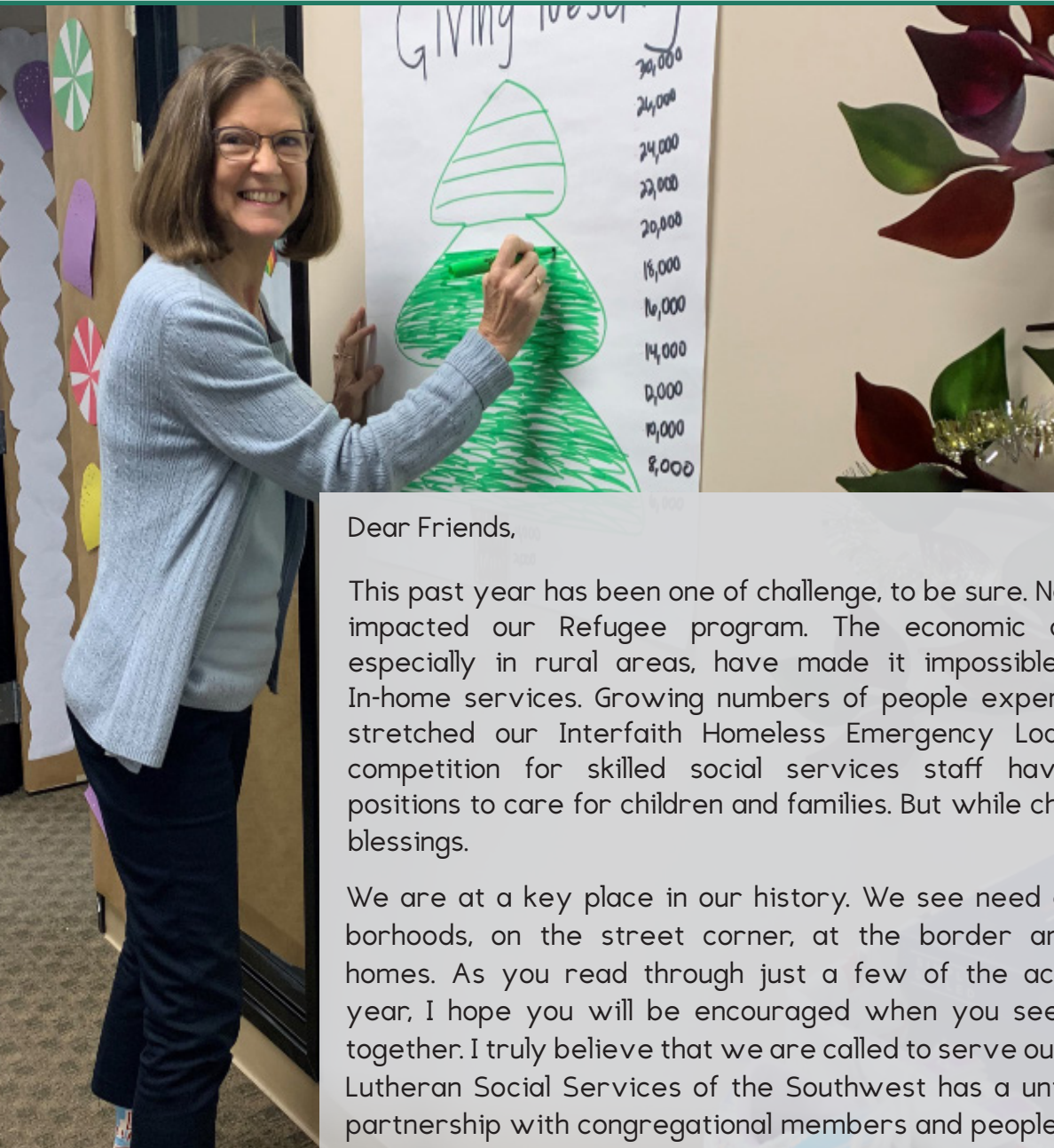




A Year of Giving Back

2019
Annual Report

Remaining steadfast through 50 years of



Dear Friends,

This past year has been one of challenge, to be sure. National policy decisions have impacted our Refugee program. The economic and workforce challenges, especially in rural areas, have made it impossible to continue some of our In-home services. Growing numbers of people experiencing homelessness have stretched our Interfaith Homeless Emergency Lodging Program (IHELP), and competition for skilled social services staff have challenged us in filling positions to care for children and families. But while challenges abound, so do God's blessings.

We are at a key place in our history. We see need everywhere—in our neighborhoods, on the street corner, at the border and, sometimes, in our own homes. As you read through just a few of the accomplishments of our 2019 year, I hope you will be encouraged when you see how much we have done together. I truly believe that we are called to serve our neighbor together, and that Lutheran Social Services of the Southwest has a unique opportunity to work in partnership with congregational members and people with hearts for humanitarian work. As needs emerge, I am heartened to watch us rise to meet the demands, often in short order! Showing God's love, serving our neighbor, caring for the widow, orphan, and stranger—it is in our DNA. It is who we are, and I am grateful for all those before us who committed to doing just that through the creation of LSS of the Southwest in 1970.

This work is holy. It is important. And for fifty years, it has made a difference in our world. Thank you for being a part of making it happen.

Blessings,

Connie Phillips, MSW

Connie Phillips, MSW
President/CEO

OUR MISSION

Showing kindness, doing justice and serving those in need.

OUR VISION

A just world where all people can fulfill their basic needs.



Highlights of a job well done

In 2019 you...

Served over 1,600 families through prevention & intervention programs in the foster system.

Had 900 volunteers be an extension of Christ's hand throughout Arizona.

Delivered 89,820 meals to older adults.

Welcomed 178 asylum-seeking families and provided much-needed shelter, food, and clothing.

Welcomed 197 refugees fleeing violence and instability.

Sheltered 338 people experiencing homelessness.

Made Christmas wishes come true with 1,100 gifts to older adults.

Children and Family Services



From teaching parents how to build better relationships with their children to helping families in crisis, LSS-SW's Children and Family Services found success in the 1,602 families it served. Your continued support has assured that 703 families received Parent Aide and over 700 were able to attend learning and socialization opportunities throughout 2019. You gave loving a safe homes to 123 kids, 2 of whom were adopted. Your support ensured 76 foster homes were licensed. Your generosity has not only supported these essential services that prevent everything from child abuse to parent stress, but truly changes lives for the better.

Meet the Cheung Family



Beth Cheung and her family have been involved with the Family Resource Center for over five years now. It's a choice she has never regretted.



"I was always looking for new things to educate myself and learn what resources were out there," she said, adding that her background in Occupation Therapy allowed her to notice the signs that one of her sons, Ethan, was not advancing as fast as her other children.

"I had my other two children, my other daughters, we would just go and go. Ethan had a lot of... not a sensory disorder but he avoided touching certain textures," she said.

The activities—such as messy play and sensory buckets—helped challenge Ethan in a healthy way and even gave Beth new ideas on how to work with him. The program, which hosts everything from Kids in the Kitchen to messy play and even gives take-home activities, has been a life-changing experience for both her children and Beth herself when she felt like she had no place to go.



"I needed somewhere, because I'm a stay at home mom. And though I have a lot of resources at my disposal, to be able to go somewhere and have my kids participate in something without spending money is hard to find," she said, adding that getting to know the other parents was a bonus.

"It's a wonderful thing to be able to feel like you are wanted somewhere. I don't think my kids would have had these experiences without this program."

Aging and Disability Services

"I want to live at home as long as I am able." This is something that we often hear from older adults. Many people prefer to stay at home as they age, whether it's for the comfort of community, the value of independence, or simply as a matter of economic reality. But too often, aging at home can be isolating.

Because of your generosity, 316,391 hours of home care were delivered and 89,820 meals to older adults last year. We continue to ask ourselves how to best care for these neighbors, and know they often have unmet needs outside of our services. Thank you for all that you do for this vulnerable community!



Caring for Claudia and Jesus

If one thing is certain, it is that Alicia and her husband, Jesus, have led a life of love, generosity, and adventure. They'd initially met in Germany while Jesus was in the army, fell in love and adopted two children.

Eventually, they found themselves in Arizona, where they've lived for more than 25 years.

Alicia noticed that with time and age came worsening pain. It limited her mobility and eventually led her to retire. Shortly after, she wound up falling and breaking her leg, which got infected and forced doctors to remove her kneecap. With family unable to help her and Alicia's own apprehension at entering an assisted living facility, they felt hopeless until the hospital connected her with Lutheran Social Services of the Southwest.

Alicia met her caregiver, Claudia, just a few days before Thanksgiving. From making her coffee in the morning and cleaning their home and to helping Alicia care for herself and even read the Bible, the care Claudia gives has helped preserve dignity and respect for Alicia and her husband during a vulnerable time in their lives.

"Claudia is like a miracle from God," Alicia said. "She is my shadow and is always there when I need help."

The healing power of pets

For older adults, pets can help reduce stress, lower blood pressure, increase physical activity, reduce depression, and lessen loneliness. Because many of our clients live in poverty, they may struggle to feed their beloved pets nutritious food, or may even go hungry themselves to feed their pets first.

In 2019, we launched the Pet Care Project for older adults right here in Tucson. With generous support from Cody's Friends, the Rescue Bank, Pima Council on Aging, Pima Alliance for Animal Welfare, and the Bonnie Kay Foundation, we are able to provide free pet food to many older adults in Tucson each month. Volunteers also served by caring for pets and visiting with older adults in their homes.



There are hundreds of seniors throughout Arizona just like Rob who, without the assistance of the Pet Care program, couldn't find ways around their everyday barriers and do the simple things with their pets: like taking them for a much needed walk.



You made Christmas wishes come true

Our goal for the 2018-2019 Christmas season was to give 860 of new pajamas to older adults, who often live in isolation and poverty. Over 30 houses of worship collected pajamas for older adults, resulting in every single older adult touched by LSS-SW (over 1,100) receiving a new pair of pajamas at Christmas time. It may not seem like much to everyone, but to some clients, this gift from you was the only present they received and truly made their holidays a little brighter.



We also received over 250 other gifts ranging from kids toys and clothes to bedsheets, among other items. We'd like to thank you for making the holidays special for neighbors in need!

Pictured is Theodora "Teddy" enjoying her volunteer visit after she had asked for help decorating her home. Afterward, Teddy wanted to know who she could thank. Our volunteers mentioned how she didn't hesitate to say just how happy she was for the visit, "It's even better [to have a Christmas visitor] when you are all alone."



WELCOMING THE STRANGER



Reception & Welcome

LSS-SW began the Reception and Welcome program for asylum-seeking families and individuals fleeing violence, persecution, and instability in their home countries. The operation in Phoenix is noteworthy due to the broad-based support we have cultivated across the political spectrum, which has been highly successful compared to other cities who have shared in this crisis. In 2019 alone:

- > 178 families were reunited—a total of *372 people!*
- > 75 volunteers commit to over 655 hours of serving vulnerable women, children and men.
- > Over 1,245 meals were served to families, staff and volunteers.
- > Gifts were made across 38 states by over 300 generous individuals.
- > Over 38 houses of worship hosted drives, meal or volunteer teams, provided pastoral care, and made financial contributions among other important services.
- > Community partners donated: 469 backpacks, 167 items of clothing, 30 cases of sports drinks and 116 cases of water, 132 gift cards, 108 hygiene kits, 678 packages of snacks, 638 toiletry items, and 699 toys and stuffed animals.

Our staff is also part of the leadership of the newly

formed Migration Justice and Relief Coalition which brought together more than 75 organizations involved in the Phoenix migrant relief operation. LSS-SW is widely considered a leader in Phoenix for our coordination efforts on behalf of the Reception and Welcome program and are regularly sought out by media, government and private organizations for information about what is happening in Phoenix. Yet, none of this could be done without your support. Thank you!





The joy of a simple gift

For many children who come across the border with their families, childhood can seem like a dream that's just out of reach. Yet, for those taking shelter in host congregations, it's the small things that can make all the difference. Take it from Hector, a child from Guatemala who only wanted a new Hot Wheels car after his was taken by another child in the shelter—and was gifted with two new cars by shelter staff.

Searching for a better life

Joaquin and his wife Ana had just traveled for 10 days with their 2-month-old son when they found shelter at one of the missions open to welcoming asylum seekers here in the Valley. The exhaustion didn't stop Joaquin, who was often spotted rocking or cradling his son, from hoping for the best for his family. "We are trying to make it to my brother," he said, adding that, once reunited, the family will stay there until attending their upcoming court hearing.



Refugee and Immigration

In 2019, you welcomed 197 refugees from war-torn countries despite the 80% decrease in refugee arrivals. Through an ever-shifting political climate, we have been increasingly involved in advocating for refugees and pro-refugee policies, participating in various ways such as collecting and distributing over 600 postcards that support welcoming more refugees to the United States, meeting with 11 congressional offices, and co-hosting a Lobbying Day and press conference at the Arizona State Legislature. We also rely on generous supporters and volunteers (such as those pictured above welcoming refugees to the U.S.) in our continued efforts to create a diverse and welcoming community.



Our staff continues to give dozens of presentations throughout the state of Arizona as they educate and raise awareness about refugees. We plan to continue this advocacy throughout 2020 and beyond as we advocate for the Welcome Bill at the state legislature and will continue to engage communities to advocate for refugee families.

Sending a message

For refugee women like Nalla, the gift of a bike is more than just a gift, but another step towards a life of independence and freedom.



Reestablishing independence

Many women, like Samaah, are participants of LSS-SW's Womens Empowerment Program, which aims to help refugee women rebuild their lives, establish independence, and create community after resettlement here in the U.S. Sewing is one way the women express themselves and make money for their families.



Emergency Services

The goal of LSS-SW's Emergency Services is to relieve hunger and homelessness for our neighbors throughout the Valley. For 2019, there were over 7,000 food boxes distributed and 898 calls for shelter. Together with volunteers, faith partners and hardworking staff, the Interfaith Homeless Emergency Lodging Program served 259 women in Mesa and 79 men and women in the West Valley—all with the help of 17 host congregations that made it their mission to extend a Christ-like hand to those in need. For individuals in the program, the services they receive can be life

changing. Yet, for LSS-SW staff and the 3,460 agency-wide volunteers, it is a calling to do good in a program that continues to grow and find success in changing lives for the better.



Jane's story

When Jane moved to Phoenix from Atlanta, Georgia to live closer to her grandson, she rented a room in a private home and work part-time as a home care provider. When she experienced domestic violence at the hands of another renter in this home, she was forced to leave for her own safety. She drove around looking for a new rental on short notice and a limited income, and after living in her car for several days, she walked into Mesa I-HELP.



Jane is energetic, focused, and driven toward self-betterment, and quickly began actively pursuing affordable housing for herself and invaluable trainings like "Basic Life Skills of Wellness" offered from I-HELP.

With the support of I-HELP case management, she received several referrals to employment services and affordable housing programs. After a few short months, she was able to find and move into an affordable apartment rental in Surprise. Jane gives credit to I-HELP and its case management assistance she received to help her get back on track to achieving successes in her life. She is so grateful to I-HELP for providing the care, support, and skills to allow her to visit her grandson once more.



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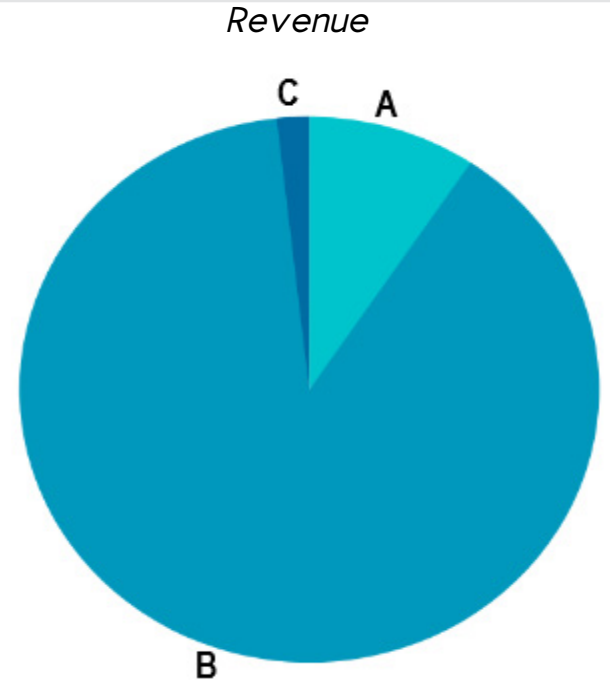


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 Karen Bamford, MM, Chief Program Officer

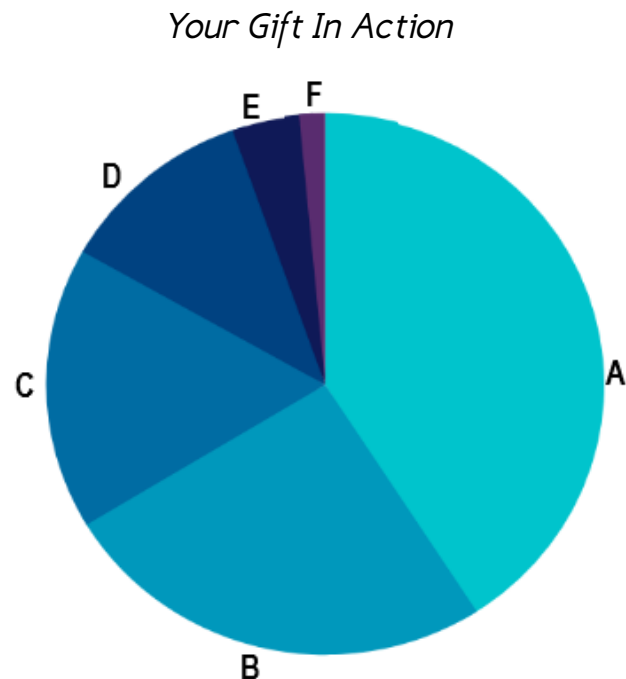
Fiscal Year 2019 Revenues*

A) Contributions		
Congregational Partners	1.4%	\$ 235,786
Corporations	0.2%	\$ 31,412
Individuals	4.5%	\$ 736,499
United Way	0.2%	\$ 30,817
B) Grants		
Federal Grants	88.8%	\$ 14,664,675
Other Grants	3.1%	\$ 512,797
C) Other		
Program fees	1.5%	\$ 249,478
Other income	0.3%	\$ 47,207
Total Revenues and Support	100.0%	\$ 16,508,670



Fiscal Year 2019 Expenses

A) Aging and Disability Services	40.9%	\$ 7,111,969
B) Children and Family Services	25.5%	\$ 4,425,230
C) Refugee & Immigration Services	16.9%	\$ 2,932,115
D) Administrative support	11.4%	\$ 1,975,476
E) Development & Sustainability	3.9%	\$ 670,350
F) Emergency Services	1.5%	\$ 258,534
Total Expenses	100.0%	\$ 17,373,674
Change in Net Assets		\$ (865,004)
Ending Net Assets		\$ 1,019,763



*year ended June 30, 2019

*Thank
you!*

