



Lutheran  
Social Service  
of Minnesota



# 2020 CEO REPORT

## Mission

Lutheran Social Service of Minnesota expresses the love of Christ for all people through service that inspires hope, changes lives and builds community.

## Vision

All people have the opportunity to live and work in community with full and abundant lives.



**Lutheran  
Social Service**  
of Minnesota

## CEO Message



Patrick Thueson  
Chief Executive Officer

2020 has been a year of great challenge and, importantly, great opportunity – and my first with the privilege of leading LSS as its Chief Executive Officer. I'm honored and grateful for the opportunity.

Back in March, when we first became aware of the severity of the pandemic, LSS established three goals: the safety of employees, volunteers and the individuals we serve and support; the continued delivery of essential services; and the ongoing well-being of LSS in both the short and the long term.

I am pleased to share that LSS remains on track on all three of those goals.

Witnessing the courage shown by staff, volunteers, and by the individuals and families served has been an inspiration.

Employees, volunteers and individuals served have access to Personal Protective Equipment and new safety protocols. Services continue, through virtual methods when possible. In fact, many LSS services are growing as our teams step up to help Minnesotans through the pandemic.

This year, we have also deepened our commitment to social justice, following the killing of George Floyd and the subsequent unrest. While we are proud of the anti-racism work we have done since 2008 when LSS took its stand to be an anti-racism organization, we are still on a journey. We recognize the need to do more, and to be more, for all Minnesotans.

LSS came into 2020 with quite a bit of momentum around innovating new services and growing existing services. And we continue to look forward, excited that from this time of challenge will come new innovations and better outcomes for those we serve.

None of this would be possible without you and our deep ties with communities and congregations across the state. We have experienced an outpouring of generosity from our friends and supporters who stepped up to support LSS with financial gifts and the gift of their time as volunteers, even as they faced uncertainty in their own lives.

LSS is strong, stable, and growing. I am optimistic about the future – a future that fully recognizes unjust barriers and focuses on solutions, new ways to show the love of Christ for ALL people.

Thank you for your friendship with LSS, and your generosity. It means so much. I am so grateful for you.

Patrick Thueson  
CEO

Serving **1** in **65** Minnesotans across all **87** counties

**7,835** Volunteers worked **319,041** hours



## Veterans



**19**  
veterans  
received  
housing  
services



**737**  
served through  
the C.O.R.E.  
program;  
99% satisfied



**1,140**  
supported  
through  
Financial  
Services



**63**  
received Caregiver  
Respite Services



**805,000**  
meals provided to  
**13,700**  
veterans or  
families of  
veterans



**402**  
veterans or  
families of  
veterans received  
Companion  
Services

## 10,000 Masks Project



~**300**  
volunteers spent

**7,209**  
hours sewing  
**14,417**  
masks, saving LSS

**\$173,004**  
in Personal Protective  
Equipment expense during the  
COVID-19 pandemic





LSS Services for People with Disabilities  
**Healthy Heroes**



To prepare for the likelihood of a COVID-positive client in one of its residential service locations, leaders at LSS developed a special support program called Healthy Heroes. Healthy Heroes are staff who commit to either 12- or 24-hour shifts to limit the number of individuals in and out of facilities – with the goal of limiting exposure to and spread of the coronavirus.

Jennifer Kreps, senior area director for LSS Personal Support Services, and Area Director Sandy Hagel were LSS' first Healthy Heroes. After learning that a resident at a Twin Cities LSS group home had tested positive for COVID-19 and was admitted to the hospital, the two women immediately stepped up. Jennifer packed a bag and arrived at the home within three hours. Sandy met her there soon after with her belongings.

For the next two weeks, Jennifer and Sandy served as the only support staff at the home and lived apart from their own families. Neither Sandy nor Jennifer had worked with the residents before, but they quickly became familiar with the residents' needs, likes, dislikes and the requirements that would keep them safe.

At the end of two weeks, none of the other residents had tested positive for COVID-19. When Jennifer and Sandy prepared to return to their homes, one of the residents said, unhappily, "Are you leaving?" In addition to the positive experience of helping to keep residents safe, Jennifer and Sandy have been able to use their experience as Healthy Heroes to successfully guide other staff stepping into that role in other homes.

Jennifer said, "We're proud of the plan we've created in response to this crisis. When other homes have a positive COVID-19 case, they know what to do and what steps to take to support individuals with disabilities and keep them safe and healthy."

Lutheran Social Service of Minnesota (LSS) has a long history of supporting our neighbors when, where and how they need it – and that commitment has never been more apparent than when everything around us changed due to the coronavirus pandemic.

LSS responded to the pandemic in innovative and person-centered ways to continue providing critical services and support while keeping staff, volunteers and individuals supported safe.

## SERVICES FOR PEOPLE WITH DISABILITIES

LSS is committed to supporting individuals in making their own decisions that shape their quality of life, empowering them to live the life they imagine for themselves.

Person-centered support means our wide array of services are specifically designed to meet the unique needs of individuals in a variety of settings and allow them to have meaningful relationships, access to services and opportunity to contribute to community.

To keep everyone as safe as possible during the COVID-19 pandemic, LSS implemented the use of personal protective equipment and designed new processes and “hot zone” procedures for staff entering residential group homes. Other services used virtual connections to maintain meaningful relationships with providers and people supported.



4

Care Coordination contracts with health care entities



37

individuals served in Specialized Community Supports



2,914

workers hired and paid by PICS supported 1,800 participants



PICS processed 47,721 timecards; 38,361 through our portal and 9,360 manually entered by PICS payroll staff.



PICS took 42,289 phone calls in FY20 spending 2,038 hours on the phone



### Healthy Heroes

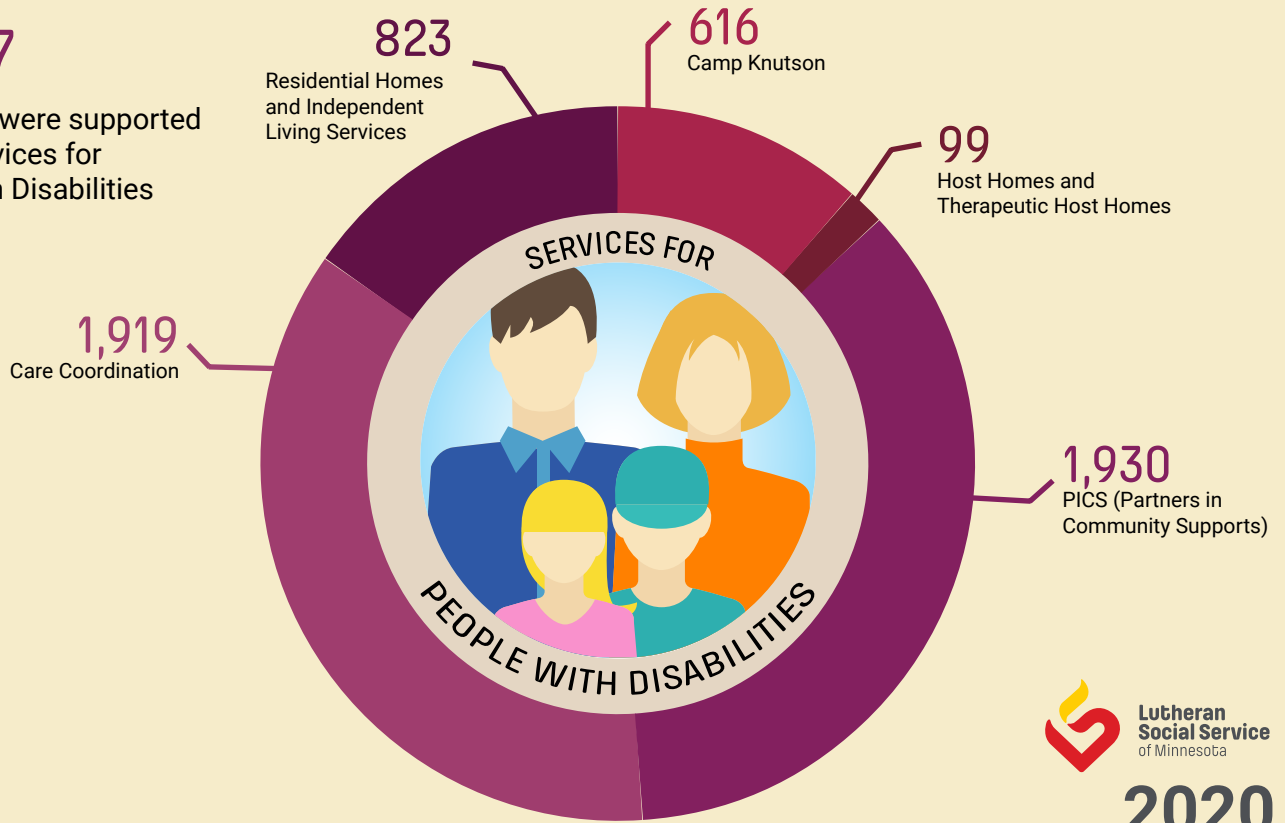
Healthy Heroes are staff who commit to 12- or 24-hour shifts to limit the number of individuals in and out of residences, with the goal of limiting exposure to and spread of the coronavirus.

38 staff became Healthy Heroes at

18 PSS and SCS homes for an average of 14 days each

5,387

individuals were supported by LSS Services for People with Disabilities



2020



22

Camp Knutson volunteers helped build 650+ feet of fully accessible nature trail while camp was closed due to COVID



Camp Knutson

Camp Knutson partnered with LSS Meals to produce 22,000+ frozen Meals to Go to meet unplanned needs in BIPOC communities

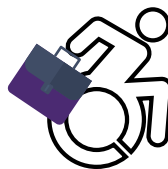


55

campers participated in virtual camps supported by 5 on-site and 6 virtual summer staffers

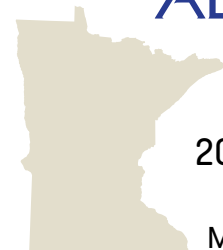


Host Homes had 32 new admissions and matches in 4 new counties: Faribault, Goodhue, Norman and Olmsted



65

people with disabilities were supported through PSS Employment First Services



Altair ACO's 14 members support 20,000+ representing 30% of people in Minnesota living with disabilities

LSS Services for Children, Youth and Families

## LSS Housing Services' Donation Drive



The Center for Changing Lives (CFCL) in Minneapolis was buzzing with activity in June, 2020 when people from across the Twin Cities and Greater Minnesota dropped off supplies to meet basic needs of area families affected by grocery store closures, damaged businesses and transportation challenges following the unrest from the killing of George Floyd. Some 200 cars and vans drove through the CFCL parking lot to donate an estimated 7,500 items, including diapers, baby formula and paper products – along with financial gifts and 200 gift cards for grocery stores and transportation.

“Just to see the outpouring of support was incredibly heartwarming,” said Jaime Stampley, senior director of Housing Services, whose team organized the donations drive. “Churches brought truck loads, and people were bringing cases of diapers and cleaning supplies. It was amazing!”

Employees from many lines of service stepped forward to help with the event, contribute supplies and offer financial gifts. More than 65 volunteers were on hand for the drive, including people LSS supports and from as far away as Brainerd and Duluth. “It was so uplifting and filled our hearts with joy to see community building taking place and so many people coming forward,” Jamie said.

With huge needs in the community, the donations drive became an immediate distribution center as word spread among area residents in south Minneapolis. Elderly residents from two nearby high rises that serve our older neighbors shared that they had not been able to get out into the community and were so grateful to receive needed supplies.

Additional donation drives were held on August 6 and 20. Remaining supplies supported families participating in LSS services and will be distributed to area families.

A large number of Lutheran Social Service of Minnesota's (LSS) services are provided in the neighborhoods and in support of individuals most profoundly impacted by systemic inequity and systemic injustice – and by the events of the weeks following the death of George Floyd in May 2020.



LSS Services for Older Adults

## LSS Provides Free Meals in North Minneapolis

Following the unrest during the summer of 2020, acquiring food and other necessities became increasingly difficult in majority BIPOC (Black, Indigenous, People of Color) communities with already too-few choices in Minneapolis' North and South sides.

LSS Meals responded to address the urgent need for food by distributing free meals at Christ the River of Life Lutheran Church, an LSS property in North Minneapolis. Their first week, LSS Meals offered 500 meals – which were gone in just an hour and a half. Since then, they've increased the number of meals available. Every Thursday, LSS Meals team members, neighbors in the community and volunteers from the church package and give out the meals. We are grateful to AgriBank Farm Credit Bank and supporters across Minnesota for making this possible.



## SERVICES FOR CHILDREN, YOUTH AND FAMILIES

Our goal is for every child, youth, young adult and family to have a safe place to sleep at night, stability in their lives and the opportunity to thrive in community.

With the right tools and support, children, individuals and families are staying strong, stable and resilient. LSS provides early intervention and prevention services, supportive shelters and housing options, counseling, education and other customized services.

Wherever possible, LSS moved services to virtual formats to assure continued access to critical services despite the COVID-19 pandemic. Where not possible, we implemented increased use of Personal Protective Equipment and sanitary practices.



New grants help LSS focus on providing services before they become an emergency:

- \$3.1 million to provide housing assistance during the COVID-19 pandemic
- \$1.2 million State of Minnesota funding to expand anti-trafficking efforts to additional areas of the state



428

children & adolescents needing a safe place to stay were served in a crisis shelter



793

families received wraparound case management services, supervised visitation, parenting education, and connection to culturally-centered resources



\$17,811,005

repaid to local & national creditors with help from LSS Financial Counseling



84.6%

of clients prevented default and delinquency on their student loans with counseling



737

veterans served through the C.O.R.E. program



Refugee Services provided case management and other supports to

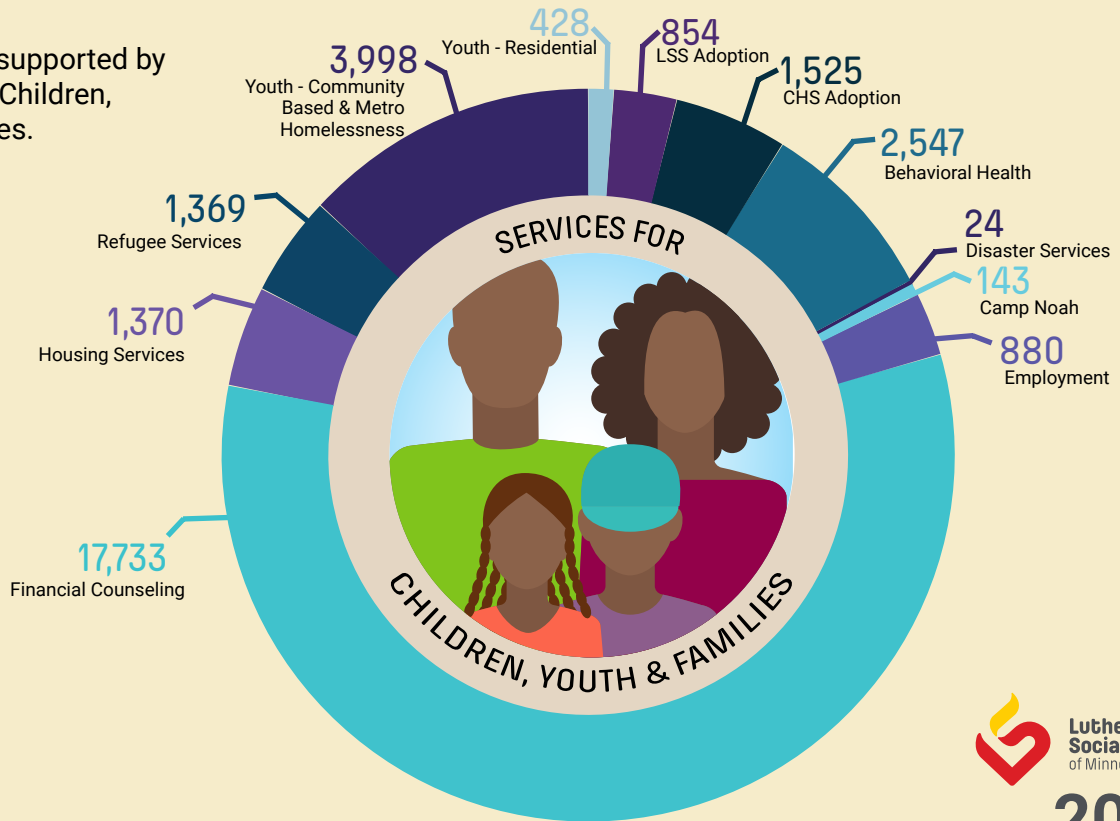
1,273

recently resettled Americans and resettled 90 refugees from Burma, Somalia, Iraq, Afghanistan, Ukraine

250 refugees were placed into jobs

# 30,871

individuals were supported by LSS Services for Children, Youth and Families.



432

Households received supportive housing services



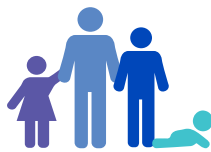
786

families whose income was affected by COVID avoided eviction using prevention services through LSS



1,376

behavioral health clients accessed 15,000 telehealth visits in FY20



202

children joined their adoptive families in 2020



100%

of adoptive families felt well prepared to parent a child through adoption



18

children were adopted by LSS-licensed therapeutic foster care families



247

children/youth supported by therapeutic foster care



1,235

youth experiencing homelessness were supported



3,052

youth reached through street outreach and educational presentations



Served 152

children in 7 communities  
Held 2 virtual camps  
Developed 4 adaptations to better represent communities served and their needs

## SERVICES FOR OLDER ADULTS

With the right community supports, older Minnesotans are “abundantly aging”: staying healthy, choosing to live at home longer, giving back as volunteers and remaining as independent as possible.



Assuring that the highest-risk Minnesotans remain as safe as possible during the pandemic, LSS transitioned from in-person services – dining sites and companion visits – which led to incredible innovations in virtual caregiver support and significant increases in frozen, shipped meals.



**40%**  
increase in  
individuals supported  
across services



**286**  
volunteers provided  
**73,901** hours of companion  
services and provided  
**519,619**  
miles of transportation



Caregiver Services  
provided **1,304** hours  
of support to give **65**  
caregivers a break



**261**  
Foster Grandparents  
provided **95,460** hours  
of support to **2,684**  
students in **93** schools  
and early childhood  
centers



**35** volunteers provided  
**3,300** phone or video visits to  
**427** isolated older adults



AmeriCorps Seniors recorded  
**21,629** hours of community  
support between March and  
September 2020



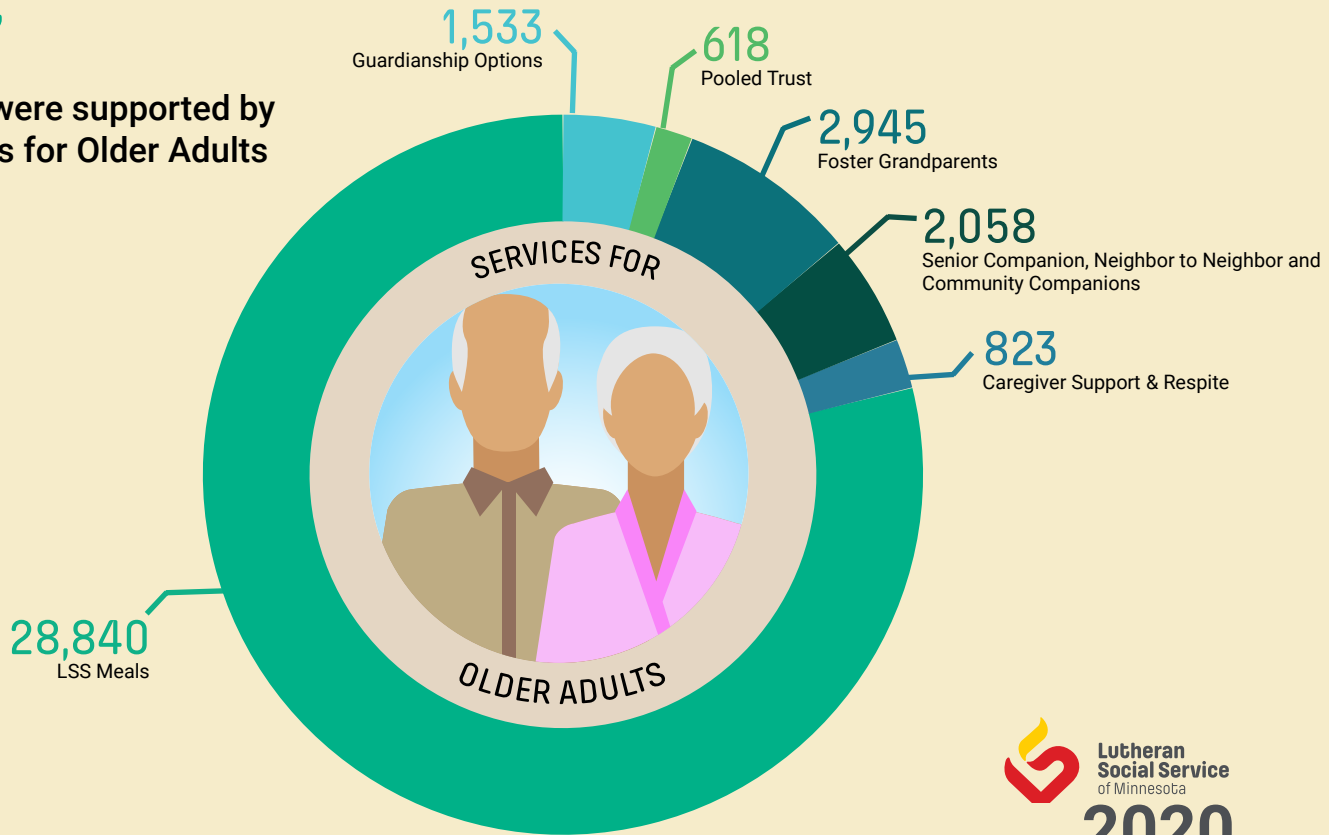
Caregiver Respite held  
**9** virtual fun events  
with  
**60+** attendees

LSS Meals pivoted quickly during  
COVID-19 to provide  
**123,458**  
**unforeseen special project**  
**meals** in BIPOC communities  
across the state and in  
Minneapolis



# 36,817

## individuals were supported by LSS Services for Older Adults



LSS Meals served  
**848,632** home-delivered meals  
**15,051** frozen shipped meals  
**52,454** meals to kids in schools



**1,039,595**  
LSS meals served  
across Minnesota



**5,053**  
volunteers worked  
**67,975**  
hours to serve and  
deliver nutritious meals



Pooled Trust managed  
**\$25,567,902**  
in assets for people  
with disabilities



Pooled Trust delivered  
**5,560**  
hours of direct service to  
people with disabilities



Guardianship Options  
managed  
**\$48,043,869**  
in assets



**55,899**  
hours of service  
provided by LSS  
guardians

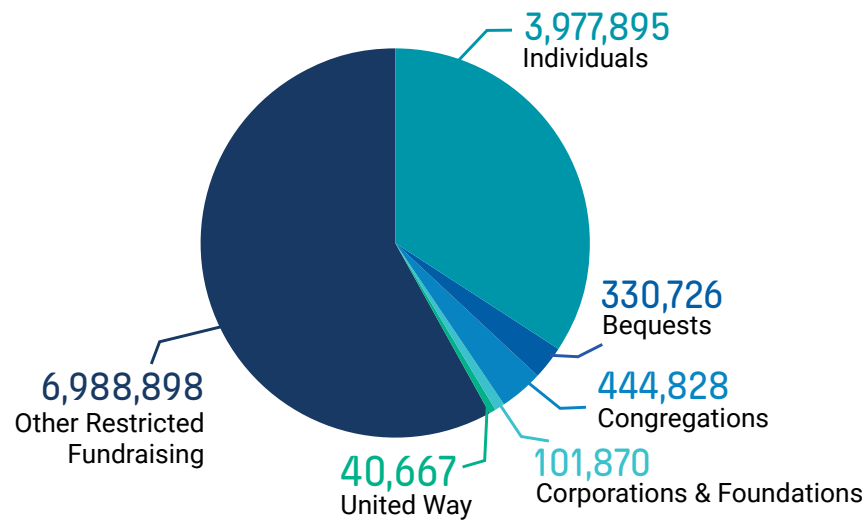


Rights were restored to  
**6**  
Guardianship Options  
clients

# Charitable Support

Fiscal Year Ending September 2020

2020 Audited



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<b>Total Unrestricted Fundraising</b>	\$4,895,986
Other Restricted Fundraising	\$6,988,898
<b>TOTAL FUNDRAISING</b>	<b>\$11,884,884</b>

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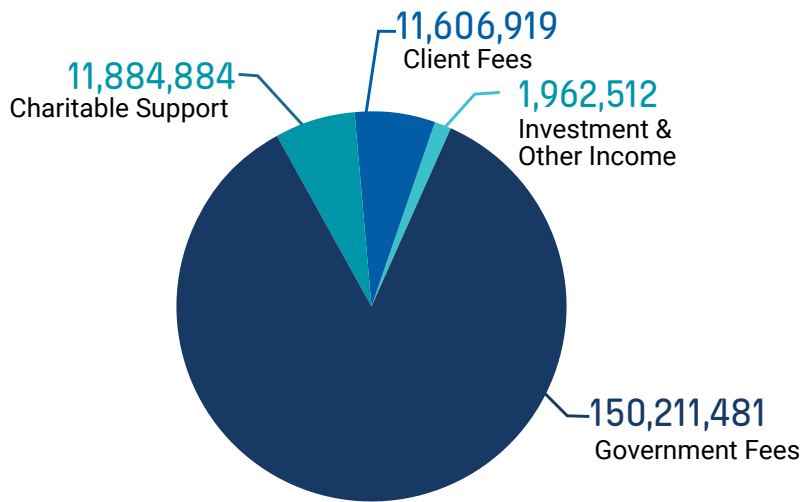


# Consolidated Financial Report

Fiscal Year Ending September 2020

## Revenue

2020 Audited

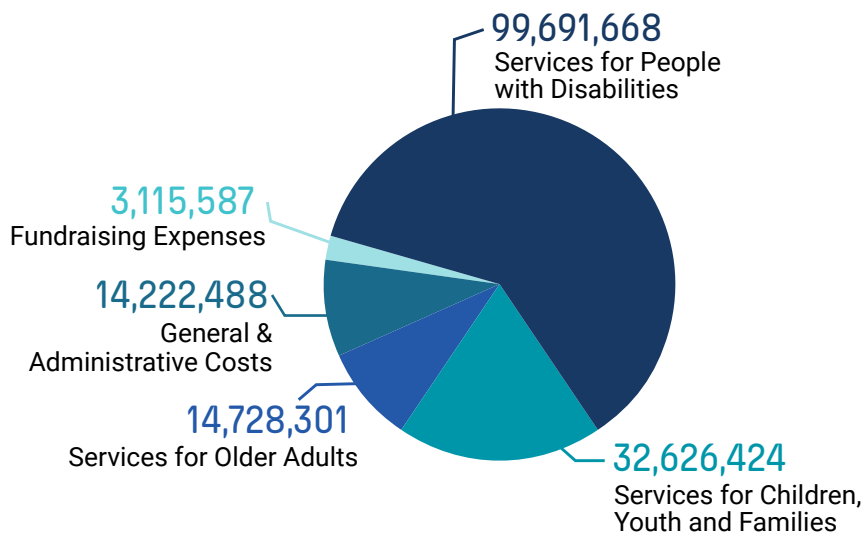


**TOTAL REVENUES & CHARITABLE SUPPORT**

**\$175,665,796**

## Expense

2020 Audited



89.2% Services  
8.8% Administration  
2% Fundraising

**TOTAL EXPENSES**

**\$164,384,468**

Non-Operating & Pension Adjustment

(\$1,867,896)

Change in Net Assets – All funds

\$9,413,432\*

\* As part of its COVID-19 response plan, LSS implemented a variety of cost containment measures to create a larger than normal FY20 Change in Net Assets to serve as a contingency for potential FY21 costs and impacts associated with the pandemic.



**Lutheran  
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of Minnesota



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**2020**