

WE WERE  
*Made to Thrive*  
2017 ANNUAL REPORT





## A LETTER FROM ANGELA MOELLERING, PRESIDENT AND CEO

### SUPPORT FROM DONORS EXTEND SERVICES, MOVES FAMILIES FROM SURVIVING TO THRIVING

**Lutheran Social Services of Indiana has a long history of reaching out with the love of Jesus to those who are suffering in our community.** From the very beginning, Lutheran families responded to the needs they found at their doorstep — literally — and said, “We can’t ignore this.” They took direct and purposeful action, impacting many lives as a result. That tradition continues to this day.

Of course, the nature of the programming we provide has changed over the last hundred years. We are always looking for new ways to become more impactful in our services while still maintaining sustainability. Our latest programs, LSSI Works and Balance Works, are two great examples of the way strategic planning has turned into viable programs — programs that are making a real difference in people’s lives.

What has *not* changed over the last century is the fact that we continue to rely on the generosity of individuals and families to make these outcomes a reality. It is only through the support of donors like you that we have been able to move families from just surviving to thriving.

Imagine the stress of living from moment to moment, crisis to crisis, always focused on the next meal, the next appointment, the next day. With your help, we are changing that path for many in our community. In 2017, we served 5,595 children and adults, giving them the tools they need to take on the challenges they face. With your continued support, we can keep helping them set goals and dreams well into the future. Thank you.

A handwritten signature in black ink, appearing to read 'Angela Moellering', written in a cursive style.



## A LETTER FROM DALE BUUCK, BOARD OF DIRECTORS PRESIDENT

### HARD WORK AND COMMITMENT PAYS OFF FOR COMMUNITY

**On behalf of the board of directors here at LSSI, I want to take a moment to thank each person who has contributed to the amazing outcomes that you will read about in this annual report.** I'm sure you will agree that Lutheran Social Services of Indiana is a first-class organization, one that is well recognized in the community for operational excellence.

That kind of distinction doesn't happen by chance. It requires hours of hard work and dedication from the LSSI staff. Let me assure you that LSSI board members are also hard at work behind the scenes, helping to promote the overall health in our community.

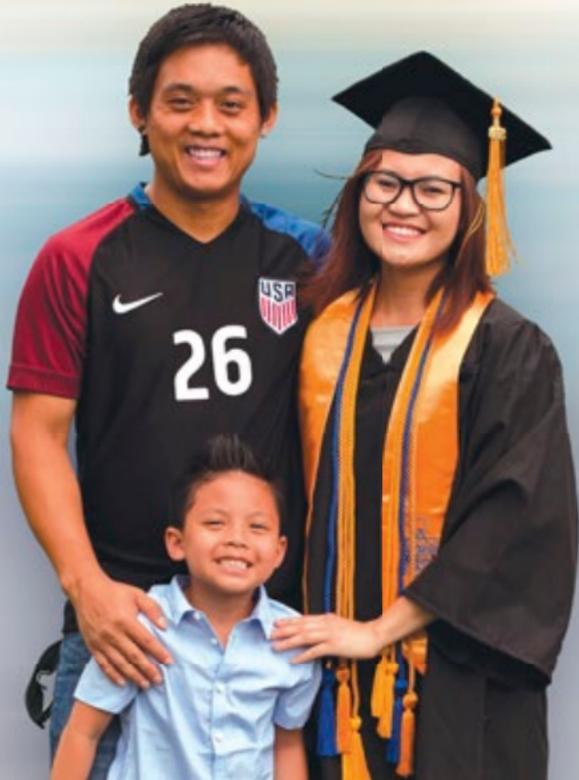
As a board, we are also looking beyond current programming and funding sources to make sure our services are not only meeting client needs but are also financially sustainable. Thanks to the generosity of many people in this community over the years, Lutheran Social Services of Indiana has begun our second century of service. We know that if we want to remain current and active for another hundred years, we have to be very purposeful in programs that we provide.

While that kind of commitment is challenging, it is also highly rewarding. I feel privileged to see firsthand the help we are providing to individuals and families in this community. It is an honor to serve alongside such capable and willing partners. Please consider joining us with your financial support as we continue to make a true and lasting impact, not just in the short-term, but also for many years to come.

A handwritten signature in black ink, appearing to read "Dale Buuck". The signature is stylized and written in a cursive-like font.

# CASE MANAGEMENT

ECHO | NETWORK FOR SAFE FAMILIES/COMMUNITY PARTNER | GEAR-UP



# 100%

of eligible ECHO participants graduated or earned a HSE in 2016-2017 year

# 100%

of ECHO participants received required prenatal care to reduce risk of preterm labor and low birth weight

# 94%

of Network for Safe Families (NSF)/Community Partner (CP) clients completed at least one goal to advance family outcomes and successfully complete the program

# 88%

of NSF/CP families increased access to health and mental health care services

# 100%

of Gear-Up participants prevented child injury and death by increasing the safety of the home environment by using installed safety items



## SUCCESS THROUGH DETERMINATION

**Maggie\*** came to the Network for Safe Families program as a depressed and homeless mother of two teenage daughters. During her visits with staff, Maggie would sob about how she felt helpless for her family and expressed feelings of being alone, depressed, and without someone to listen to her.

When Maggie became homeless, she was forced to move her daughters from place to place, sleeping on the floors and couches of relatives' homes. Staff initially worked with Maggie on parenting goals and assistance with health insurance. At each visit, her case manager would present new housing options, but Maggie would always decline. Then, one day, Maggie had enough. She worked with a case manager to find an alternative housing situation in a shelter. Once she moved to the shelter, the case manager began to notice an increase in Maggie's confidence and she began to blossom. Maggie and her daughters also began seeing a therapist to work on past trauma and hurt that was affecting them all.

Since successfully completing Network for Safe Families, Maggie has been approved for her own home through housing authority and is doing well. Her daughters are thrilled to both finally have their own spaces. Maggie attributes her success in rebuilding her life to determination and strength, and the support of her Network for Safe Families case manager.

\*Name has been changed to protect the client's privacy.



Lutheran Social Services of Indiana  
**CHILDREN'S VILLAGE**  
Lutheran Life Villages



Teachers have observed a consistent

**80%**

growth rate in Children's Village (CV) children's development of social emotional, language and communication, and self-help/initiative skills

CV children and Lutheran Life Villages "Grandparents" participated in

**5,349**

hours of intergenerational activities in 2017

**10,238**

units of generational activity by children and grandparents such as Christmas sing-alongs, chapel, meals, and exercise classes



## CONNECTING GENERATIONS

**Children's Village is a state-of-the-art learning center on the campus of Lutheran Life Villages (LLV).** The location and partnership with LLV allows Children's Village to offer its students meaningful and positive intergenerational programming. Students refer to the residents as "grandmas and grandpas" and it always seems as though the intergenerational programming means as much to residents as it does to the students.

Each Thursday, toddlers in the Explorers IV room walk to LLV and deliver "mail" to the residents they pass. Teacher Darcy Cartin wrote an account of one of the mail delivery days:

"As we walked into the activity center, we were greeted warmly by Pastor Pete and Bible study participants. They kindly put aside whatever they were doing at that time to focus their attention on our students. The toddlers carried the mail over one-by-one to the residents. Each resident called each child by their name and encouraged them to bring the card or artwork to them. Every resident present that day eagerly awaited their turn to be the recipient. The love shined through on the faces of each one of the residents. We are blessed to have contact with the grandmas and grandpas at Lutheran Life Villages. Our little ones look forward to their delivery job each week!"



**585**

individuals were served in 2017

**98%**

of clients maintained a written budget used to proactively manage their money

**94%**

completed their financial goals

**5,109**

loaves of Justice Bread were sold, raising approximately \$7500 to support Cup of Kindness/Financial Stability

**25**

churches participated as Justice Bread congregations



## TURNING A NEGATIVE INTO A POSITIVE

Stephanie\* came to LSSI with several small amounts owed on numerous credit cards. She also had added an ex-boyfriend on to her cell phone plan and was paying a lot of extra money to have him on it. Our Cup of Kindness Case Manager, Andrew, worked with Stephanie to find a way to cut her expenses. Andrew used available Cup of Kindness resources to help pay one mortgage payment for Stephanie. Because of this, she was able to use her funds that month to pay off her small bills and credit cards. Andrew then helped Stephanie remove her ex-boyfriend from all of her accounts and helped her re-work her payments. Additionally, the Cup of Kindness staff helped her get caught up on bills so that she wouldn't be paying late fees and late charges. When Stephanie initially came to LSSI, she had a negative cash flow of \$500 a month. When she left LSSI, she had a positive cash flow of \$800 a month. Stephanie was also able to raise her credit score 30 points during her time with LSSI.

\*Name has been changed to protect the client's privacy.



**67%**

of children and adults showed a reduction in trauma symptoms after Balance Works sessions

**96%**

of families in the care of Balance Works staff were reunified by the Indiana Department of Child Services case closure in 2017

**1,000+**

hours of therapy provided in helping individuals work through challenges in the areas of fear, anxiety, depression and grief

## “THIS LOVE IS EVERY DAY, EVERY TIME.”

Tristin\* is an eight year old boy that began seeing a counselor with Balance Works after being placed by the courts with his grandparents. He initially started therapy angry and anxious. His grandma was concerned about his disrespectful attitude when she attempted to give him rules and structure.

Through the use of EMDR (Eye Movement Desensitization and Reprocessing) therapy, Tristin had a huge victory during one session when he was able to identify that he was worried about what people thought of him and when he made mistakes people did not love him. He completed drawings during his session, depicting the worst part of that worry “...worst boy.” Beside that, he drew “...super fantastic.” (top left)

After using the EMDR techniques to work through the negative feelings, he drew himself again in the future including both “Good” and “Bad,” with unconditional love. He also added the words “This Love Is Every Day, Is Every Time.” He now knows that no matter what his behavior, he is loved. Tristin also began to recognize he still loves others even though they make mistakes, too. (Bottom left)

Tristin has continued to make progress in therapy and is more peaceful. He also knows his grandparents are providing rules because it is what is best for him and that his physical and emotional needs are always going to be met. He will be able to carry this knowledge with him and into adulthood.

\*Name has been changed to protect the client’s privacy.



Tristin's drawings from before (above) and after (below) one EMDR therapy session.



Students receive on average,

**786**

hours of professional and personal development training prior to obtaining career path employment

**95%**

of students enrolled in the program have increased their professional skills

**92%**

of students remained engaged in job support services after obtaining career path employment

Average wage of sustainably employed LSSI Works student:

**\$12.23 PER HOUR + BENEFITS**

Compared to an average wage of **\$3.22 per hour (67% unemployed)** for a student at the start of the LSSI Works program

On average, a single mother of two children who receives public support benefits at the start of the LSSI Works program, will make a positive financial impact in the community of over

**\$470,000**

over her professional career

An average class of 10 will make a positive impact of

**\$3.8 MILLION**

over the course of their professional lifetimes

Many students report other positive changes in their lives, such as establishing bank accounts and credit, stopping smoking and establishing with a primary care physician. These changes are possible due to the regular employer provided healthcare and a drive to continue self-improvement.





## “IT’S NOT A ‘ME’ THING, IT’S A ‘WE’ THING.”

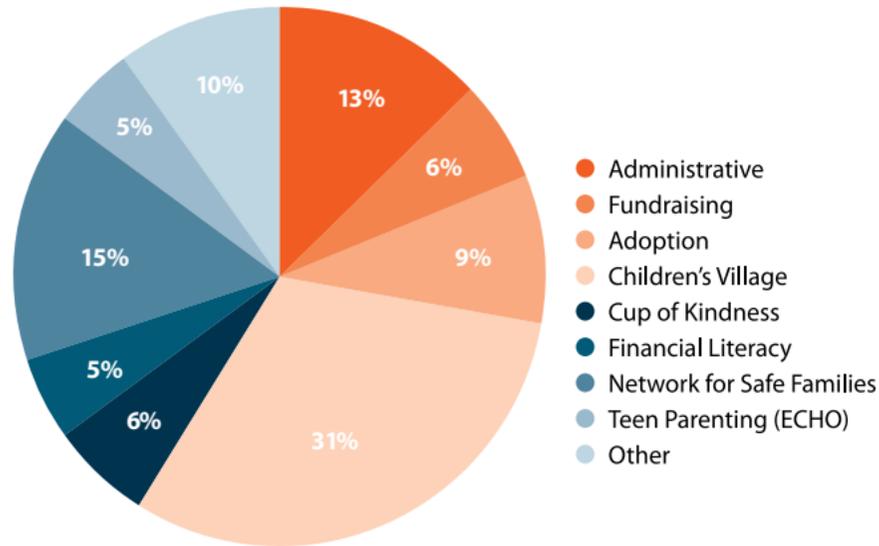
Soon after his first day at LSSI Works, the staff and community of students began to not only appreciate, but look forward to Marlon’s smiling face and **continued positivity**. Yet, most with a history like Marlon’s would find it difficult to maintain such a positive outlook.

After dealing with the significant trauma of family death and feelings of complete loss, at the pleading of a good friend, Marlon spent his last cent on bus fare from Canada to South Bend and then embarked on a long walk to Fort Wayne. Eventually he found his way to the Fort Wayne Rescue Mission, an LSSI Works partner, where he began the process of recovery and self-discovery.

Marlon will tell you that he’s lucky to be alive and this drives him to always improve. Through the programming at LSSI Works and the support of the clinical staff at Balance Works, he was able to learn the deepest truth of who he was and where he wanted to go in his new beginning. Marlon has recently moved to Garrett and started his full-time, sustainable position as a Production Operator at Carlex Glass. He has told his LSSI Works community in the Motivations circle, “It’s not a ‘me’ thing, it’s a ‘we’ thing. Like it or not, I’m on your team, you’re on mine and together, we are unstoppable!”

## WHERE ARE DOLLARS SPENT?

In order to provide excellent service to our clients, LSSI makes a financial investment in each program annually. Below are the amounts spent on the different services that LSSI provides.



## By the Numbers

324

cumulative years of staff service

92%

of staff hold professional certifications or degrees

5,595

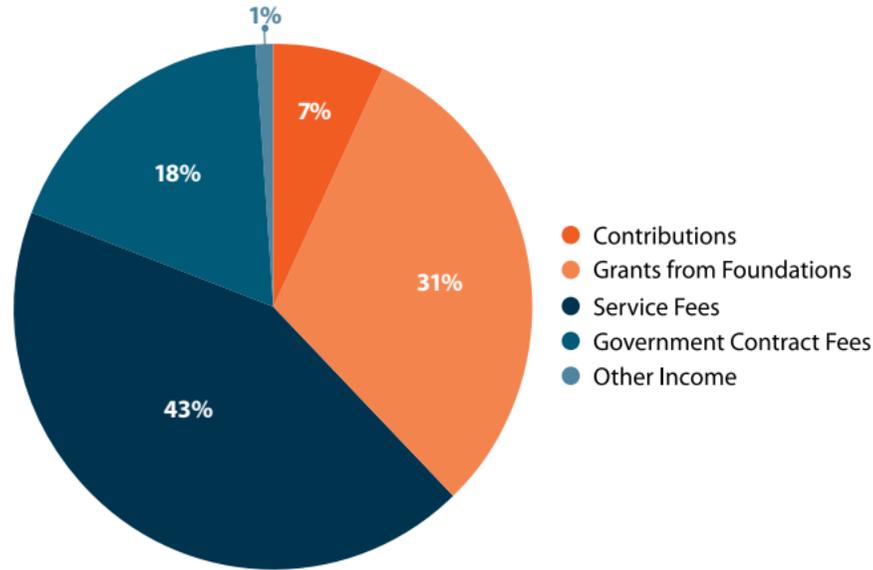
children and adults impacted by services of LSSI in 2017

6,267

hours given by volunteers to support the LSSI mission in 2017

## WHERE DOES OUR FUNDING COME FROM?

LSSI receives support and revenue from multiple funders as well as fees for services provided.



## *How to Help*

**\$50**

can provide five books for a Children's Village classroom

**\$100**

can provide a client with two hours of budgeting assistance through Cup of Kindness

**\$250**

can provide safety equipment such as car seats, fire extinguishers, and other necessary items for a family of five in case management services

**\$500**

can provide LSSI Works students with two sessions of resume development and mock interviews

**\$1,000**

can provide three months of weekly EMDR therapy for an individual to work through challenges such as anxiety or depression



I HAVE TOLD YOU THESE THINGS, SO THAT IN ME

*you may have peace.*

IN THIS WORLD YOU WILL HAVE TROUBLE. BUT TAKE HEART!

*I have overcome the world.*

— JOHN 16:33 (NIV)

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