



100%
of ECHO students
graduated in 2020



52
LSSI Works participants
secured jobs
**89% remained
employed for a year!**



95%
of Financial Stability
households
demonstrated positive
financial behaviors

**LUTHERAN SOCIAL SERVICES OF INDIANA
2020 ORGANIZATIONAL REPORT**



LSSI uses the Balanced ScoreCard system throughout the organization to create a culture of accountability and to ensure alignment with our mission and focus of impact. Annually, we are excited to share these organizational outcomes with our delegate body.

LSSI's services impacted over 6,000 individuals in 2020. Last year, the needs of individuals in our programs were different and more significant than other years due to the effects of COVID-19. Upon onset of the pandemic, our leadership worked to ensure client services continued as we responded to the new challenges faced by our clients, LSSI staff, and the community. We were able to pivot quickly and with minimal disruption to client services.

Through 2020, with an ever-changing landscape for our community and service delivery, our clients and staff remained steadfast in their work toward goals of economic and family stability. There were many successes worthy of celebration.

UPDATED MARCH 11, 2021



215
families received
education to improve the
safety of their home in
the Gear-Up program



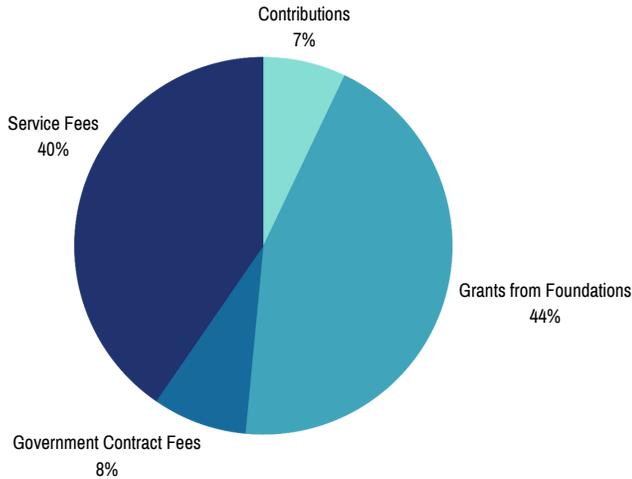
91%
of parents in
Community Partners
completed one or more
goals



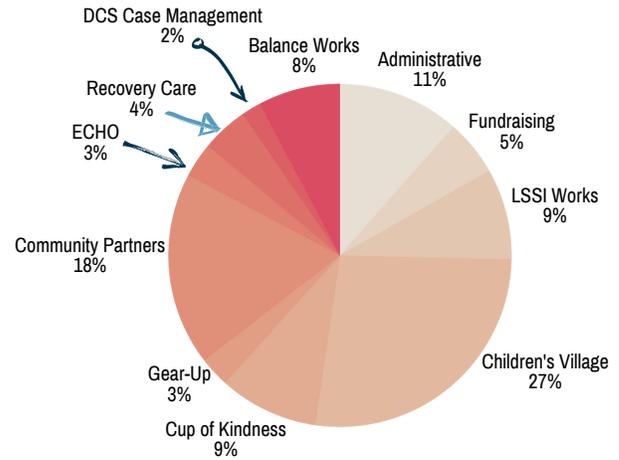
100%
of Children's Village
children attended a
minimum of 25
hours/week for 7
consecutive months

LUTHERAN SOCIAL SERVICES OF INDIANA 2020 FISCAL REPORT

REVENUE:



EXPENSES:



POINTS OF INTEREST:

- Expenses did not have a significant change in 2020 from previous years. Although the organization increased spending in technology, consultant and legals fees due to COVID needs, other costs, such as staff mileage decreased equally.
- Total contributions (Cash and in-kind gifts) increased by 51% from 2019.
- Contributions in 2020 exceeded goals for the year. The success is due to an increase in campaign support and COVID-19 specific giving.
- The number of total new donors doubled in 2020 from previous years.
- Donor retention remains above 60% annually and continues above the national average of 40%.
- An increase in Grant Revenue from 30% in 2019 to 44% in 2020 is due to recognition of a multi-year grant that must be reflected in revenue in the year the award notice is given, not the year the funds are received, according to nonprofit accounting regulations.
- Due to the large grant recognition, the percentage of total revenue from Service Fees has decreased to 40% in 2020 from 51% in 2019. However, our total Service Fee revenue (cash received) increased by 8% in 2020.
- This financial information is part of our unaudited financials. Our full audited financials (once approved by the Board, will be available online. www.lssin.org/about-lssi/financials/