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The **PERSPECTIVE**

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## LSSI Responds to COVID-19

# LSSI Pivots Quickly to Support Families During COVID-19

Like many of our supporters and stakeholders, the Lutheran Social Services team is responding to the coronavirus pandemic with creativity, resiliency, and problem solving. LSSI staff have been working diligently to continue to express the love of Jesus Christ in response to our neighbors' needs during COVID-19.

Over the past month, our organization has rapidly adapted programming to assist clients, while protecting the health of our community and staff. This transition has included moving visits to virtual platforms. Programs that were once thought could only be delivered in person have been adapted to meet safety needs while continuing important work. For example, LSSI Works continues to deliver personal and professional development classes daily via WebEx. Balance Works, Recovery Care, Financial Stability and Community partners have all moved to HIPAA compliant, 1:1 video conferencing tools.

Some of these platforms, such as telehealth for Balance Works, have been planned for some time, but were fast-tracked in a matter of days. A project that originally was anticipated to take 6+ months to implement was completed quickly due to the diligence and hard work of (Balance Works staff) our team. These changes have allowed us to care for our clients during a turbulent time. During these times of stress or trauma our mental health services are essential.

"LSSI has been able to adjust quickly to remain connected to our clients and ensure a smooth intake for new clients because of the investments in our overall organizational leadership over the past several years," says Shawna Squibb, CFO. "We are small enough as an organization (70 employees strong) to pivot quickly as we make educated, informed decisions about direction, yet large enough to provide the technology and administrative support needed by our

programs to migrate to virtual platforms needed in this environment."

LSSI is also providing up-to-date online resources for families facing food shortages, transportation issues, and health concerns. Through LSSI's website, individuals can access information on mental health, community resources, parenting, and educational help. You can find this information at [lssi.org/covid19](http://lssi.org/covid19).

*"We're constantly adapting and changing in meaningful ways. If we see a need, we'll shift our programs to adapt to those needs within the scope of our impact statement."* – Gillian Frazier, LSSI Ops. Coordinator

continued on page 3

Let's keep in touch — interested in being kept in the loop? Sign up at [www.lssiin.org](http://www.lssiin.org) for our mailing list and you'll have access to regular updates on happenings at LSSI. Please indicate if you prefer to receive updates via email or in your mailbox.

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