

OPENING DOORS. TRANSFORMING LIVES.



**Lutheran**  
Social Services  
OF NORTHERN  
CALIFORNIA

**ANNUAL REPORT**  
**2012-2013**



# MISSION STATEMENT

Responding to the biblical mandates of compassion and justice, Lutheran Social Services of Northern California affirms the inherent worth of all people and strives to prevent human suffering.





## CEO MESSAGE

*About Us*

Lutheran Social Services traces its roots to 1883 in San Francisco when a group of West Coast Lutherans came together to provide direct financial aid for California orphans. In 1925, an institutional chaplaincy program was established to serve the elderly in residential care facilities. By 1951, the Lutheran Welfare Council (as it was known at that time) could claim a range of programs from institutional chaplaincy, case work, material relief and immigration as well as advocacy programs calling for social reform to help the needy. The organization incorporated as Lutheran Social Services of Northern California in 1968 after a merger.

Always a leader in innovative programs, LSS developed the first transitional housing program for Sacramento families in 1992 and also responded to the AIDS crisis in the early 1990's by creating our first money management program in San Francisco for those affected by the disease.

Over the years LSS has developed considerable expertise working with hard-to-serve populations, in particular, the chronically homeless, those with mental disabilities or substance abuse issues and former foster youth. LSS is also the lead affiliate for Lutheran Disaster Response in Northern California. Our service area encompasses Northern California and we maintain offices and active programs in Contra Costa, San Francisco, Sacramento and San Joaquin counties.



*With a budget of close to \$7 million, LSS touches more than 3,000 lives every day.*

Friends and Supporters -

Lutheran Social Services has had an outstanding year. We are blessed with dedicated Board members and a highly qualified staff, all with a passion to make LSS an effective and responsive organization.

Currently, LSS provides services to over 3,000 people each day. Our success can be measured through the following outcomes:

- 88% of our clients in Permanent Supportive Housing remained housed.
- In our housing programs we had a success rate of 78% follow through in referrals to treatment, including Mental Health and Substance Abuse treatment.
- 100% of the children living in our housing programs were enrolled in school and had access to health care services.
- 99.5% of our clients receiving Money Management Services retained their housing because their rent and utilities were paid on time.

At LSS everyone is treated with dignity and respect and as unique individuals with unique issues. We provide more than a roof, we provide hope and compassionate supportive services. This is possible with the combination of your financial support and a very dedicated staff.

Each Board member knows they are representing you in showing God's love in action. Your support enabled LSS to provide outstanding services throughout the year. Thank you for your continued partnership with LSS.

Carol Roberts, Ph. D.  
President and CEO



## PROGRAMS & SERVICES

### San Francisco Programs

In San Francisco, LSS currently provides three types of services – money management services for formerly homeless adults living with both physical and mental disabilities, case management services for adults, families and seniors living in permanent supportive housing sites, and transitional housing for people living with HIV/AIDS who have been incarcerated or who are chronically homeless or at risk of homelessness.

The shared goal of LSS housing services and money management programs is to assist clients to live more stable and productive lives by working to assist our clients to access and maintain safe, adequate and stable housing. Most of our clients also share a common history of long term poverty. For many of them this economic reality has also exacerbated serious mental and physical health issues.



#### *Money Management Programs*

AIDS Financial Services  
Direct Access to Housing  
Integrated Services Network

#### *Supportive Housing Programs*

Bernal Gateway Apartments  
Folsom-Dore Housing  
Mosaica Apartments  
Polk Street Housing

#### *Transitional Housing Programs*

Stabilization Program  
Forensic Transitional Housing Program

## PROGRAMS & SERVICES

### Inland Area Programs

Lutheran Social Services has served homeless people and emancipating foster youth in Sacramento County for 48 years. We operate nine housing programs in Contra Costa, Sacramento and San Joaquin counties, providing transitional housing for homeless families, individuals, and youth, permanent supportive housing for disabled individuals, families, and youth emerging from foster care, and case management for individuals and families who are permanently housed.

We have developed strategic community partnerships that encourage innovative development of services — including partnerships with property management companies, childcare providers, in-home therapy providers, and other continuum of care providers. We also work with our clients on ways to better serve their needs.



#### *Permanent Supportive Housing Programs*

Achieving Change Together

Adolfo

Building Bridges

Mutual Housing at the Highlands

Project Hope

Saybrook

#### *Transitional Housing Programs*

Connections

Mi Casa

Transitional Housing Program for Youth

Transitional Housing Programs for Families

#### *Disaster Response and Relief*

LSS assists those whose homes and livelihoods have been disrupted by disasters.

We are present, not only at the time of crisis, but throughout all stages of disaster recovery. We are part of the Lutheran

Disaster Response network, and will respond as needed to assist in response and relief efforts.





# STATEMENT OF ACTIVITIES

July 1, 2012 – June 30, 2013 – Audited

## Revenue and Support:

Contracts and fees	\$6,668,386
Contributions	400,201
Other income	<u>121,374</u>
Total revenue and support	\$7,189,961

Net assets released from restrictions	<u>349,741</u>
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Total revenues	<u>\$7,539,702</u>
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## Expenses:

Program services	\$6,746,545
Fundraising	138,895
Management and general	<u>509,788</u>
Total expenses	<u>\$7,395,228</u>

Change in net assets	(88,232)
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Net assets, beginning of year	<u>\$2,497,893</u>
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Net assets, end of year	<u>\$2,409,661</u>
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*Audited Financial Statements available  
upon request*

Donated funds are used in many ways to support our programs and services. Here's how your donation helps:

\$682 provides a homeless family with basic household goods for their new apartment.

\$289 allows a chronically homeless individual, newly housed, to obtain needed medical treatment and medicine

\$100 purchases a monthly bus pass so that a former foster youth has transportation to his job.

\$48 purchases emergency diapers and baby wipes while a family waits for other assistance to come through.

*We thank you for being part of our mission, for helping to meet the needs of those who are most vulnerable, and for your continued support.*

# BOARD OF DIRECTORS & COMMUNITY PARTNERS

## BOARD OF DIRECTORS

Becky Burad, Chair  
 Rev. John Herrmann  
 Steve Herum  
 Joan Hilse  
 Brad Johnson  
 Joel Mjosness  
 Lois Peacock  
 Jack Pease  
 Adriel Wong  
 Jon Yeh  
 Rev. Ron Zielske

## PRESIDENT/CEO

Carol Roberts, Ph.D.

## DEPUTY DIRECTOR

Nancy Nielsen

## MAIN OFFICE

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 Fax 209.954.1715

*LSS would like to extend a special thank you to the following partners  
 who graciously collaborate with LSS to achieve our mission.*

## COMMUNITY PARTNERS

Adult Protective Services	No. Ca. Presbyterian Homes and Services
AIDS Emergency Fund (AEF)	Office of Supervisor Jane Kim
AIDS Housing Alliance	On Lok Senior Health Services
AIDS Legal Referral Panel (ALRP)	Pacific Housing
API Wellness Center	Planned Parenthood
Asian Pacific Wellness Center	Positive Resource Center
Baker Places	Project Open Hand
Black Coalition on AIDS	Rebuilding Together
Bridge Housing	Richmond Area Multi-Services, Inc. (RAMS)
Catholic Charities CYO (CCCYO)	Sacramento Employment & Training Agency
Child & Family Institute	Sacramento Housing & Redevelopment Agency
Chinatown Community Development Center	Sacramento Housing Alliance
Community Awareness and Treatment Service (CATS)	Sacramento Steps Forward
Community Housing Partnership (CHP)	Salvation Army
Community Living Fund	San Francisco AIDS Foundation
Conrad House	San Francisco General Hospital-Ward 86
Curry Senior Center	San Francisco Interfaith Council (SFIC)
Delivering Innovation in Supportive Housing (DISH)	Self Help for the Elderly
Department of Elections	SF AIDS Foundation
Department of Veterans Affairs	SF Department of Public Health/HIV Health Services (SFDPH/HHS)
Drug Recovery Anonymous	SF Food Bank
Episcopal Community Services (ECS)	SF Mayor's Office of Housing and Community Development
EPML, a Bayside Company	SF Medical Respite and Sobering Center
Eviction Defense Collaborative	SF Network Ministries
Faith & Homeless Families	SF Paratransit
Family Promise	SFPD
Family Service Agency	Shanti
Forensic AIDS Project (FAP)	Shelter Plus Care
FPI	Sierra Health Foundation
Glide Community Housing Inc.	Sobriety Brings About Change
Goodwill Industries	South of Market Mental Health
Homeless Advocacy Project	St. John's Program for Real Change
Homeless Prenatal	St. Mary's Hospital
Homeless Outreach Team	Strategies for Change
Hospice By The Bay	Tenderloin Health (TLH)
Hospitality House	Tenderloin Housing Clinic (THC)
Housing Opportunity, Partnership and Engagement (HOPE)	The California Wellness Foundation
Human Rights Commission	The Human Services Agency (HSA)
IHSS Consortium	The Human Services Network
Independent Resource Center	The John Stewart Company
Institute on Aging (IOA)	The San Francisco Community Foundation
La Casa De Las Madres	The St. Anthony Foundation
Light House for the Blind and Visually Impaired	Treatment Access Program
Loaves & Fishes	University of California Citywide Case Management Services
MAAP	Volunteers of America
Meals on Wheels	Wasatch Properties
Mercy Housing	WEAVE, (Women Escaping a Violent Environment)
Mission Housing Development Corporation (MHDC)	WellSpace
Mission Neighborhood Resource Center	West Bay Housing
Mobile Crisis	Westside Community Services
Mutual Housing Association	WIND Youth Services
Native American Health Center	Women's Empowerment
Next Move	



**Lutheran**  
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