

REPORT TO THE COMMUNITY



Celebrating 50 years of dedicated service to those in need with compassion and support



Celebrating 50 Years



THIS IS WHAT 50 LOOKS LIKE

\$10 Million annual
budget

75 staff
members

22 supportive housing
programs

3,600 individuals served
every day

ONE organization committed to hope,
stability and self-sufficiency

Compassionate Support:

OUR PAST, OUR FUTURE



A Message from Our Executive Director

This year marks 50 years since LSS of California became a non-profit organization dedicated to helping people overcome some of life's most difficult obstacles. And what an amazing five decades it has been—filled with accomplishments and pride in our capacity to change lives each and every day, thanks to your support.

We can trace our beginnings to 1883 in San Francisco, but in 1968, the Sierra Pacific Synod of the Evangelical

Lutheran Church in America and California Nevada Hawaii District of the Lutheran Church Missouri Synod joined forces to create the non-profit that is today LSS of Northern California. Since then, LSS has responded to community needs with compassionate and effective social work and advocacy programs—from refugee resettlement programs to AIDS crisis response to transitional and supportive housing programs. And our work is not done.

Today, LSS of Northern California is focused on assisting 3,600 formerly homeless individuals every day in rebuilding their lives to achieve self-sufficiency. We do it with a staff of 75 and a budget of \$10 million. We manage 22 supportive housing programs in San Francisco, Contra Costa, San Joaquin and Sacramento counties. LSS serves a region that encompasses San Luis Obispo County to the Oregon border, western Nevada and Hawaii.

We have ambitious plans for the future. In the next three years, we anticipate expanding our supportive housing services to new affordable housing projects in San Francisco, Sacramento and Redding. In addition to our work in ending homelessness, LSS participates in the nationwide Lutheran Disaster Response Network, which provides short- and long-term assistance after disasters such as 2017's devastating wildfires in North Bay.

While the focus of our work has evolved over the past 50 years, our commitment to social justice and compassionate guidance has remained steadfast. At LSS, everyone is treated with dignity and respect and as unique individuals with unique needs. *Then as now, we respond to the words of Martin Luther, who reminded us that as love and support have been given to us, we must in turn render love and support to those who suffer.*

Carol Roberts, Ph.D.

CEO

LSS of Northern California

A handwritten signature in blue ink that reads "Carol Roberts".



Lutheran Social Services of Northern California

Our mission is to offer dignity and stability to our communities by providing supportive housing services that lead to self-sufficiency.

Our vision is that our communities have hope, stability and a path to self-sufficiency.

“ In the 18 years I have worked for LSS, the organization has had, at its core, a basic respect for every human being, and that has mattered a great deal to me. Yes, the work can be tiring and heartbreaking, and it’s not always clear what impact I am having. But when I know that I was the right person who helped someone turn their life around, the hard work and consistency pay off. I see someone’s growth.”

- Amy Lawrence, LSS
Program Manager,
Sacramento



Our Approach:

STABLE LIVES ARE BUILT FROM STABLE HOUSING

When a person has a place to call home, it’s easier to begin their journey toward self-sufficiency. That’s why LSS uses stable housing as our blueprint for success. It allows an individual or family to rebuild their life—including their relationships, their confidence and their dignity.

We help break the cycle of homelessness by helping each individual or family overcome the factors that led to their situation: time in foster care, mental illness, disability, chronic disease, unemployment, substance abuse, poverty or surviving a disaster. Using compassionate guidance, we partner with many community organizations and businesses to offer supportive services that are relevant to an individual’s or family’s needs.

The vast majority of the youth and adults whom we assist have one or more disabilities. Many of the adults have experienced chronic homelessness. Our services encompass all ages and stages of life, including former foster youth, single adults, seniors and families.

Our Core Programs:

ROOTED IN RESULTS

PERMANENT SUPPORTIVE HOUSING – Adults and Families

- Program sites in San Francisco and Sacramento counties
Bernal Gateway Apartments, Folsom Dore Apartments, Mosaica Family and Senior Apartments, Polk Street Apartments, Kinney Hotel, Mutual Housing @ The Highlands, Building Bridges, Saybrook Apartments

MONEY MANAGEMENT – Adults

- Manage more than \$1.5 million per month for 1,800 individuals with physical and mental disabilities to ensure rent, utilities and other obligations are paid.
- Offered in San Francisco County only

TRANSITIONAL AND PERMANENT SUPPORTIVE HOUSING – Former Foster Youth or Homeless Youth

- Program sites in Contra Costa, Sacramento and San Joaquin counties
MiCasa, Fostering Future Success, Connections, The Housing Program for Youth, Project Hope, Step Up Sacramento

SHORT-TERM HOUSING AND CASE MANAGEMENT – Adults with HIV/AIDS or Chronic Illness

- Offered in San Francisco and Sacramento Counties
Kinney Hotel, Housing with Dignity

DISASTER RESPONSE & RELIEF

- Long-term assistance through the national Lutheran Response Network to those whose homes and livelihoods have been disrupted by major disasters.



Changing Lives:

YOUR DONATIONS AT WORK

Nearly 97% of our clients maintain their housing instead of living on the streets or in shelters.

Creating Home

LSS receives government contracts that subsidize residents' housing and the case management our staff provides. However, these funds do not cover the full cost of operating a quality program with strong results. Donations from individuals such as you provide our formerly homeless residents with the essentials they need to set up their tiny apartments: basic furniture, bedding, towels, dishes, cooking utensils and cleaning supplies. Your donations also support residents' transportation needs, enrichment activities, holiday meals and gifts, and funds for emergencies.

Stability

Because we use stable housing as our blueprint for success, year after year, nearly 97 percent of our clients/residents maintain their housing, meaning they are not living on the streets or in shelters.

Well-Being

LSS staff partners with a broad range of community organizations to ensure each resident knows how to access and receive relevant services concerning their health, wellness and financial needs and employment abilities. This includes public benefits to which they are entitled, such as healthcare, Social Security, food stamps, and disability. Among the youth we serve, 76 percent are employed when they leave our program.

Safety and Community

Our presence in affordable housing programs improves neighborhoods. Crime and violence is reduced through intensive community-building with residents. We involve them in maintaining the building and their surroundings, facilitate social interaction and organize cultural enrichment opportunities.

Accountability

LSS has demonstrated sound financial management and exceptional results with the public and private dollars we have received to provide supportive housing services in San Francisco, Contra Costa, Sacramento and San Joaquin counties. We achieve or surpass the stringent benchmarks required by regional, state and federal funders, as well as private foundations and corporate donors.

Disaster Response & Relief

In fall 2017, donors contributed more than \$46,000 to assist individuals and communities affected by the devastating North Bay wildfires. Many of those donors were Lutherans in our service region and around the nation, as well as individuals who wanted to assist those in need. These contributions allowed LSS to provide \$18,000 in cash (\$100 VISA gift cards with no fees) to individuals. Some of the remaining funds will send children in Sonoma and Mendocino counties to Camp Noah later this summer to build resiliency skills through participation in creative activities and play designed to help them process their disaster and trauma experiences from the wildfires.

LSS' board chair Chrislyn Carson is chairing the Emotional, Spiritual and Physical Care subcommittee of Rebuilding our Community (ROC) of Sonoma County to address the considerable needs of those affected by the fires. ROC created a network within and on behalf of faith-based, non-profit, governmental, business and other organizations and agencies to provide for a coordinated recovery effort in Sonoma County.

LSS is managing \$230,000 in grants made possible through the Lutheran Disaster Response Network to support unmet needs of residents throughout the affected communities.



“You have no idea how comforting it is to have a routine that comes with a safe place to sleep every night.”

- Christina, LSS Client,
Sacramento

Client Profile: Christina

MAKING THE MOST OF A SECOND CHANCE

It's difficult to imagine losing everything—possessions, family, friends, dignity—and becoming homeless. That's what happened to Christina when she was 42. It took seven long years to rebuild her life. Christina's is a story of redemption and determination made possible by the stability and compassion provided by LSS's supportive housing program and private donations from LSS investors like you who supported her journey.

Christina, the youngest of a large middle class family, attended parochial school and college. Her parents' strained marriage resulted in a dysfunctional home life and made Christina and her siblings vulnerable in many ways. Christina persevered, had a family of her own and held responsible jobs.

But her life came crashing down when a freak accident at work ruptured her vertebrae, requiring multiple surgeries and learning to walk again. Depressed and in pain, Christina became addicted to her medication. She ended up homeless and alone, her family and children disowning her.

Christina's life hit bottom after she attempted suicide and ended up in a psychiatric unit. Determined to turn her life around, Christina entered several treatment and transitional housing programs before coming to an LSS permanent supportive housing program.

With her housing needs met, Christina's life really began to change. She reunited with her children and family, learned coping skills and accepted a job at the homeless shelter where she first landed when her life began to unravel. As Christina puts it, “I want to make the most of this second chance in life.”



“ Having a place to live makes it easier to work on the rest of my life.”

- Julianna, LSS Client,
Sacramento



Client Profile: Julianna

FROM CHAOS TO A SENSE OF PURPOSE

Like many former foster youth and homeless individuals, Julianna experienced a disruptive and chaotic childhood. Instability, neglect, domestic violence and frequent moves were the norm. Julianna disliked school and struggled academically. She ran away from home to live in a youth shelter. She lived with extended family on the East Coast, with disastrous results.

Julianna made her way back to California, entered a job training program and fell in love. Life was good for a while, then she became pregnant. Her partner became abusive, prompting Julianna to move into a transitional housing program for homeless and pregnant mothers, where she learned parenting skills and received counseling and mentoring.

Wanting more for her child, Julianna found the LSS Project HOPE supportive housing program. Here she has a small apartment furnished with basic household essentials. With support from her LSS case manager, she created goals for herself and has learned problem solving and conflict resolution skills that have improved relationships with her family and child's father. Today, the 21-year-old has childcare, a car and a job at a local car dealership. “I feel a sense of stability and purpose for the first time in my life,” says Julianna.





Keeping the Faith • Volunteer and Donor Leadership Profile:

LOIS PEACOCK

Committed volunteers and donors like Lois Peacock make it possible for us to fulfill our mission to serve others. We are grateful for the example of generosity and compassion that she has shown in her career, in her daily life, and in her many contributions to LSS.

Lois served on the LSS of Northern California board of directors from 2007-2014 and remains a supporter and advocate and she still serves on the board of Clinic by the Bay. The daughter of a

Lutheran pastor, Lois grew up in St. Louis, Missouri, and has spent her life fulfilling Martin Luther's belief that we must love and provide support to those who suffer. She is a tireless friend and fundraiser who uses her education and experience as a registered nurse and a heart full of compassion to ensure access to care for the underserved.

Lois is a pioneer in the health ministry movement and was significant in the early development of the Health Ministries Association, serving on its board of directors as financial planning and development chair, secretary, and editor of its newsletter. She helped establish Bay Area Health Ministries and served as its executive director for more than 10 years.

Lois faithfully serves the church on many levels. In addition to being active in Zion Lutheran Church in San Francisco, she is a member of the board of directors of the International Mission for the Lutheran Church—Missouri Synod and the Health Care Ministries of the California Nevada Hawaii District of the LCMS. She also served on the board of directors for We Raise Foundation (formerly Wheat Ridge Ministries), a national grantmaking organization based in Illinois.

Lois resides in San Francisco with her husband, Gordon, a retired OB-GYN. She is the mother of two and a grandmother, too.

Among the youth we serve, 76% are employed when they leave our program.





CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

JUNE 30, 2017

ASSETS	2017
Cash and cash equivalents	\$ 697,254
Cash held for agencies in trust	1,276,126
Investments	118,714
Accounts receivable	995,158
Prepaid expenses and other assets	50,465
Property and equipment, net	2,555,644
Total assets	\$5,693,361

LIABILITIES AND NET ASSETS

LIABILITIES	
Accounts payable and accrued expenses	\$ 634,399
Amounts payable to agencies in trust	1,276,126
Lines of credit	-
Debt	209,910
Total liabilities	2,120,435

NET ASSETS	
Unrestricted	2,845,586
Temporarily restricted	569,944
Permanently restricted	127,396
Total net assets	3,527,926
Total liabilities and net assets	\$5,693,361

“ We can
make a
difference.”

Gabriella Avalos,
LSS Case Worker,
San Francisco

CONSOLIDATED STATEMENTS OF ACTIVITIES

FY 17
EXPENSES
\$10,019,427

UNRESTRICTED NET ASSETS

2017

Revenue and support:

Contracts and fees	\$ 9,016,554
Contributions	370,640
Other income	196,921

Total revenue and support	9,584,115
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Net assets released from restrictions	491,835
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Total revenues and net assets released from restrictions	10,075,950
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Expenses:

Program services	9,181,309
Fundraising	232,903
Management and general	514,767

Total expenses	9,928,979
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Change in unrestricted net assets	146,971
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TEMPORARILY RESTRICTED NET ASSETS

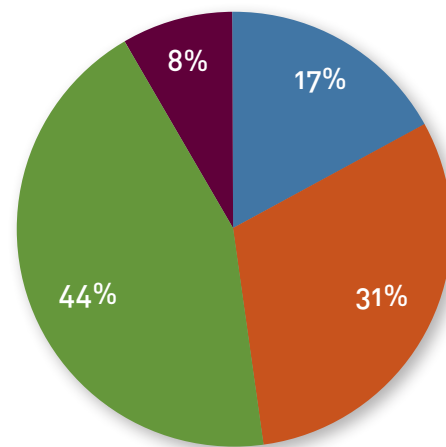
Contributions	469,744
Endowed investment (loss) income	3,988
Net assets released from restrictions	(491,835)

Change in temporarily restricted net assets	(18,103)
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CHANGE IN NET ASSETS	128,868
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NET ASSETS BEGINNING OF THE YEAR	3,444,058
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NET ASSETS, END OF YEAR	\$ 3,572,926
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LSS of Northern California FY 17 Expenses

- Money Management
- Youth Housing
- Housing for Families and Adults
- Fundraising and Management



Board of Directors

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It takes a village of support to realize our mission, and we are grateful to collaborate with such impressive community partners.

Visit the [Who We Are](#) section of our website (lssnocal.org) for a complete list of partners and donors.

COMMUNITY PARTNERS

HIV AIDS Providers Network (HAPN)

AIDS Legal Referral Panel

Alliance Health Project

Art Beast

Birth and Beyond

Black Child Legacy Campaign

Black Mother's United

California Department of
Rehabilitation

California State University, Sacramento
(Community Nursing Program)

Catholic Charities

CenterForce

Child Action

Child Protective Services

Community Housing Partnership

Creation District (ArtReach)

Curry Senior Center

Department of Homelessness and
Supportive Housing

Deseret Industries

Developing Innovations in Supportive
Housing, DISH

Dolores Street Community Services

Episcopal Community Services

Eviction Defense Collaborative

Felton Institute

Forensic AIDS Project

Forensic AIDS Project

Homebridge

Homeless Advocacy Project

Human Services Network, HSN

Hyde Street Community Services

Larkin Street Youth Services

Mission Housing Corporation

Mission Neighborhood Health Center

Mutual Housing of California

Positive Resource Center

Project Rebound

Q Foundation

Sac Works

Sacramento Kings

San Francisco AIDS Foundation

San Francisco AIDS Foundation

San Francisco Community Health
Center

San Francisco Department of Public
Health

San Francisco Homeless Outreach
Team

San Francisco Interfaith Council, SFIC

San Francisco Pretrial Diversion Project

SETA Head Start

Shanti

Sierra Service Project

South East Health Center

St. Anthony Foundation

Supportive Housing Providers Network,
SHPN

Tenderloin Neighborhood Development
Corporation, TNDC

Tom Waddell Health Clinic

UCSF Ward 86

Urban League

Waking the Village/The Tubman
House

WIND Youth Services

Women's Empowerment