

A photograph of two young girls with curly hair, one in a pink top and one in a lime green top, holding hands in a garden. They are looking down at each other's hands. The background is a soft-focus garden with green foliage and yellow flowers.

Excellence,  
with  
Kindness

2013 Annual Report

 **Lutheran Family Services**  
of Nebraska, Inc. [www.LFSneb.org](http://www.LFSneb.org)



# MISSION

Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life



# VISION

Safety, Hope & Well-Being for All People



*“We are what we repeatedly do.  
Excellence, then, is not an act, but a habit.”*

*—Aristotle*

*“No act of kindness, no matter how small,  
is ever wasted.”*

*—Aesop*

**T**he human journey is one of challenges and victories; mountains and valleys; hope and despair. It can be full of sharp edges and angry words one minute and full of light and comfort the next.

Life is truly an adventure for each one of us.

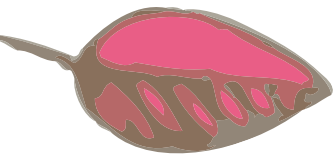
At Lutheran Family Services of Nebraska (LFS), we strive to be a place of hope, healing and kindness for those facing obstacles along the way. Most importantly, we work every day to make sure that we are delivering the highest quality of service to those who depend on us. Whether it is a Fremont family needing therapy for a traumatized child or the Karen refugee family seeking a safe place to call home, the staff of LFS is committed to delivering excellent service, with compassion and kindness.

On behalf of the thousands of people we served this year – in Children Services, in Behavioral Health and in Community Services, we thank you for partnering with us on this human journey.



**The Cover Story:** Meet Briana and Valencia Fuehrer! Aren't they beautiful? These lovely girls are the daughters of Gene and Laura Fuehrer of Lincoln, NE. Gene and Laura adopted Briana and Valencia through Lutheran Family Services / Adoption Links Worldwide. Laura says, “Our family has been so incredibly blessed by the adoption of our daughters Briana and Valencia. We are grateful to Lutheran Family Services for their assistance in helping to create our forever family. Our daughters have filled our hearts with love and our home with joy and laughter.”

Thank you Laura, Briana and Valencia for being our “cover girls,” and many thanks to the Fuehrer family for their ongoing support of Lutheran Family Services!



## Children Services (4,736 cases)

It's hard to be a good mom or dad if you've never been taught how. There are so many things to know about parenting children with love, safety and proper discipline. Most of us learned by example from our own parents, grandparents, or aunts and uncles. Not only did we watch them as we grew up, we asked them questions as we grew older.

When that family connection is not there, it is the children who suffer. Children Services programs at Lutheran Family Services (LFS) are designed to create or restore safe and happy childhoods. That often starts with breaking cycles of abuse and neglect that have been passed from generation to generation. We see every day how providing the right tools and guidance can change lives, starting from day one.

In 2013, LFS expanded its commitment to early intervention and prevention services by adding the Home Visitation Program, in collaboration with the Douglas County Health Department. This program, administered through the North Omaha Center for Healthy Families®, takes parenting instruction into the home. Young women who are pregnant or teen parents of newborns can now ask for a “coach,” to answer their questions and encourage them toward healthy parenting, personal empowerment and self-sufficiency.

LFS programs give children and parents a healthy start.

One child, one family at a time...LFS provides excellence, with kindness.



## PERMANENCY & WELL-BEING PROGRAMS

- Pregnancy Counseling
- Adoption Links® (*Infant & International Child Adoption Services*)
- Adoption Search Services
- Foster Care
- Safety & In-Home Services
- Family Support
- Intensive Family Preservation
- Aging Out of Foster Care Services
- Foster Child Adoption
- Wendy's Wonderful Kids (*LFS is the sole Nebraska partner of*

*Wendy's Wonderful Kids, a program of the Dave Thomas Foundation for Adoption that aggressively seeks permanency for youth in foster care)*

- **Right turn**® (*Help for post-adoption & guardianship parents - a collaboration with Nebraska Children's Home Society*)



Nani (*center*) now has the family she always dreamed of. And then some. Not that long ago, she was living at Boys Town after spending several years in foster care. A scrapbook and a trusting relationship with her LFS Adoptive Family Recruiter led her to her biological family. Nani is now going to Omaha North High School – and has reconnected, not only with her parents, but with her aunt, uncle and several younger cousins. “This is what kept me going,” she says, “The hope that I would one day be here.”

## CHILDREN'S BEHAVIORAL HEALTH

- Early Childhood Behavioral Health (*Ages five & under*)
- Mental Health Therapy for Children & Youth, Including Trauma & Attachment Therapies
- Treatment for Children & Families Impacted by Child Sexual Abuse (*RSafe*®)
- Parents United / Daughters & Sons United Against Child Sexual Abuse Support Groups
- KidSquad (*Help for behaviorally-challenged young children in daycare & preschool settings & their families*)



Five-year-old Daniel and his mother Shanna have a special bond, one that wasn't there a couple of years ago. Daniel used to be isolated and detached from everyone, including his parents – making appropriate discipline and guidance difficult. Now, after 18 sessions of parent-child interaction therapy, Daniel is bright, interactive, outgoing and offering hugs to his mother. “It's like a miracle,” says Shanna. “My child listens to me!”

## PREVENTION & EARLY INTERVENTION PROGRAMS

- Centers for Healthy Families - North Omaha, Council Bluffs & Fremont (*Prevention & early intervention services for parents with children prenatal to age five*)
- Home Visitation
- Young Families Initiatives (*Incentive-based programs for young parents*)
- Maternal Health Care
- North Omaha Initiatives (*Teen parenting, fatherhood support, mental health therapy to age 21*)
- Family Liaison Program (*Under contract with the Learning Community of Douglas & Sarpy Counties, LFS works with at-risk families to reduce truancy & other barriers to learning & achievement*)



# Behavioral Health (5,112 Cases)

Experts say one in four adults and one in five teens experience mental illness within a given year. For decades, LFS has been on the frontlines of the fight to provide access to timely counseling and therapy for those in need. It's our vision of safety, hope and well-being for all people. These Behavioral Health services are available in offices across the state.

LFS has extended its crisis response program to include a peer support specialist who offices at the Omaha Police Department. In 2013, this specialist was involved in 86 of the 356 calls asking LFS therapists to help with persons in a mental health crisis. LFS also works to prevent crises by providing guidance and support to those individuals who rely on regular medication to function well. This helps keep non-threatening cases off the desks of police officers.

In 2013, LFS began expanding its services in Lincoln – assuming management of four core behavioral health services from Lancaster County. 2013 also marked the opening of the fourth **At Ease**® location to support veterans and military families. This new office in North Platte is filling a void for therapy and peer support for returning guardsmen and reservists in western and central Nebraska.



Steve Perkins enjoys being a grandfather, a joy he says he would never have experienced without help from his LFS therapist. Steve is a recovering alcoholic who is now leading a full and productive life. He's overcome a lifetime of substance abuse and a suicide attempt – and is now focused on helping others do the same.

## BEHAVIORAL HEALTH PROGRAMS

- Individual, Group & Family Mental Health Therapy & Counseling
- **At Ease**® (For active military, veterans & their loved ones)
- Alcohol/Substance Abuse/Addictions Assessment, Treatment & Aftercare
- Psychiatric Medication Management
- Anger Management
- Gambling Addiction Counseling
- Support and Peer Support Groups
- Urgent Outpatient Counseling
- Mobile Crisis Response Teams (Douglas, Dodge & Washington Counties)
- Community Support
- PIER / ACT / TASC (Community support & case management for the severely mentally ill)
- Adult Sex Offender Treatment
- Josiah Place (North Platte housing for those with persistent mental illness)



# Community Services (3,887 Cases)

The horrors that bring refugees to the United States are beyond the comprehension of most Americans. How can someone living in a quiet rural town comprehend soldiers at the door with guns, machetes and a mission to kill for reasons they don't understand?

Nebraska is one place in the world where refugees can find a sanctuary from their memories and trauma – and create a new home and life for themselves and their family. In fact, Nebraska is ranked as the best performing state in the U.S. for refugee employment success. As the largest refugee resettlement organization in Nebraska, Lutheran Family Services of Nebraska (LFS) is proud of its leadership so that refugees may support their families, leading to self-sufficiency.

Much of that success comes through the Community Services programs of LFS. While the refugee resettlement program continues to grow (605 people resettled in 2013), support services for these families are also growing. A record number of foreign-born Nebraskans found welcome assistance at the LFS International Center of the Heartland (ICH) in 2013 – 1,749. At the ICH, case workers, therapists, attorneys and trainers guide people through legal paperwork, to English classes, and into employment and education programs. LFS staff speak 34 languages and dialects. The people who come through the doors are as varied as the stories they have to tell – but they all have one thing in common: they are grateful to be in Nebraska and safe, at last.



Abbas Aldoban has bullet wounds from the day he saw his family killed, but understandably, he doesn't like to talk about it. What he does like to talk about is his life since coming to Nebraska as an Iraqi refugee. He's now an employee in Community Services, helping resettle new refugees in Omaha. Like so many of the former refugees who are now LFS employees, he understands the challenges of starting a new life in America. 2013 was a big year for Abbas. He became a United States citizen. "I feel like I can fly," says Abbas.

## COMMUNITY SERVICES PROGRAMS

- Refugee Resettlement
- Refugee Employment & Education
- Immigration Legal Services
- Case Management for Human Trafficking Victims
- International Center of the Heartland (*A collaboration with United Way of the Midlands, Catholic Charities, Legal Aid of Nebraska & One World Community Health Center*)
- Employment First
- AmeriCorps; Veteran Leaders Corps - Points of Light Institute / Volunteers in Service to America (VISTA)



# FAST FACTS



One of every  
nineteen  
LFS clients is  
Lutheran.

As of February 2014,  
348 employees  
served from 30  
office locations.

51% of LFS clients  
report an  
income of \$20,000  
or below.

In 2013, volunteers contributed  
19,631 hours of service,  
at a value of \$338,142.

*(The dollar value of volunteer time in Nebraska is  
provided by [independentsector.org/volunteer\\_time](http://independentsector.org/volunteer_time))*

80 cents of every dollar of  
income goes to support  
programs and services.

58% of LFS clients  
have a high school  
diploma or less.

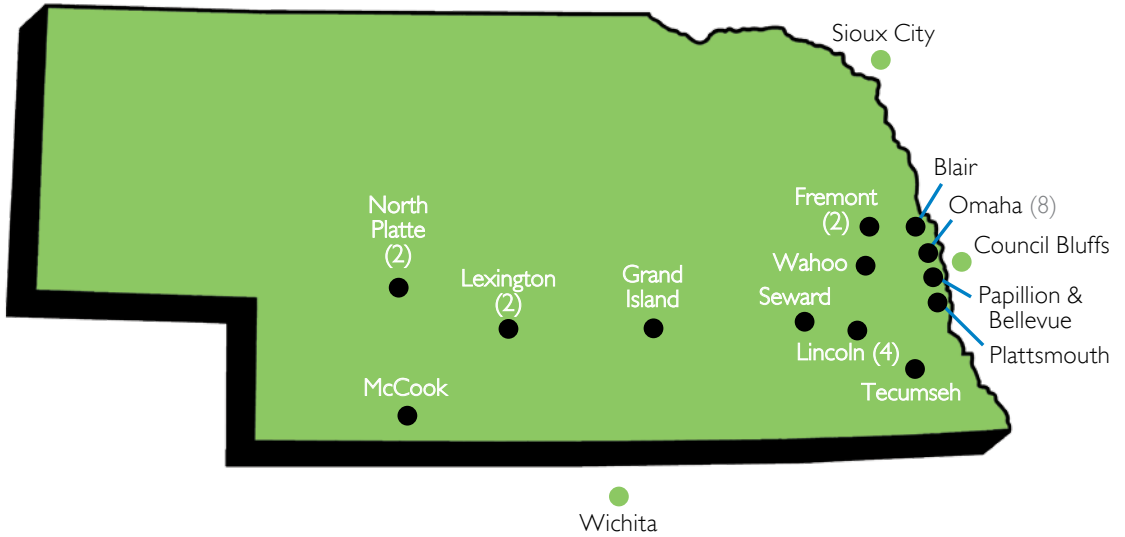
In the 2012-2013 AmeriCorps program year,  
38 LFS AmeriCorps members served  
43,310 hours in programs serving military,  
refugee and low-income families.

As of March 2014, LFS staff  
members speak 34  
languages and dialects.

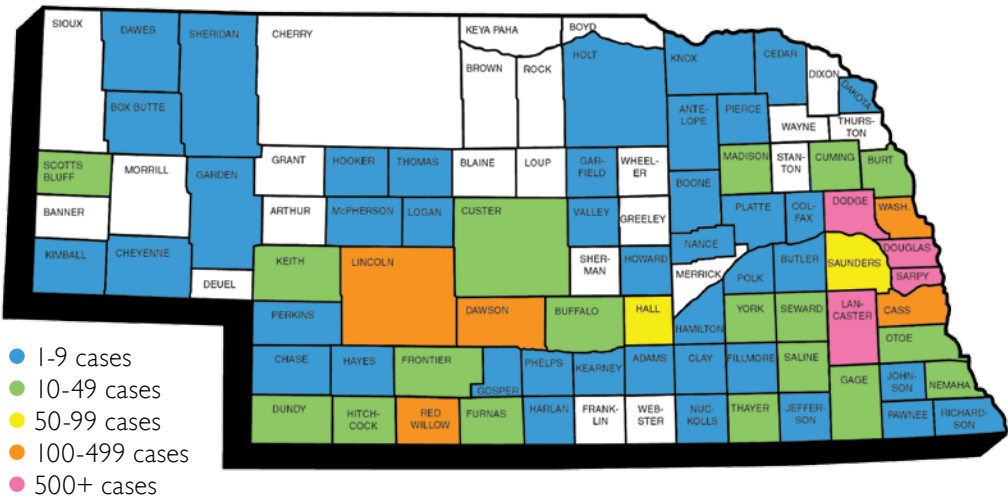
In 2013, LFS served people living  
in 71 of 93 Nebraska counties,  
plus nine counties in Iowa.



# OFFICE LOCATIONS



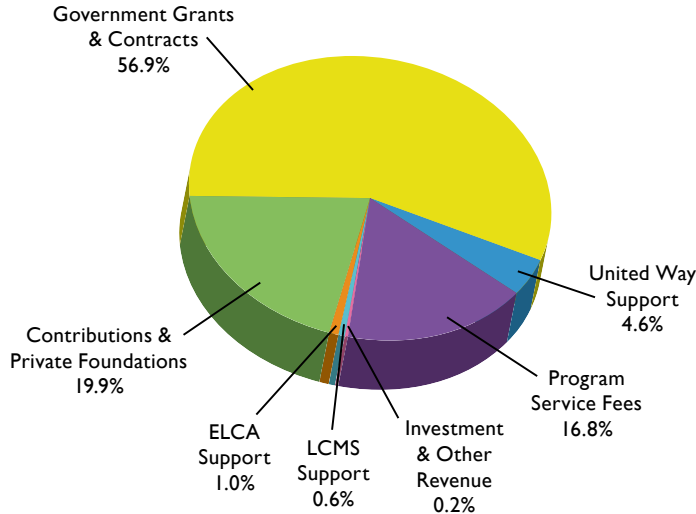
# CASES BY NEBRASKA COUNTY IN 2013



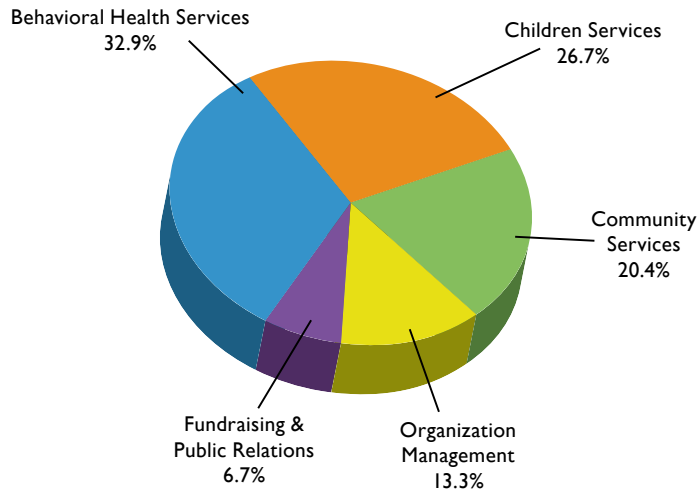
# FINANCIAL SUMMARY

Lutheran Family Services of Nebraska, Inc.\* for the year ended December 31, 2013

## REVENUE & SUPPORT \$18,550,843



## OPERATING EXPENSES \$18,240,283



\*Lutheran Family Services of Nebraska, Inc. has affiliate corporations including Lutheran Family Services Foundation, Inc., Omaha Church Center, Inc. (the property holding and building management affiliate) and LFS 25th Avenue Apartments, LLC, with total combined net assets of \$9.3 million including investment and capital assets. In 2013, net assets for these affiliates increased by \$575,514.



## ANNUAL REPORT 2013 CEO & BOARD CHAIR LETTER

“Above all, be kind.”

When your mission is to provide human care, the most important thing to remember is that you are serving mothers, fathers, grandmothers, uncles, sons and daughters – all dealing with some circumstance that has made their lives difficult and challenging—and has brought them to Lutheran Family Services of Nebraska.

When they arrive at our door, we want them to find welcome and compassion. Along with the warm smile and comforting words, we also want them to experience outstanding service and expertise. Excellence, with kindness.

Our corporate philosophy statement calls LFS to “promote continued growth and development... while maintaining the highest quality of services which identify and respond to community needs.”

We set the bar high in the work that we do. The Better Business Bureau honored LFS with the 2013 Integrity Award! Recently, we learned that LFS is a finalist for the Greater Omaha Business Excellence Award, Non-Profit. What affirmation about the service our clients receive!

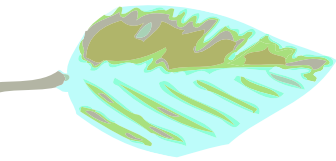
2013 was a year of growth and change at LFS. We began serving hundreds of new behavioral health clients in Lincoln, NE, providing core services once provided by Lancaster County. Fremont services were expanded, as the community sought to better meet the needs of children and families. Veterans in the North Platte area now have access to **At Ease**<sup>®</sup> therapies and peer support. A record number of people (1,749) sought assistance at the International Center of the Heartland in 2013. That’s triple what it was just three years ago!

For each and every person, we seek to provide excellence, with kindness. We invite you to join us as we work toward “safety, hope and well-being for all people.”

Two handwritten signatures in blue ink. The first signature is for Ruth Henrichs and the second is for Peter W. Zandbergen.

Ruth Henrichs  
President & CEO

Peter W. Zandbergen  
Chair  
LFS Board of Directors



# LEADERSHIP

## LUTHERAN FAMILY SERVICES OF NEBRASKA, INC. BOARD OF DIRECTORS

Anthony Anderson  
Linda Daugherty  
Stuart J. Dornan  
Gwendolynn F. Edwards  
Debbie Fraser  
Bradley D. Holtorf  
Alicia Hoffman  
Susan Lewis  
Brian Maas

Christina Marroquin  
Andy Massey  
Daniel S. Mauk  
Mary Reckmeyer  
Kenny Rocker  
Parker Schenken  
Russell Sommerfeld  
Kim Sucha  
Peter W. Zandbergen

## OMAHA CHURCH CENTER, INC. BOARD OF DIRECTORS

*The property holding and building management affiliate  
of Lutheran Family Services of Nebraska, Inc.*

Herb Barelman  
Bradley D. Holtorf  
Edwin D. Schoening

Kim Sucha  
Peter W. Zandbergen  
Ruth Henrichs

## LUTHERAN FAMILY SERVICES FOUNDATION, INC. BOARD OF DIRECTORS

Phyllis Choat  
Gregg H. Johnson  
Terry J. McClain

Andrew Morrow  
Larry Novicki  
Greg Schilling

## JOSIAH PLACE, INC. BOARD OF DIRECTORS

*North Platte housing for those with persistent mental illness*

Richard Henrichs  
Daniel S. Mauk  
Cindy Nieves

Edwin D. Schoening  
Craig Stirtz

## LFS EXECUTIVE TEAM

Ruth Henrichs  
*President & CEO*

Todd Reckling  
*Vice President of Program*

Ruth Henneman  
*Vice President of Development*

Steve Peterson  
*Vice President of  
Administrative Services*

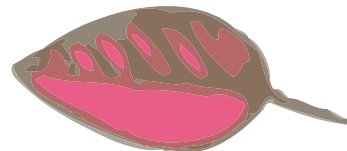
Richard Henrichs  
*Vice President of Finance*

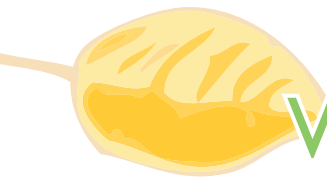
## FOREVER FAMILIES GUILD

Nancy K. Johnson  
*President*

Dana Payne  
*Vice President*  
Terri Wasmoen  
*Secretary*  
Teri Krohn  
*Advisor*

Alicia Hoffman  
*LFS Board of Directors  
Guild Liaison*  
Cheryl Murray  
*LFS Development Officer  
& Guild Liaison*





# WAYS TO SUPPORT LFS HUMAN CARE

## Gift Options

- Cash Gifts
- Bequests or Estate Gifts
- Gifts of Stock
- Gifts of Grain
- Donate Online
- Designate Thrivent Choice Dollars® to LFS
- Employer Matching Gifts

Call (402) 591-5063 or send an email to [development@LFSneb.org](mailto:development@LFSneb.org)

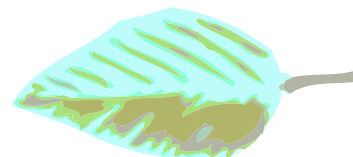
## Engagement Options

- Volunteer as a group, at your workplace or church, to sponsor a refugee family or support other needs at the International Center of the Heartland
- Participate in a diaper drive or donate new items for children under five to the Centers for Healthy Families
- Join the "Forever Families Guild" or "Fremont Family Friends"
- Donate your professional skills to help a veteran or child aging out of foster care
- Lead or join a Thrivent Action Team - [Thrivent.com/actionteam](http://Thrivent.com/actionteam)

## Stay Connected with LFS

- Become a Facebook fan of Lutheran Family Services of Nebraska—[facebook.com/LFSNEB](https://facebook.com/LFSNEB)
- Follow us on Twitter—[@LFSofNebraska](https://twitter.com/LFSofNebraska)
- Join our LinkedIn network—[linkedin.com/company/lutheran-family-services-of-nebraska](https://linkedin.com/company/lutheran-family-services-of-nebraska)
- Subscribe to our YouTube channel—[youtube.com/user/lfsneb](https://youtube.com/user/lfsneb)
- Email us at [info@LFSneb.org](mailto:info@LFSneb.org)
- Sign up for email updates—[www.LFSneb.org](http://www.LFSneb.org)

Sharing your email with Lutheran Family Services of Nebraska allows us to send you important information, stories and community updates electronically. We are able to be better stewards of our resources by reducing printing and mailing costs.





# Lutheran Family Services of Nebraska, Inc.

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BETTER BUSINESS BUREAU®  
**INTEGRITY**  
AWARD 2013 WINNER

This publication was produced by the staff  
of Lutheran Family Services of Nebraska

**Bev Carlson, APR**  
*Director of Public Relations*

**Jeff Jensen**  
*Creative Design Manager*



Lutheran Church - Missouri  
Synod, Nebraska District  
Recognized Service Organization



Evangelical Lutheran  
Church in America,  
Nebraska Synod Affiliate



Lutheran Services  
in America Affiliate



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Council on  
Accreditation



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