

2014

IMPACT

Report

 **Lutheran Family Services**
of Nebraska, Inc.

Safety, Hope and Well-Being for All People

 **Lutheran Family Services**
of Nebraska, Inc.

2014 Impact

123
years of service

17,491 clients served
43,000+ impacted

66 of 93
Nebraska counties reached

13 Iowa counties reached
5 Kansas counties reached

44%
of clients earn less than \$20,000 per year

96% of clients are not Lutheran
42% of clients have a high school degree or less

335
employees & AmeriCorps members

Staff speak **34** languages & dialects
2,756 volunteers served **18,228** hours



From the President & CEO

Collaboration. Partnership. Innovation. Community Engagement. And yes, **Impact!** These are more than just buzz words — they are what we in human care service so diligently strive to achieve!

Lutheran Family Services of Nebraska (LFS) has been serving children and families for 123 years. Personally, I have been here 37 of those years and can tell you with certainty — LFS makes an impact! In 2014, we served 3,756 more clients than the year prior, a 27% increase. More importantly, we served with excellence. Excellence recognized with the 2014 Greater Omaha Business Excellence Award, Non-Profit! But we have never and will never do this human care work alone.

We collaborate with great thinkers, partner with like-minded organizations and businesses, and believe that to achieve meaningful and sustainable solutions, we must be truly engaged with the needs of the community.

We believe that what we do matters. We prevent suicide. We create and preserve families. We restore hope. **And we believe that by improving the life of one – we IMPACT the future of many.**

Thank you for investing in our vision of safety, hope and well-being for all people.

Ruth Henrichs
President & CEO



What We Do

Lutheran Family Services of Nebraska offers help through treatment, education and support. Most importantly, we ignite HOPE.

Some suffer because they were born into families with violence or mental illness. Others struggle because their circumstances have become overwhelming, unmanageable or even debilitating.

We design, adapt, measure and modify programs to meet the changing needs of those we serve: children, those struggling to achieve mental wellness, and our newest neighbors from refugee camps and others escaping war and violence around the world.

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 and Well-Being for All People.

Values

FAITH... We believe that being grounded in Christian faith empowers the organization and its employees to courageous compassion, service with justice and bold decisions.

FAMILY... We believe that family is the primary place where physical, spiritual and emotional well-being of individuals is developed and nurtured. It is in our faith communities and neighborhoods where individuals are further supported, encouraged and sustained.

DIVERSITY... We believe that all people are created in God's image. It is from this belief in unity that we celebrate and advocate for the dignity, respect and inclusion of diverse people, cultures and ideas in our organization and communities.

EXCELLENCE... We believe that a passion for excellence motivates employees and demonstrates respect for all people. Excellence requires an exhaustive commitment to education, change and the empowerment of our people to innovate.

INTEGRITY... We believe that honesty, accountability and ethical behavior are foundational to sustaining and growing the organization. Communicating the truth creates trust, energy and passion for the mission both internally and externally.

COLLABORATION... We believe that teamwork and partnerships create unity of purpose, stewardship of resources and a larger sense of community interdependence.



Looking for Peace

Good mental health is like the ground underneath our feet. We don't think about it, or even notice it, until an earthquake hits.

Behavioral health programs at Lutheran Family Services reach a broad population. We serve homeless veterans and soccer moms, the chronically mentally ill and executives with anxiety. The bottom line is that LFS is here for everyone, at every stage of their lives. We understand that circumstances such as loss, trauma and even opportunity, **impact** us all differently. The LFS broad network of professional support and expertise is poised to deliver human care to meet individual needs.

Phil's Story

Due to the stigma of mental illness in the military, places providing therapy are not destination locations for most veterans. Phil (not his real name) was no exception. A U.S. Army veteran, he served in Iraq as a mechanic. After an honorable discharge, Phil could only find part-time employment at a hardware store. When he was connected to the At Ease program through the Veteran's Administration, Phil was six months behind on his rent, four months behind on his electricity, and was living on a \$20 a week food budget.

The At Ease peer support specialist, a veteran himself, helped Phil apply for and receive temporary emergency assistance from the Nebraska Veterans' Aid Fund. At Ease staff also helped with budgeting, and discovered that half of Phil's take home income was going to health insurance premiums. The peer support specialist accompanied Phil to the eligibility office at the VA, leading to his qualifying for services at the VA Medical Center.

Even with financial assistance, Phil was still months behind on his bills. In the dead of winter, his heat was turned off. The veteran peers in his LFS Vets4Vets support group heard of Phil's plight. After pooling funds, they raised \$400 and Phil's heat was turned on within four hours of being shut off. At Ease helped him find housing he could afford and encouraged him to ask for more hours at his job at the hardware store. With the immediate crisis behind him, and the support and trust he gained with the At Ease peer support specialist, Phil agreed to go for treatment and began intensive therapy with an At Ease trained licensed therapist.

Throughout his journey, Phil phoned or met with his At Ease peer support specialist weekly to check in. Phil is now fully employed—he recently received a promotion and a raise. His bills are current, and he has groceries in his pantry. He sees a VA physician regularly, and continues At Ease therapy.

Because of At Ease, he knows he is not alone and where to turn.



BEHAVIORAL HEALTH IMPACT

(6,761 Clients)

4,031 behavioral health clients

219 veterans and active military, and 229 of their loved ones served through **At Ease**

1,731 substance use disorder clients

999 community support clients

4% of behavioral health clients (208 people) were homeless



A Place to Call Home

Most of us understand what it means to be homeless, but what does it mean to be “countryless”? What must it be like for millions of refugees around the world who have been persecuted, evicted from their homeland or who have fled in the night fearing for their lives? We know quite well what life has been like for these brave people, as they are now our neighbors.

Resettling refugees, helping them understand our culture, our transportation system, even our foods, has made our community stronger. With one of the highest employment rates in the nation for new populations, refugees resettled by LFS are getting jobs, working hard and investing here through the purchase of cars, homes and launching micro-businesses.

Billy's Story

Billy Htoo has faced seemingly insurmountable challenges. He is one of hundreds of thousands of Burmese refugees who fled their homeland to escape systematic killing, torture, enslavement and rape. His family resettled in a crowded refugee camp in Thailand, living in a bamboo hut with no electricity.

In 2007, Billy received approval for his family to relocate to the United States as refugees. They were resettled in Houston; however, Billy could not find work, so after several moves they finally settled in Omaha in 2013. Here, Billy found a job in a Fremont meat packing plant and his wife, Eh Ku, worked "on call" for a staffing company. Although they had faced much adversity in their young lives, Billy's five children quickly adapted to life in Omaha. Their eldest son, Hei Blut, began his junior year at Northwest High School, where he enrolled in Advanced Placement classes, joined the National Honor Society, and became the president of the THRIVE club, an after-school leadership program for migrant students. Billy's four younger children also quickly made friends and excelled in school.

Just when their future in America looked bright, Billy's family faced their greatest challenge when he suffered a debilitating stroke in 2014. A friend urged them to go to the Lutheran Family Services International Center of the Heartland, a program serving Omaha's new populations. How could they support themselves, pay the bills and care for their father? Their options were explained and staff members helped create a plan for the family. Recalling this first visit, Hei Blut said, **"They took away the stress of the whole situation. You could feel the tension go away; they gave us hope."**

Although Billy can no longer work in a physically demanding job, he still desires to support his family. LFS paired him with a refugee mentor to teach him English, which will help him find another job. Hei Blut received a four-year scholarship to the University of Nebraska at Omaha and is interested in social work because of his positive experience at Lutheran Family Services.



COMMUNITY SERVICES IMPACT

(5,550 Clients)

2,342 served at International Center of the Heartland

496 Immigration Legal Services cases

741 refugees resettled

712 refugees provided education and employment services; 388 employed within 60 days

LFS has 2/3 of Nebraska's refugee employment cases; Nebraska ranked fifth in the U.S. for refugee employment outcomes (*Dept. of Health & Human Services*)

42,704 hours of service through LFS AmeriCorps, Nebraska's largest national service program



A Brighter Future

In 2014, 5,230 children from birth to age 19 were served within LFS Children Services programs. That's more than the entire population of Ogallala, Nebraska. Now ponder... each number represents an individual child. What about other children in the home, the parents, perhaps the foster parents and respite care providers, the child's classmates, the juvenile justice system, law enforcement, courts, guardians, and all the other people impacted by that child? LFS strengthens the circle of care around the child by filling gaps, supporting providers, and collaborating with our local schools and nonprofits to ensure a brighter future for each child entrusted to us.

Leslie's Story

Resilient. Brave. Strong. How can mere words describe the character of a child who survived mental, physical and emotional abuse and neglect from the people she trusted the most?

Leslie (not her real name) was sexually abused by her stepfather when she was only seven. It continued for three years, until Leslie finally confided in a trusted fifth-grade teacher. As a result, her stepfather went on the run and her mother blamed Leslie for his betrayal. Trauma and inadequate coping skills led Leslie to develop problematic sexual behaviors toward her sister.

Six years later, Leslie, her mother and five siblings moved to Omaha. Child Protective Services caseworkers recommended that Leslie be removed from the home. After seven months in a group home, Leslie was accepted into the LFS RSafe® Certified Foster Care program, the only program in Nebraska that specializes in problematic sexual behaviors and child sexual abuse. RSafe® certified foster parents receive the additional training required to understand and help children who have been impacted by sexual abuse.

Leslie and her family are all enrolled in the RSafe® comprehensive sexual abuse program, which provides trauma treatment and therapeutic support to children and families impacted by child sexual abuse. They are learning to take responsibility for their actions, practicing positive socialization, developing a healthy sense of self and emotionally healing from the trauma of abuse.

“Leslie has never let the hardships of her life define her future goals and dreams,” according to her foster care case coordinator. “**Leslie is one of the most resilient girls I have ever had the privilege of meeting;** I am so proud of her for all of the hard work and commitment that she has put forth in her therapy journey.”

As Leslie finishes the last phase of her treatment, she has hope for the future. Her plans include joining the military and going to college. Her foster mother will be taking guardianship of her and she continues to heal alongside her family.



CHILDREN SERVICES IMPACT

(5,230 Clients)

393 children enrolled in RSafe® sexual abuse program; less than 1% recidivism rate among youth with problematic sexual behaviors

49 foster children adopted; 58 families cared for 123 foster children

2,032 children and parents engaged in the LFS Centers for Healthy Families (North Omaha, Fremont and Council Bluffs)

Nine infant adoptions finalized; 53 adoption home studies completed

280 children in behavioral health programs

Right Turn® (permanency support for adoptive families) served 292 families and 801 children; conducted 193 support group hours and 1,505 hours of parent training

2015 Leadership

LUTHERAN FAMILY SERVICES OF NEBRASKA, INC. BOARD OF DIRECTORS



*Andrew Massey, Daniel S. Mauk, Bradley D. Holtorf, Ruth Henrichs, Stuart J. Dornan, Christina Marroquin, Russ Sommerfeld, Linda Daugherty, Peter W. Zandbergen, Brian D. Maas, Susan Lewis, Parker Schenken and Alicia Hoffman.
Not pictured: Anthony Anderson, Gwendolynn F. Edwards, Debbie Fraser, Mary Reckmeyer, Kenny Rocker, Richard Snow and Kim Sucha.*

Peter W. Zandbergen . . .Chair	Debbie Fraser
Bradley D. HoltorfVice Chair	Alicia Hoffman
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Anthony Anderson	Kenny Rocker
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Gwendolynn F. Edwards	Rev. Russ Sommerfeld (<i>Past President, Nebraska District, LCMS</i>)

LUTHERAN FAMILY SERVICES FOUNDATION, INC. BOARD OF DIRECTORS

Phyllis Choat	Andrew Morrow	Joyce Palmer
Terry J. McClain	Larry Novicki	Greg Schilling

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

JOSIAH PLACE, INC. BOARD OF DIRECTORS

North Platte housing for those with severe and persistent mental illness

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Daniel S. Mauk

Cindy Nieves
Edwin D. Schoening

Craig Stirtz

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President & CEO

Todd Reckling
Vice President of Program

Joe Acierno
*Vice President of Legal
and Support Services*

Ruth Henneman
Vice President of Development

Richard Henrichs
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President

Alicia Hoffman
*LFS Board of Directors
Guild Liaison*

Dana Payne
Vice President

Teri Krohn
Advisor

Terri Wasmoen
Secretary

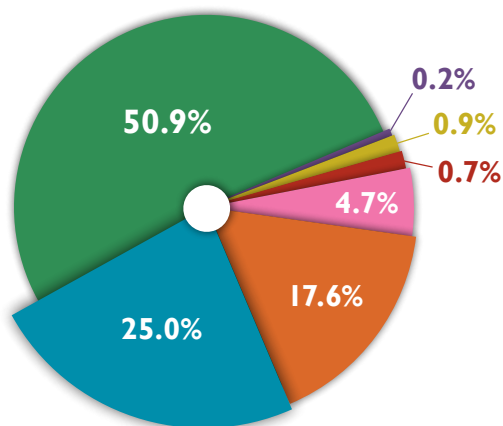
Cheryl Murray
*LFS Development Officer
& Guild Liaison*

Financial Summary

Lutheran Family Services of Nebraska, Inc.* for the year ended December 31, 2014

Support & Revenue

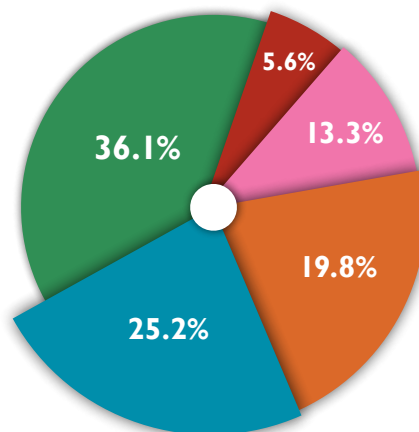
\$21,004,672



- Government grants and contracts
- Program service fees
- Contributions and private foundations
- United Way support
- Nebraska District, LCMS support
- Nebraska Synod, ELCA support
- Investment and other revenue

Expenditures

\$20,803,335



- Behavioral Health
- Children Services
- Community Services
- Agency Management
- Resource Development and Public Relations

*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 \$10.4 million including investment and capital assets. In 2014, net assets for these affiliates increased by \$1,074,624.

Make an Impact

Donate

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

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

Act

- 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

Call (402) 978-5665 or send an email to volunteer@LFSneb.org

BEHAVIORAL HEALTH PROGRAMS (6,761 served)

- Mental Health Therapy
- Health 360 Integrated Care Clinic
- At Ease (*For active military, veterans and their loved ones*)
- Alcohol/Substance Use Disorder/Addictions Assessment and Treatment
- Support and Peer Support Groups
- Psychiatric Medication Management
- Eye Movement Desensitization and Reprocessing (EMDR)
- Anger Management
- Urgent Outpatient Counseling
- Mobile Crisis Response
- Community Support
- Targeted Adult Service Coordination (TASC)
- Partners in Empowerment and Recovery (PIER) (*For the severely and persistently mentally ill*)
- Adult Sex Offender Treatment
- Josiah Place (*North Platte housing for those with persistent mental illness*)

COMMUNITY SERVICES PROGRAMS (5,550 served)

- International Center of the Heartland
- Refugee Reception and Placement
- Refugee Employment and Education
- Refugee Health Advocacy
- Immigration Legal Services
- Special Immigrant Services (*For Iraqi and Afghan nationals who worked for the U.S. as a translator or interpreter in Iraq or Afghanistan*)
- Global Language Solutions (*Translator and interpreter services*)
- Employment First
- Case Management for victims of international human trafficking
- Behavioral Health Services for New Populations
- AmeriCorps

CHILDREN SERVICES PROGRAMS (5,230 served)

Prevention and Early Intervention

- Centers for Healthy Families - North Omaha, Council Bluffs and Fremont (*For parents with children prenatal to age five*)
- Learning Community Family Liaison Program
- Early Childhood Home Visitation Services
- North Omaha Initiatives (*Teen parenting and fatherhood support*)
- Maternal Health Care

Permanency and Well-Being

- Foster Care, including Foster Parent Training and Support
- Wendy's Wonderful Kids Child-Focused Adoptive Family Recruitment
- Aging Out of Foster Care Services
- In-Home Services
- Infant, International and Foster Child Adoption Services
- Pregnancy Counseling
- Permanent Connections (*Creating connections between foster children and caring adults*)
- Intensive Family Preservation
- Right Turn® (*Help for post-adoptive and guardianship parents - a collaboration with Nebraska Children's Home Society*)
- Adoption Search Services
- Family Support

Children's Behavioral Health

- RSafe® (*Treatment for children and families impacted by child sexual abuse*)
- Sexual Abuse Support Groups
- Early Childhood Behavioral Health
- Mental Health Therapy
- Attachment, Trauma and Behavioral Therapies, including Eye Movement Desensitization and Reprocessing (EMDR)
- Youth Substance Use Disorder Counseling
- KidSquad (*Help for behaviorally-challenged children in daycare and preschool settings*)



 **Lutheran Family Services**
of Nebraska, Inc.

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Lutheran Church - Missouri
Synod, Nebraska District
Recognized Service Organization



Evangelical Lutheran Church
in America Affiliated Social
Ministry Organization



Lutheran Services in America
Member



United Way
Agency



Lutheran Immigration &
Refugee Service Affiliate



Church World Service
Affiliate



AmeriCorps
Affiliate