







2012 Annual Report

### 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





### TIMES CHANGE. HOPE ENDURES.

### "Will you help me?"

For over 120 years, the answer has been, "Yes!"

YES! We will help you leave foster care and find a permanent home.

**YES!** We will help you and your family heal from the trauma of child sexual abuse.

**YES!** We will help you and your family recover from the aftereffects of war and deployment.

**YES!** We will help you and your family make a new life here in the U.S., safe from the violence of your homeland.

YES! We will help you find hope!

Times have changed since 1892, but at Lutheran Family Services (LFS), the willingness to spread safety, hope and well-being to all people has never changed. On any given day, Lutheran Family Services has open case files on thousands of children and adults. Each one, in his or her own way, is looking to heal and re-enter the stream of daily life in a healthier way.

And every day, they are finding that path, with guidance from dedicated LFS caseworkers, counselors and therapists.

As one client said, "You saved my life. Lutheran Family Services saved my life."

What can be more rewarding than knowing that someone found safety and hope because staff at LFS got up and went to work that day?



1892-1893-The founding of Lutheran Family Services of Nebraska. A temporary orphanage is opened at Trinity Lutheran Church in Fremont and Immanuel Lutheran Church in Omaha begins caring for orphans.





1893–W.L. Judson receives patent for the

1896–First modern Olympic Games 1898–Spanish-American War begins & ends





## **CHILDREN SERVICES**

Three-year-olds have a lot of energy. No question about that. But usually, they eventually wind down. Usually.

For Casey\*, there was no "off" button. His parents put him to bed at 8:00 pm, but on a normal night, he was still raring to go at 2:00 am.

His parents were exhausted. And increasingly worried. They knew something was wrong, but what could be wrong in a child so young? Soon, a tired but wound-up Casey began destroying and stealing things, cutting his hair and provoking other children at preschool.

Casey's parents and preschool teacher knew something had to be done.

They contacted Lutheran Family Services (LFS). An early childhood behavioral therapist was able to see what Casey's parents and teachers could not. Casey was an incredibly stressed child who, because of previously undiagnosed medical trauma as an infant, never learned to rest or relax. Ever. So as the therapist began to work with the family, things began to change quickly. Within a few weeks, Casey was sleeping through the night, his social and emotional skills became more age-appropriate, and he was able to handle transitions at school without problems.

Today, his mother says he's having the best kindergarten year ever. She believes the year would have been much different without early intervention from LFS. "I don't even want to think about what it could have been like five or eight years from now, if we had not addressed this today," she says. "Medication would have been just the beginning."

1901–Immanuel Children's Home is established on the campus of the Immanuel Deaconess Institute, Omaha.





1902–Willis Carrier designs first modern air conditioning system



1904–U.S. construction Eir of Panama Sp Canal begins

1905–Albert Einstein proposes Special Theory of Relativity 1907– Auguste & Louis Lumière first market color photography



1900

**Children's Behavioral Health** is just one recognized expertise within Children Services. In 2012, LFS Children Services organized for the future by realigning all programs into three key areas:

- Children's Behavioral Health;
- Permanency & Well-Being; and
- Prevention & Early Intervention Programs.

Children's Behavioral Health includes the RSafe® program which provides trauma treatment and therapeutic support to children and families impacted by child sexual abuse. In 2012, Project Harmony invited LFS into its expanded offices at 119th & Q Streets in Omaha. Now, twelve RSafe® staff members are one door away from families dealing with crisis. In 2012, RSafe® therapists worked with 244 boys and girls at Project Harmony and from LFS offices in Council Bluffs and Lincoln.

**Permanency & Well-Being** includes foster care, adoption, foster child adoption (*Wendy's Wonderful Kids– a signature program of the Dave Thomas Foundation for Adoption*), adoption search and, new this year – permanency planning. As Nebraska struggles with the future of its child welfare system, 19-year-olds continue to age out of the system with little more than the clothes on their backs and often no base of support. Half are homeless within two years. With the new permanency planning program, counselors seek committed individuals and families willing to become a stable force in the life of a young person.

**Prevention & Early Intervention Programs** continue to have a dynamic impact on the future of our communities by giving children and their parents a better opportunity at a stable and healthy life. The three Centers for Healthy Families in North Omaha, Council Bluffs and Fremont, served 1,671 children in 2012 – providing research-based parenting education, ongoing support and incentives all designed to reduce the risk factors for child abuse and neglect. In May of 2012, 30 of the teenage parents in the North Omaha Center earned their high school diplomas and most are now pursuing secondary education.

The Learning Community Family Liaison Program also had tremendous success during its second year of operation. The 12 LFS liaisons in Omaha schools are providing case management support to families to remove barriers to learning, especially for elementary school students. Barriers have been as simple as a child needing reading glasses, to more complex issues – like the child whose family was hungry and two days from homelessness. In every case, the Family Liaison works to take down the barriers which prevent a child from learning.

At LFS, the goal is safety, hope & well-being for all children.

\* Identifying information changed to protect confidentiality



1914– WWI begins







1919– Prohibition becomes law in U.S.

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## **BEHAVIORAL HEALTH**

Here, the difference can be life or death.

Timely mental health intervention matters. The evidence becomes more prevalent every day. A severely depressed woman neglects her toddler. A traumatized veteran withdraws from his family, hypervigilant, while hidden wounds of war rage deep inside.

#### A mentally ill teenager finds a gun and kills classrooms of firstgraders before turning the gun on himself.

Such tragedies and the horrifying aftermath of recent explosions of violence underscore the need for an immediate response to a cry for help. Families struggle with the unanswered questions left behind as a loved one becomes a statistic. In 2012, suicide quietly remains one of the leading causes of death for adults in the United States.

Sadly, one of the greatest challenges facing people in mental health crises is the lack of access to timely assistance.

Within its wide-ranging Behavioral Health programming, Lutheran Family Services of Nebraska (LFS) works diligently on the frontlines, providing counseling and therapy for families and individuals. Addicts, alcoholics and gamblers find treatment and peer support. LFS therapists are specially-trained to diagnose mental health and substance abuse disorders and establish effective medication management.

### Far away from the headlines, life-saving work is happening every single day.

Experts say more than one in every four American adults (26.2%) suffers from a diagnosable mental health disorder. Despite limited resources, Lutheran Family Services strives to help those in crisis as quickly as possible, especially those without access to adequate health insurance. The LFS Urgent Care Program provides emergency mental health interventions to adults within 24 to 48 hours, providing stabilization to those who might otherwise face a six-week wait for services.

In 2012, LFS expanded its commitment to active military, veterans and their families served through **At Ease**<sup>®</sup>. This program provides confidential trauma treatment and therapeutic support to those dealing with post-traumatic stress or other conditions related to repeated deployments. Through offices in Bellevue and Grand Island, therapists served 152 clients and made plans to expand services to North Platte and Lincoln.

Thanks to a United Way of the Midlands supplemental grant, LFS installed and implemented a central intake system. Now those seeking help may simply call one phone number. Central intake is a tremendous tool to streamline and expedite access for those who urgently need us the most.

Lives are saved every day. Safety, hope and well-being preserved.



1922– Lincoln Memorial is dedicated



1926– First liquid-fuel rocket is successfully launched





## **COMMUNITY SERVICES**

Annabella's<sup>\*</sup> young life so far has been pretty confusing and painful. When she arrived at Lutheran Family Services of Nebraska's International Center of the Heartland, caseworkers guessed her age at about eighteen. Maybe nineteen. Although she speaks fluent Spanish, Annabella can't read and has only a firstgrade education.

She does know she's not in Nebraska by choice. She is a victim of sex trafficking. *A family member sold her*, then smuggled her into the United States where she was forced to work. Broken-hearted and alone, she just wanted to get back home to her newborn baby.

Fortunately for Annabella, her case captured the attention of the local authorities, who contacted Lutheran Family Services (LFS) for assistance. LFS staff members harnessed community resources and provided trauma treatment to help her start processing the years of trauma she had experienced.

Working with human trafficking victims is the newest area of expertise within Community Services. 2012 was also the year that Community Services exceeded its goals – not only for the number of refugees resettled, but also for the number of corporations, organizations, churches and volunteers involved in the resettlement process.

For hundreds of families, Nebraska marks the beginning of the new life they've dreamed of – sometimes for decades. They come from all over the world, from tent camps in Asia or conflict in Africa. Wherever there is unrest in the world, a refugee population is sure to follow. And word gets around – all the way around the world – that Nebraska is a welcoming place to call home.

Lutheran Family Services (LFS) is the largest resettlement organization in the state, resettling about 500 refugees each year through offices in Omaha and Lincoln. LFS' talented and dedicated staff provides a continuum of support for these refugee families, from resettlement and acculturation, to the ongoing quest for self-sufficiency offered through the International Center of the Heartland (ICH).

Over 1,200 clients received help at ICH in 2012 – guidance with finding stable employment, health care, community connections, affordable housing, legal aid – and most importantly, English classes. ICH also assists immigrants, asylees, and secondary migrants (those resettled elsewhere). Immigration Legal Services are offered in Omaha, Grand Island and Lexington.

Through Community Services, LFS also operates one of the largest AmeriCorps programs in the state, and in 2012 was awarded a Volunteers in Service to America (VISTA) sponsorship to support veterans' outreach.

One by one, day by day – providing safety, hope and well-being – to those who need it the most.

\* Identifying information changed to protect confidentiality



1930

1930–Empire State Building construction starts (completed 1931)



1934–Immanuel Deaconess Institute in Omaha introduces foster parent program.



1936–Jesse Owens wins four gold medals in Berlin Summer Olympics Games



1939 – WWII begins

# **PROGRAMS & SERVICES**

### CHILDREN SERVICES (4,703 Cases)

#### 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)
- Young Families Initiatives (Incentivebased programs for young parents)
- North Omaha Initiatives (Teen parenting, fatherhood support, mental health therapy to age 21)
- •

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- Maternal Health Care
- Learning Community 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)

#### **PERMANENCY & WELL-BEING**

- Pregnancy Counseling
- Adoption Links<sup>®</sup> (Infant & International Child Adoption Services)
- Adoption Search Services
- Foster Care
- Safety & In-Home Services
- Family Support
- Intensive Family Preservation
- Permanency 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)
- Inght turn<sup>®</sup> (Help for post-adoption & guardianship parents -a collaboration with Nebraska Children's Home Society)

#### CHILDREN'S BEHAVIORAL HEALTH

- Early Childhood Behavioral Health (Ages 0-5)
- Mental Health Therapy for Children & Youth, Including Trauma & Attachment Therapies
- Treatment for Children & Families Affected by Child Sexual Abuse (*RSafe®*)
- Parents United / Daughters & Sons United Against Child Sexual Abuse Support Groups
- KidSquad (Help for behaviorallychallenged young children in daycare & preschool settings & their families)
- Respite Youth Care
- Community Treatment Aides



1943-1944–Professional social casework service begins. Lutheran Children's Home headquarters moves to Omaha.



social ns. me maha.



1947–Raytheon builds world's first microwave oven

1949–First nonstop around-theworld flight

## **BEHAVIORAL HEALTH** (5,246 Cases)

- Individual, Group & Family Mental Health Therapy
- Alcohol/Substance Abuse/Addictions Assessment, Treatment & Aftercare
- Psychiatric Medication Management
- At Ease<sup>®</sup> (Trauma treatment & therapeutic support for active military, veterans & their loved ones)
- Anger Management
- Gambling Addiction Counseling
- Support Groups
- Urgent Outpatient Counseling
- Community Support
- Mobile Crisis Response Teams (Douglas, Dodge & Washington Counties)
- 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** (1,858 Cases)

- Refugee Resettlement
- Refugee Employment & Education
- Immigration Legal Services
- 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)







1958–Immanuel Children's Home in Omaha closes after 60 years. Emphasis shifts to foster parent program. 9



: 1954–First U.S. largescale vaccination of children against polio



# FAST FACTS

### **CASES BY NEBRASKA COUNTY 2012**



- One of every eight LFS clients is Lutheran.
- 81 cents of every dollar of income goes to support programs and services.
- As of February 2013, LFS staff members speak 13 languages and dialects.
- Served people living in 76 of 93 Nebraska counties, plus 10 counties in Iowa.

### **OFFICE LOCATIONS**



- 98.3% of LFS clients surveyed would recommend LFS to other people.
- 85% of LFS clients report an income of \$20,000 or below.
- 74% of LFS clients have a high school diploma or less.
- 44 LFS AmeriCorps members served 50,150 hours in programs serving military, refugee and low-income families.



## FINANCIAL SUMMARY

Lutheran Family Services of Nebraska, Inc.\* for the year ended December 31, 2012



\*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), with total combined net assets of \$13.4 million including investment and capital assets. In 2012, net assets for these affiliates increased by \$617,858.



## 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 Brian Maas Andy Massey Daniel S. Mauk Amy Peck Mary Reckmeyer Kenny Rocker Parker Schenken Russell Sommerfeld Kim Sucha Renee A. Tewes 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 Richard Zolnosky

### JOSIAH PLACE, INC. BOARD OF DIRECTORS

Richard Henrichs L.H. "Rick" Kolkman Cindy Nieves Edwin D. Schoening Craig Stirtz

#### LFS EXECUTIVE TEAM

Ruth Henrichs President & CEO

Steve Peterson Vice President of Administrative Services

> Ruth Henneman Vice President of Development

Todd Reckling

Vice President of Children, Family & Community Services

Richard Henrichs Vice President of Finance



1981–First Space Shuttle is launched

1 AI is d



1984-Ruth Henrichs is named

President & CEO; Counseling

services begin in North Omaha.

1986–Adopts the name 'Lutheran Family Services of Nebraska, Inc.' & installs first computer system.





1989– Berlin Wall falls



### ANNUAL REPORT 2012 PRESIDENT & BOARD CHAIR LETTER

Hope endures.

The world and its needs may shift over time, but hope endures. It simply must.

At Lutheran Family Services of Nebraska (LFS), we walk alongside people in need of a *reason* to hope. Whether it is a child languishing in foster care, or a family struggling to

keep their child engaged in school, LFS therapists and case workers are there. Day after day, year after year.

Times change. Hope endures.

In 2012, Lutheran Family Services marked 120 years of providing compassionate human care.

As the Nebraska Legislature declared 2012 the "Year of the Child," LFS staff focused on expanding and refining its services to children. We trained a record number of new foster parents, moved our RSafe® therapists into new offices convenient to Project Harmony, and continued to work with hundreds of families, one-on-one, at our three Centers for Healthy Families. And every single day, LFS Family Liaisons were in elementary schools breaking down barriers to learning. One child may have simply needed glasses, while another needed a safe home and hot meal.

Behavioral Health programs are creating stability within families and communities. Collaboration between law enforcement and therapists in Crisis Response is growing, and **At Ease**<sup>®</sup> services to veterans and their families have expanded to Grand Island, with plans to expand into North Platte and Lincoln.

In LFS Community Services programs – a record number of refugee families started new lives in safety and freedom, while we began the heartbreaking task of rescuing others from the trauma of human trafficking. Thousands more found a path to self-sufficiency at the International Center of the Heartland.

Times change. Hope endures. We invite you to join with us as we serve to make our vision of "safety, hope & well-being" a reality for all people!

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Ruth Henrichs President & CEO

Peter W. Zandbergen Chair, LFS Board of Directors



# **2012 EVENTS**



Fandango® February 17, 2012 Champions Run, Omaha (Right) Honorary Chairs: Kevin Jackson, Pamela Finn, Brandon Finn-Jackson & Tehra Finn-Jackson

14

9:30

2000







These Are a Few of **My Favorite Things** June 12, 2012 Fremont Golf Club, Fremont (Left) Event Chairs Linda & Terry McClain

#### Faith in Action<sup>®</sup> 120th **Anniversary Celebration**

August 16, 2012 Sandhills Convention Center, North Platte (Below) The Ken & Aletha Huebner Family & Ted Huebner





**Omaha's Great Pumpkin** October 27, 2012 Village Pointe, Omaha

Faith in Action® 120th Anniversary Celebration September 16, 2012 Embassy Suites, LaVista (Left, top two photos) The Dr. Tom @ Jane Tonniges and Frank & Mary

Bruning Family; (Left, bottom photo) The Marti Wilson Family





#### Wicker & Wine® November 1, 2012 Mid-America

Center, Council Bluffs, IA (Left) Richard & Connie Vogelzang with Honorary Chairs Lisa & Matt Gronstal

2001-The Rev. Reuben T. & Darlene M. Swanson **Children Services Center** opens in Omaha.



2003-

Saddam

Hussein

2004-International adoption & Building Families Boutique programs begin. Clifford L. Johnson Center for Healthy Families<sup>®</sup> building in North Platte acquired.

2007–United Way names LFS lead agency for the International Center of the Heartland; Josiah Place opens in North Platte; Fremont Boutique opens. 2009–Right Turn<sup>®</sup> & At Ease<sup>®</sup> programs created.



wins eight gold

medals in a single

Olympic Games

2001-9/11 terrorist attacks



2005-YouTube is introduced

You

# **CONNECT WITH US**

### **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

### **Engagement Options**

- Volunteer as a group, at your workplace or church, to sponsor a refugee family
- 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

### **Stay Connected with LFS**

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

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







2012–Services for victims of human trafficking begin; RSafe® moves to . Project Harmony.



2011–Penn State child sex abuse scandal breaks

2011–North





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

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Lutheran Church - Missouri Synod, Nebraska District Recognized Service Organization



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