

2017 Impact Report

Lutheran Family Services of Nebraska

MOVING
FORWARD
LOOKING
BACK





Mission

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

Vision

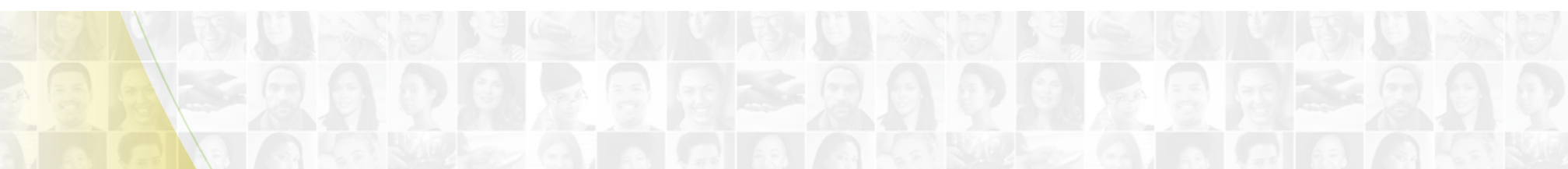
Safety, Hope & Well-Being for All People

Values

Faith, Family, Diversity, Excellence, Integrity and Collaboration

Locations

Bellevue · Blair · Council Bluffs, IA · Fremont · Grand Island · Lexington · Lincoln · North Platte
Omaha · Wichita, KS



Farewell

Ruth Henrichs, Retired President & CEO

“We are not called to be comfortable, but faithful!”

As I reflect on my time at Lutheran Family Services (LFS), I am reminded of how powerful those words have been throughout LFS history. What began as two orphanages has grown into a major human care organization serving children, youth, families, adults, refugees, immigrants and persons struggling with mental health and substance use issues. From orphans to veterans to children who have been sexually abused, LFS has served for over 125 years with moral courage and integrity.

Thank you for your partnership as LFS celebrated its 125th anniversary during 2017. I trust that you will continue your passion for LFS work, beginning with a warm Nebraska welcome to Stacy Martin, our new President & CEO. So much remains to be done in this next century of service as LFS continues to stand with all God’s people seeking safety, hope and well-being!

“May those who come behind us find us faithful!”



Welcome

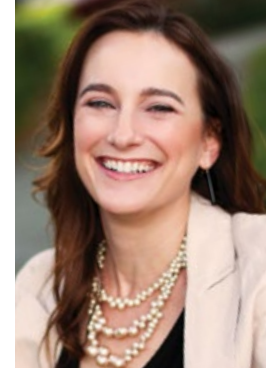
Stacy Martin, President & CEO

The best futures are built upon solid foundations. Thanks, in large part, to Ruth Henrichs’ leadership as well as the team of bright, dedicated individuals who make the LFS mission happen, LFS has a solid foundation.

As we carry LFS’ much-needed mission into the future, we will build upon that solid foundation and continue to work toward change that benefits the common good, to strengthen the people and communities we serve. LFS is well-positioned to help solve some of our state’s most pressing human service issues. Because we are stronger together, we will continue to work alongside the area’s strong nonprofit, government and civic organizations toward shared goals so that every person in Nebraska has an equal opportunity and an equal share in its future.

As I return to Omaha and my Midwestern roots, I look forward to the opportunity to meet people, like you, who embrace the vision of ensuring safety, hope and well-being for all people. As more of our neighbors achieve these realities, our cities and our state will grow even stronger.

I look forward to serving with you!



CHILDREN SERVICES

Making sure families have the resources they need to keep children safe and happy.

2,694 served in 2017

PREVENTION & EARLY INTERVENTION

Centers for Healthy Families *(North Omaha, Pottawattamie County and Fremont)*
Learning Community of Douglas and Sarpy Counties Family Liaison Program

PERMANENCY & WELL-BEING

Adoption · Adoption Search · Foster Care · In-Home Services
Maternal Health Care · Permanent Connections · Pregnancy Counseling
Right Turn® *(Support for post-adoptive & guardianship parents; a partnership with Nebraska Children's Home Society)*

CHILDREN'S BEHAVIORAL HEALTH

Children & Youth Mental Health · KidSquad · RSafe® *(Sexual abuse treatment)*





617

Children given tools & resources through behavioral healthcare



993

Families given new opportunities, tools & hope through the Centers for Healthy Families



79

Foster care homes supported 130 children and their families grew stronger to reunite



99%

Of the 437 families receiving Right Turn® post-adoption / guardianship services remained together



260

Children received LFS RSafe® counseling for sexual abuse



Heather and Bernie Hascall understand the needs of children and family struggles after working in the field of behavioral health their entire adult lives. Their only biological child, Kayleigh, is busy in college. And, after many years of providing foster and respite care for other children, including sibling groups, they knew their hearts would be ready if a child or children needed a forever home.

Enter twin girls Nevaeh and Kim and their little brother, Devereon. “When we met the children a few times before they were placed with us, it felt comfortable,” says Heather, “like we could be a fit for the children and we had the skills and ... comfort level to seek help when needed.” Each of the children face challenges, but they have strengths in equal measure. Kim has a creative and sensitive side. Nevaeh won’t let things stop her or get in her way. Devereon has a tender heart and thrives in sports. And Kayleigh is making the transition from an “only child” to an “oldest child.” The Hascalls adopted the three siblings in April 2018. They are thankful for the LFS team for walking alongside them on the journey.

COMMUNITY SERVICES

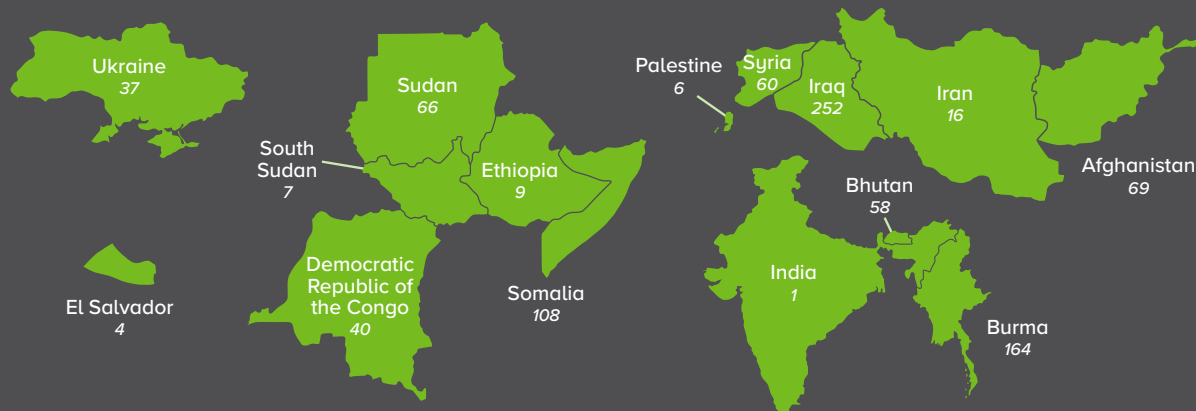
Welcoming and providing comprehensive services to people seeking refuge from violence, oppression and persecution.

7,294 served in 2017

NEW POPULATIONS

Refugee Reception & Placement · International Center of the Heartland
Refugee Education & Employment · Refugee Support Program (*Lincoln*)
Careers and Connections · Employment First · Global Language Solutions (*Interpretation*)
Immigration Legal Services

Homelands of the 897 refugees resettled by LFS in federal fiscal year 2017



Mohamad Haddad and family



897

People fleeing war & persecution welcomed to Nebraska from 15 countries



2,841

People who found jobs & gained self-sufficiency at the International Center of the Heartland



1,465

People who learned English, gained employment experience & achieved promotions through education and employment services



691

Individuals & families who became U.S. citizens or were reunited with family through immigration legal services



22

Languages and dialects offered through LFS interpreters



As the war's front line moved closer, **Mohamad Haddad and his family** made the painful decision to leave their homes in Aleppo, Syria. "There was nothing to stay for anymore, no house and no business," Mohamad recalls. Together with his brother's family, they fled the country and registered as refugees with the United Nations, a process that took more than a year and a half to complete.

Finally, Mohamad and his family were cleared to resettle in the United States. Although they had never heard of Omaha, they were relieved that they could finally start a new life in a new country. They had hoped that Mohamad's brother and his family would come with them, but his brother's wife was pregnant at the time, so wasn't able to travel until after the baby was born. In the interim, the U.S. government greatly reduced and restricted refugee arrivals into the country. Caught in between approval and the travel ban, Mohamad's brother has yet to arrive in the U.S. He and his family await their reunion in Omaha.

Mohamad is thankful that his wife, Hadil, and their four children are safe in Nebraska. He is proud that the children have learned English so quickly and are doing well in school. He and Hadil are progressing with their English as well. Mohamad has a job and hopes to own his own business. But their excitement and progress are shadowed by their worry about Mohamad's brother and his family. They hope that soon they can join Mohamad and his family in Omaha and at long last live together in freedom and peace.

BEHAVIORAL HEALTH

Healing minds and hearts through cutting-edge trauma therapy, effective substance use treatment and integrated care services.

8,377 served in 2017

ADULT BEHAVIORAL HEALTH

Outpatient Mental Health · Substance Use Treatment · Community Support
Crisis Response · LFS At Ease (*For active military, veterans and their loved ones*) · Medication Management · Juvenile and Young Adult Pretrial Diversion · Partners in Empowerment and Recovery (*PIER*) · Targeted Adult Service Coordination (*TASC*) · Urgent Care
Josiah Place (*Housing for those with severe and persistent mental illness*)

KOUNTZE COMMONS 26th & Douglas, Omaha, NE

- A collaborative effort between Kountze Memorial Lutheran Church, LFS and Methodist Health System
- Eight licensed behavioral health therapists providing individual and family therapy, trauma-focused/informed care, and post-crisis response services
- Projecting to serve 1,000 clients in first year



Kountze Commons

HEALTH 360 INTEGRATED CARE CLINIC A Partnership with Bluestem Health 23rd & O, Lincoln, NE

- Situated in / near six high-poverty neighborhoods
- 10,641 patient visits in 2017
- 78% of patients in 2017 were Medicaid, Medicare or uninsured
- 13% of patients in 2017 were children



Health 360 Clinic





1,602

People who found solace & hope through behavioral health programs



354

Crises managed via the LFS 24/7 on-call Crisis Response



1,868

People who worked to manage & gain freedom from substance use through LFS treatment & care



681

Veterans & their loved ones assisted through the LFS At Ease program



960

People with persistent mental illness served



After 30 years of battling addiction, one might wonder if an individual can ever break free. **"Vic"** (*name changed for confidentiality*), whose substance use ranged from marijuana to opioids to methamphetamines, wondered the same. In telling his story, Vic stated, "I was homeless, [had] no job, [was] dealing drugs, and I had nowhere to go." He spent his share of time in treatment programs and living in half-way houses trying to quit using.

Vic's family wondered, too, if he'd be able to manage sobriety for any length of time. His addiction took its toll on his family relationships. Vic and his daughter didn't speak or see one another for 15 years. "She's still mad at me," he says, but he understands why.

Vic believes that it was his drug arrest two years ago that finally helped him break the cycle. In drug court, Vic was able to work on a sobriety and life plan and given the resources to do the work it required.

"Vic struggled in drug court for a while," said Diane Braun, Clinical Supervisor for LFS' Substance Use Program. Diane's tough but fair approach helped Vic to understand that he had what Diane called a bad case of the "Yeah, buts..." "Because," as Vic recalled, "I always found an excuse for what I'd done wrong."

Along the way, Vic lost friends to drugs. But it wasn't until his mother became ill and offered as her dying wish her long-held hope that Vic would stay clean and sober that something clicked for him. He has since made good on that promise. He takes responsibility. His graduation from drug court was a proud and pivotal moment for Vic.

He has since turned a temporary job into full-time employment by working hard and taking on new responsibilities. He is living in a "3/4-way house," where his independence is helped with group work and a continued focus on sobriety. He and his daughter have come a long way in their relationship. And he regularly sees his grandkids. He wishes his mom could see the progress he's made. "I didn't think I'd make it this far, but LFS helped me," Vic says with much gratitude.

INVEST IN LFS



For as long as they can remember, **Ken and Kathy Heine** have loved Lutheran Family Services of Nebraska. They heard about the organization's caring programs through church in Thayer, Nebraska, and Ken remembers his father's volunteer work with LFS. "It was always a part of people's lives and because of that, Kathy and I went right to Lutheran Family Services when we decided to adopt our son and daughter." Christopher and Kimberly – Ken & Kathy's children – grew up on the family farm near Waco, Nebraska. "It must have been a tough decision for the mother to give them up," says Kathy, "but we are thankful to have them in our lives." Now, in their thirties, Christopher is farming the land with his father and Kimberly is a researcher.

As a way of saying thanks, Ken and Kathy regularly give to LFS. And, for the past few years, their gift has included the donation of grain from their fields, something Ken advises other farm families to consider. "We donate the grain as another way to say thanks to LFS for the family we have today. We believe in giving back 'first fruits' and giving the grain is a great way for farmers to do just that." Their generosity has inspired some of their neighbors to donate the same way now, too! Thank you Ken & Kathy!



Ken & Kathy Heine



Della Gascho

Serve



Della Gascho loves spending time with her four-year-old granddaughter. But her love of children extends beyond her immediate family. As a volunteer with LFS, Della expresses her care for all of God's children.

Since 2015, Della has organized the LFS Foster Care Closet. Children removed from their homes often come into foster care with few or no belongings. Della knows that in order for children to feel safe and secure, they need not only the basic belongings, but toys and games and books in order to help them feel cared for. She imagines how it must feel to be taken from home with nothing. So, Della spends time almost every week of the year sorting through donations and organizing clothing by size, season and type.

As she moves the past season's items to the back of the closet and the new season's gear to the front, Della is happy to know that your donations of clothing and shoes make life much easier for children in foster care.

But Della hasn't stopped there. She has also galvanized others to serve, including fellow members of St. Thomas Lutheran Church in Millard. She corralled a Boy Scout troop to coordinate a shoe drive. Another church group gathered much-needed personal items such as shampoo, toothpaste and diapers. Della has even collected gift cards for teenagers in foster care so that teenagers can exercise some choice. Without people like Della, LFS wouldn't be able to serve as many people as well as we do. Thank you, Della!

Provide a Legacy



Audrey Hoegermeyer and her brother Allen were born on the family's farm near Hooper, Nebraska. They spent their entire lives on the farm. Allen's only time away was three years during World War II when he served in the U.S. Army in the Pacific Theater. He returned a decorated and cited hero, earning two Bronze Stars and a Purple Heart. Back home, he was an active member of West Point's Redeemer Lutheran Church. Audrey was involved with church, where she served the Lutheran Women's Missionary League and taught Sunday School. Neither Allen nor Audrey ever married.

In 2014, Allen died, leaving the family farm to Audrey, who later sold it. When finalizing her will, she and her cousins, Dale and Sheryl Moll, thought of Allen's brave military service. The result was a caring gift to Lutheran Family Services of Nebraska, supporting the LFS At Ease program for active military members, veterans and their loved ones. Since her passing in 2016, Audrey's gift is providing comfort and services to many veterans and their loved ones...and will do so for many generations to come.

We are grateful to both Allen & Audrey for their faithful generosity!

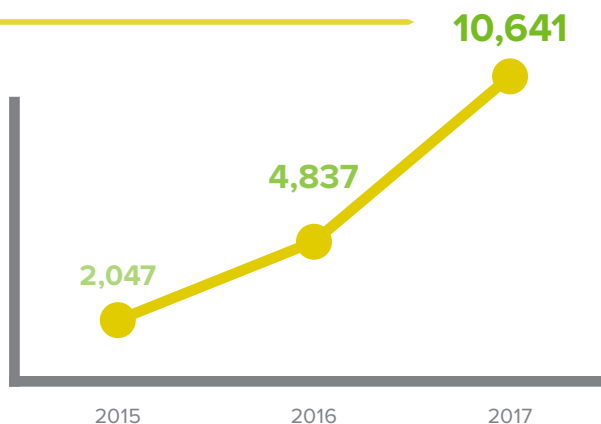


Audrey Hoegermeyer

DID YOU KNOW?

Patient visits have increased dramatically

at the LFS / Health 360 Integrated Care Clinic in Lincoln, NE since 2015:



In 2017, **2,500 clients** called the LFS / Health 360 Integrated Care Clinic in Lincoln, NE their medical home (*compared to 800 in 2015*)



530

Jobs obtained by refugees in 2017 with the help of LFS



98%

Of parents who completed 4+ parenting groups said they were more confident in their parenting skills

LFS is **THE LARGEST** refugee resettlement agency in Nebraska

17
Offices in 10 cities



375
Staff positions



34
Languages and dialects spoken by staff



79%
Of clients have less than \$20K annual income



92%
Of clients are not Lutheran



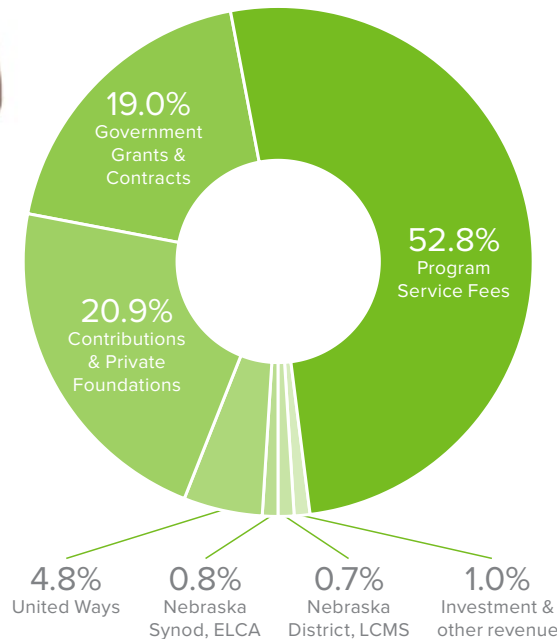
95%
Client Satisfaction



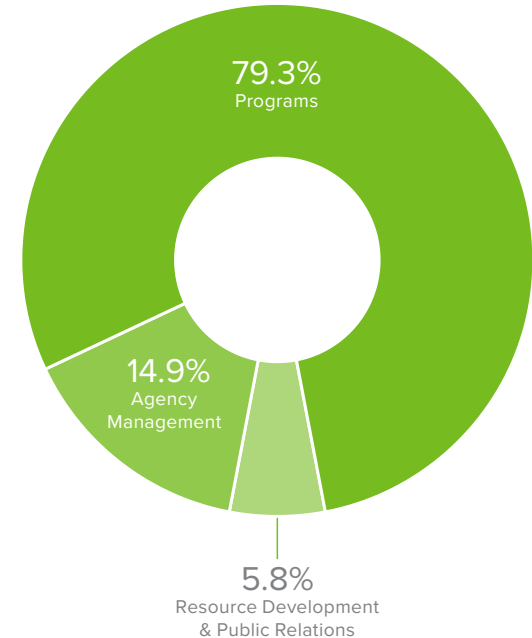
FINANCIALS

Lutheran Family Services of Nebraska, Inc.* for the year ended December 31, 2017

Operating Support & Revenue \$22,958,332



Operating Expenditures \$23,087,752



* 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 \$16,251,188 including investment and capital assets. In 2017, net assets for these affiliates increased by \$418,006.

LFSneb.org/stewardship



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under five

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Welcoming · Strengthening · Healing

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of Nebraska, Inc.

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Synod, Nebraska District
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