

A YEAR LIKE NO OTHER

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2020 IMPACT REPORT



QUICK FACTS

17
Offices

290
Staff
Members

CHILDREN'S SERVICES

2227
Clients Served

760 served in Children's
Behavioral Health
programs

341 served in LFS
RSafe sexual abuse
treatment program

123 children served
through foster care

134 family home studies

COMMUNITY SERVICES

4866
Clients Served

243 refugees were
resettled in
Nebraska

BEHAVIORAL HEALTH

10,007
Individuals Served



LUTHERAN FAMILY SERVICES OF NEBRASKA EXPRESSES LOVE FOR ALL PEOPLE BY PROVIDING QUALITY HUMAN CARE SERVICES THAT BUILD AND STRENGTHEN INDIVIDUAL, FAMILY, AND COMMUNITY LIFE.

OUR AMBITION:

In communities to which we are called to serve, Lutheran Family Services will lead as a faith-based organization, placing the people we serve at the center as experts in their own experience, and effectively delivering health and human care that meets individuals' and communities' social, cultural, and linguistic needs.

2020 BOARD OF DIRECTORS:

Chair

Rafael Maldonado III

Vice Chair

Chair, Governance Committee

Calli Hite

Treasurer

Chair, Finance Committee

Christopher Tonniges

Secretary

Stacy Martin

David Anderson

Pam Hitchens

Greg Schilling

Brenda Smith

Bishop Brian Maas

President Richard Snow

Member at Large

Teresa Anderson

2020 A YEAR LIKE NO OTHER

In 2020, LFS launched AMBITION 2024, a strategic plan that prioritizes and guides service strategies and decisions to continue to advance the LFS legacy of care and excellence. Since the start of the COVID-19 pandemic, record numbers of individuals and families have come to LFS in search of much-needed connection, care and compassion.

TELEHEALTH

Within days of the first confirmed case of COVID-19 in Nebraska, LFS shifted to a work-from-home environment, and activated more than 45 secure virtual telehealth therapy rooms. By December 2020, LFS had conducted more than 45,000 telehealth sessions in more than 60 virtual therapy rooms serving people across the state. That number continues to grow as churches from Sidney and Alliance to Fairbury and Lincoln, partner with LFS to provide safe and welcoming satellite telehealth locations.

CARES ACT FUNDS

LFS was selected by the State of Nebraska to distribute \$2.3M of direct assistance to individuals and families impacted by the pandemic. More than 3,000 applications were received for much needed financial assistance that helped with rent or mortgage, utilities, basic needs, as well as tablets and smartphones with connectivity for access to telehealth, remote learning, employment applications, and more.

SMITH DIVERSITY SCHOLARSHIPS 2020

2020 saw the establishment of the \$3M Coyner and Donna Smith Diversity Scholarship Fund to provide a college education for graduating high school seniors from low-income, minority families who are residents of Nebraska. Multiple \$25,000 scholarships are awarded annually to fund recipients' college education regardless of where they have been accepted. These scholarships are renewable for four years.

Established in 1892, Lutheran Family Services of Nebraska (LFS) is one of the largest nonprofit health and human services agencies in the state, with locations across Nebraska and an office in Council Bluffs, IA. LFS effectively delivers health and human care that meets individuals', families', and communities' social, cultural, and linguistic needs. LFS programs and services are available to anyone, regardless of age, race, religion, or income.



THIS IS LUTHERAN FAMILY SERVICES:
impacting tens of thousands of lives
in so many communities thanks
to committed staff, volunteers,
congregations, and donors across
Nebraska and beyond.

LFS demonstrates its mission in the following service areas:

COMMUNITY-BASED SERVICES:

Providing Opportunities for Children and Families to Thrive.

- **FAMILY PRESERVATION SERVICES:** Pre- and post-adoption services, foster care, and in-home services, kinship care, home study, and pregnancy and maternal health counseling.
- **INDIVIDUAL AND FAMILY SUPPORT SERVICES:** Case management, crisis intervention, basic needs support, disaster care management, health navigation, access to resources, referrals to community resources, legal immigration services, and interpretation and translation language support.
- **ECONOMIC EMPOWERMENT:** Supporting families as they pursue self-sufficiency through workforce development, asset-building programs, and career planning.
- **EDUCATION SERVICES:** ESL and educational assistance, cultural orientation for newcomers, financial literacy and budgeting, Nurturing Parenting programs, and prevention and early intervention services for expectant mothers and at-risk families.

HEALTH & WELLNESS SERVICES:

Equipping people to lead their best lives

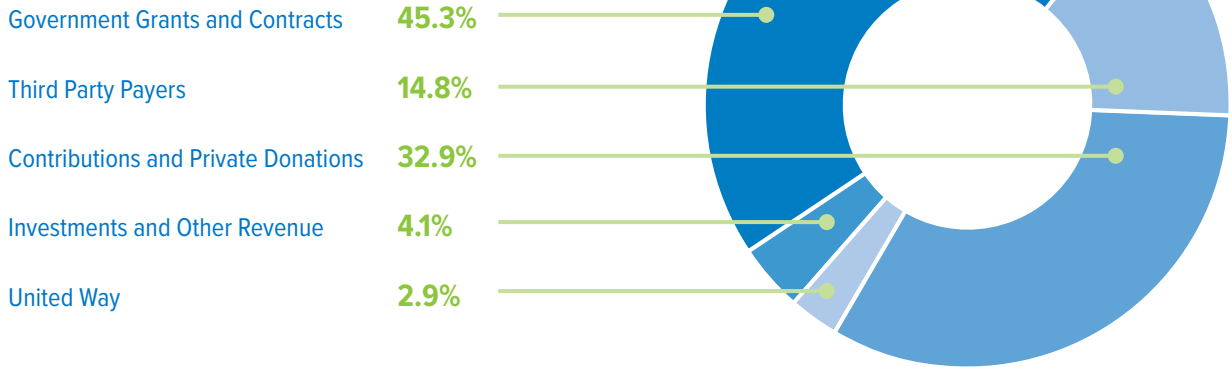
- **CHILDREN'S BEHAVIORAL HEALTH:** Family support groups, individual and family mental health services.
- **ADULT BEHAVIORAL HEALTH:** Person-centered, evidence-based therapies to treat mental health and substance use conditions. Includes specialized services for military veterans and their families.
- **INTEGRATED SUPPORT SERVICES:** Healthcare services, including medication management and peer support to help stabilize people in crisis.

The work of LFS is supported by caring members
of our community whose contributions help make
services available to those unable to pay fees.

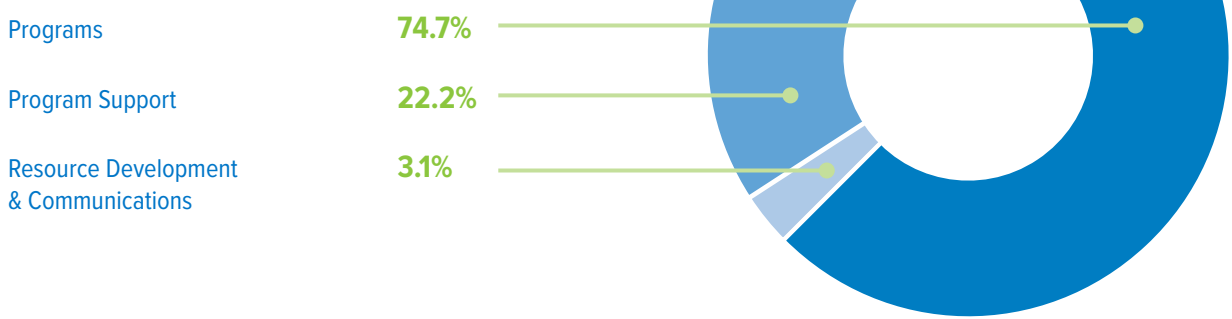
Financials

Lutheran Family Services of Nebraska, Inc.*
for the year ending December 31, 2020

Operating Support & Revenue \$26,212,545



Operating Expenditures \$23,846,819



* 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 \$17,626,878 including investment and capital assets. In 2020, net assets for these affiliates increased by \$2,365,726.



Locations

Corporate Office

124 South 24th Street, Suite 230
Omaha, NE 68102
402-342-7038

CHILDREN SERVICES STATEWIDE
402-661-7100 or 800-267-9876

COMMUNITY SERVICES STATEWIDE
402-536-3500

BEHAVIORAL HEALTH STATEWIDE OFFICE
402-342-7007

Eastern Nebraska & Pottawattamie County

BELLEVUE
Behavioral Health
Children Services 402-292-9105

BLAIR
Behavioral Health 402-426-5454

CONNECTIONS AT PROJECT HARMONY
Children Services 402-595-1338

COUNCIL BLUFFS CENTER FOR HEALTHY FAMILIES
Children Services 712-242-0326

NORTH OMAHA CENTER FOR HEALTHY FAMILIES AT THE URBAN LEAGUE
Children Services 402-504-1733

FREMONT’S RUPERT DUNKLAU CENTER FOR HEALTHY FAMILIES
Behavioral Health 402-941-0075
Children Services 402-721-1774

Southeastern Nebraska

LINCOLN – HEALTH 360 DESTINATION CARE
Health 360 Clinic 402-441-6642
All other services 402-441-7940

Central Nebraska

GRAND ISLAND
Behavioral Health & Community Services 308-382-4255

LEXINGTON WELCOME CENTER
Behavioral Health 308-324-6400
Children Services 308-324-6223
Community Services 308-324-2312

Western Nebraska

NORTH PLATTE CLIFFORD L. JOHNSON CENTER FOR HEALTHY FAMILIES
Behavioral Health 308-532-0587

In the state of Nebraska, 88 out of 93 counties report a provider shortage. Lutheran Family Services has partnered with more than 40 congregations and community health providers to provide access to virtual satellite telehealth treatment rooms where individuals, who were previously geographically removed from services, have access to the full network of LFS’s human care professionals. Telehealth allows LFS to meet people where they are to be present in the lives of people who need us most.

Satellite Telehealth partners

Alliance: St John Lutheran • **Bellevue:** Thanksgiving Church • **Blair:** First Lutheran* • **Holdrege:** Bethel Lutheran • **Kearney:** First Lutheran • **Lincoln:** Faith Lutheran, First Lutheran, Mental Health Assoc • **Nebraska City:** First Lutheran • **Norfolk:** St. John Lutheran* • **Omaha:** St. Michael Lutheran, St. Thomas Lutheran*, • **Scottsbluff:** Calvary Lutheran • **Sidney:** Holy Trinity Lutheran

Blue Valley Community Action Locations: Beatrice • Crete • David City • Fairbury • Hebron • Geneva • Osceola • Seward • York



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LFSneb.org