



Lutheran Family Services

for the well-being of all people

Meet LFS

2022 Annual Report

Letter from the President

Hands down, my favorite part of my job is hearing all the stories of lives transformed, families healed, and children saved. It never becomes routine.

In 2022, LFS experienced significant renewal and growth, and it's just the beginning! We have a new look, a new headquarters, new programs, and new initiatives – so much so that we titled this the year to “Meet LFS.” You may have been a friend to LFS for decades, but it's been a while since we've grown this much. Seems like the right time to revisit all the amazing work our teams accomplish every day.

As you'll see in this report, 2022 was the year we began to leave the Dunklau Building at 24th and Dodge in Omaha, our home for decades. We are now in the process of establishing new offices around Omaha, including our headquarters at 7929 West Center Road.

We also saw dramatic growth in the use of Telehealth services. Half of all our clients used Telehealth for at least one session during the year. This includes clients from across the spectrum of LFS services, including Refugee and Immigration Services.

Last year was also the year that we began laying the foundation for a new area of focus: attainable housing. We've learned that it is not only a moral imperative, but a critical component of our ability to support workforce growth across Nebraska and into Iowa.

I encourage you to spend a little time with this latest report and covet your feedback. Thank you for being part of the mission. Together, we're making a difference.



Chris Tonniges,
President and CEO



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2022

The Year to Meet LFS

The best word to describe LFS is IMPACT. Global change and chaos brought thousands of war refugees to our door seeking safety, and we positively impacted their lives.

Technological IMPACT drove our ability to reach hundreds more people with critical services.

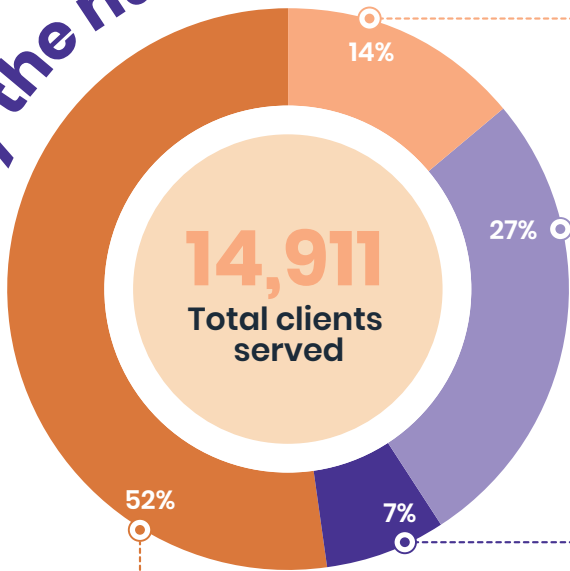
IMPACT was amplified with new and growing areas of service delivery.

For LFS, it was a year to focus on the future, to pivot as necessary, and to honor those supporters who make the IMPACT possible.

Housed in the Dunklau Building at 24th and Dodge for decades, LFS cuts the ribbon on its new Headquarters this summer. The new building headquarters offers a beautiful hybrid workspace and room for a huge foster care closet.



By the numbers



Children & Family Services
2,082

Refugee & Immigrant Services
4,075

Homeless Prevention Support
1,135
Pandemic-era program

Behavioral Health
7,736

“ LFS is...where the real-life work gets done of caring for people, handing some hope, some guidance, some direction, some new possibilities they didn't have before.”
-Pastor Tom Koester, Omaha

Children and Family Services

Second Chance Fatherhood

The odds seem stacked against Jacob -- on so many levels. Trapped in an endless cycle of drug addiction, he finds himself in and out of jail, struggling to hang on to his job and his one bedroom apartment. In the midst of his personal chaos, the young father also loses access to his two young children.

Fast forward through twelve very long months. Jacob is invited into the Fatherhood Initiative program at Lutheran Family Services. Even as Jacob attends his first class, he's facing criminal charges. But what he heard that first session was just the encouragement he needed.

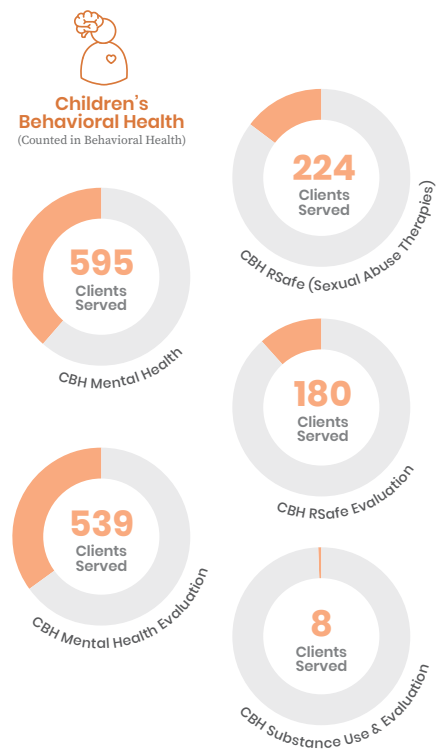
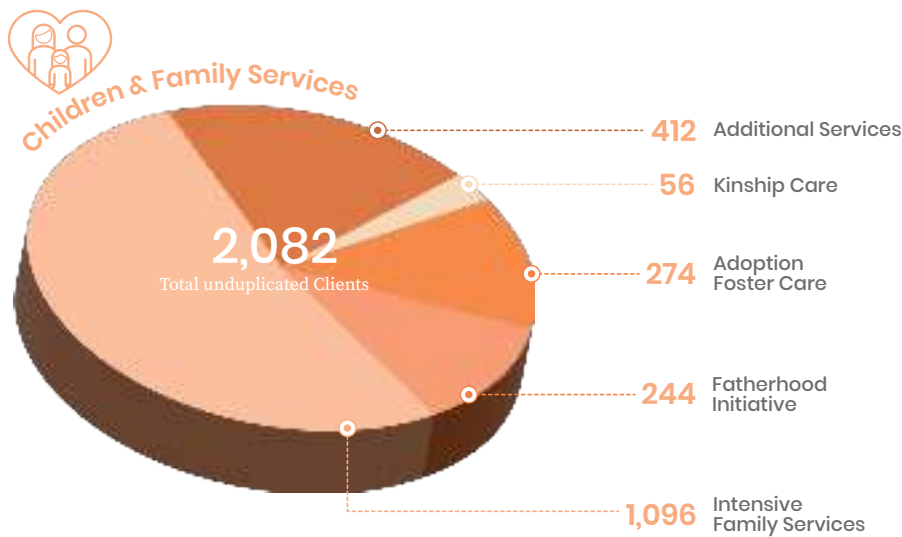
The Fatherhood Program serves Nebraska fathers wanting to re-engage with their children and learn how to become better parents. In 2022, the program served 244 clients -- fathers struggling in the most difficult circumstances -- including jail and rehab. And many of them, like Jacob, have found the strength to do better for themselves and their children. Research shows that when a father is present in the lives of his children, that father and the children have a higher quality of life.

For Jacob and his children, the outcomes could not be better. In Autumn 2022, he got his children back, was able to move into a bigger home, earned a promotion at work, graduated from a class, and just keeps checking off the boxes of success.

The program continues to grow and is currently offered across Nebraska.

“Lutheran Family Services is truly the organization that is “boots-on-the-ground,” meeting individuals where they are at.... We can do stuff in Fremont or Grand Island from Omaha by partnering with them. They can take our priorities and spread them to places we can’t get to on our own.”

-Pastor Greg Griffith, Omaha





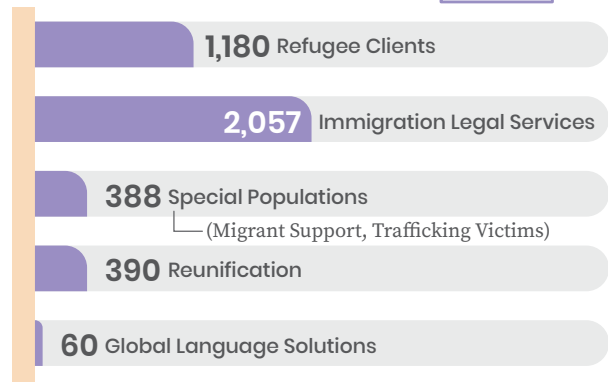
Refugee and Immigrant Services

From Chaos to Consistency

When your world flips upside down, seemingly overnight, the priority will always be to get your family to safety. In 2022, this imperative drove hundreds of families from the Ukraine, Afghanistan, and other hotspots to welcoming states. At LFS, it meant a dynamic and almost immediate expansion of services in Nebraska and Western Iowa.

Noor was able to escape Afghanistan, but his parents and a sibling haven't made it out yet. Noor, now a CHI Health employee, recently learned that LFS will be able to help his family come to Omaha. Once they are here, he has the resources to care for them. But in the meantime, LFS staff are paving the way for their reunion.

Refugee & Immigrant Services **4,075**



Behavioral Health **7,736**

(Please note, these are unduplicated numbers. Many clients access more than one LFS service)

2,595

Mental Health & Evaluation

2,020

Substance Use & Evaluation

1,546

Children's Behavioral Health
(See page 4)

1,075

Crisis Response

2,568

Medication Management

Behavioral Health

Ending the Panic

It's almost impossible to feel in control of your next steps when the most routine activity sends your senses into a tailspin. Such was the challenge for Jamie, who struggled through as many as seven debilitating panic attacks every day. A survivor of horrific trauma and loss, he was diagnosed with major depression and PTSD. He never felt like he slept well and struggled to overcome his daily weariness and fatigue. With the help of an LFS therapist, Jamie finally found the help he needed to bring his life into balance. Most remarkably, Jamie's therapist was never more than a call away. With newer secure technologies and digital tools, Jamie was able to conduct all his therapy by phone.

Nearly half of all clients (49.8%) used LFS Telehealth services in 2022. A special grant placed 180 laptops in secure locations across the state, giving access to clients in nearly every Nebraska county. While most of these clients were seeking therapy, those needing immigration legal services and similar programs were able to access professional assistance that may have previously required hours of travel.



Omaha, NE
New HDQ
7929 Center

Programs

- Central Admin
- Adoption
- Foster Care
- Pregnancy Counseling
- Adult Behavioral Health
- Children's Behavioral Health
- Group Therapy
- Care and Service Coordination



Omaha, NE
South
1425 South 13th

Programs

- Healthy Housing Omaha
- Housing Assistance



Omaha, NE
North
30th and Lake
Urban League

Programs

- Adult Behavioral Health
- Children's Behavioral Health
- In Home Services
- Kinship Care
- Fatherhood Initiative
- Center for Healthy Families
- Workforce and Job Placement
- Care and Service Coordination

Opening in 2023

RELOCATING FROM 24 & DODGE

Omaha, NE
Central
72nd and Dodge

Programs

- Adult Behavioral Health
- Refugee Resettlement
- Immigration Legal
- Financial Literacy
- Workforce and Job Placement
- Children's Behavioral Health
- Medication Management
- Substance Use Disorder Treatment
- Intensive Outpatient
- Migrant Support Services
- Trafficking Victims Assistance
- Care and Service Coordination

While clients can access any of LFS' many services in their 2022 locations. As we are coming to a new office to access any program or visit



Council Bluffs, IA
Pottawattamie County

Programs

- Adult Behavioral Health
- Children's Behavioral Health
- Adoption
- Center for Healthy Families
- Pregnancy Counseling
- Workforce and Job Placement
- Group Therapy
- Care and Service Coordination
- Refugee Resettlement
- Financial Literacy
- Family Support
- Parenting Education



Lincoln, NE
Health 360

Programs

- Certified Community Behavioral Health Clinics
- Adult Behavioral Health
- Children's Behavioral Health
- Medication Management
- Adoption
- Foster Care
- Substance Use Disorder Treatment
- Intensive Outpatient
- Pregnancy Counseling
- Military and Veterans Services
- Group Therapy
- Care and Service Coordination
- Medically-Assisted Treatment
- Workforce and Job Placement
- Immigration Legal
- English as a Second Language
- Global Language Services
- Refugee Resettlement
- Community Support



Omaha, NE
West
120th and Q
Project Harmony

Programs

- Children's Behavioral Health
- RSafe
- Group Therapy



Omaha, NE
Midtown
26th and Douglas
Kountze Commons

Programs

- Adult Behavioral Health
- Children's Behavioral Health
- Crisis Response
- Co-Responders
- Medication Management
- Community Support



Blair, NE
Washington County
Dana Campus

Programs

- Adult Behavioral Health
- Children's Behavioral Health
- Care and Service Coordination



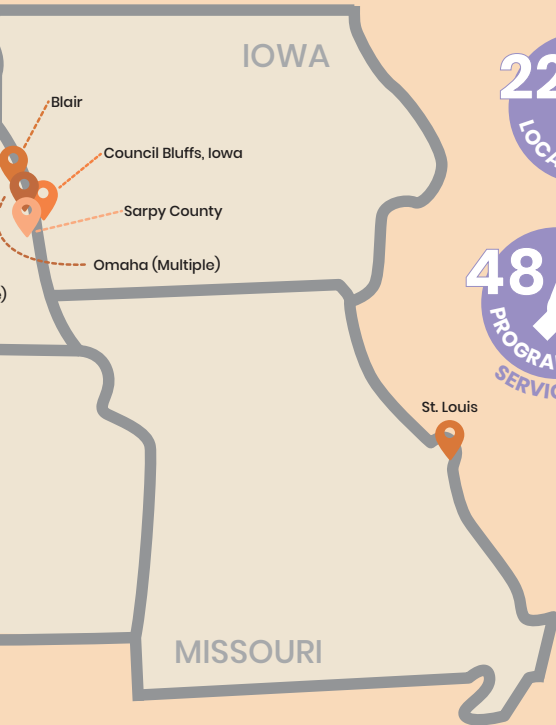
Lincoln, NE
Partners in Empowerment & Recovery

Programs

- Community Based Care
- Intensive Care and Service Coordination
- Peer Services
- Adult Behavioral Health
- Vocational Rehabilitation

Locations & Programs

Services through any office, this map shows key locations. As our services are constantly growing, we encourage stopping by any office or visiting [onelife.org](https://www.onelife.org) for more information.



Bellevue, NE

Sarpy County

Programs

- Adult Behavioral Health
- Children's Behavioral Health
- Military and Veterans Services
- Senior Services
- Group Therapy
- Care and Service Coordination



Grand Island, NE

East Central Nebraska

Programs

- Adult Behavioral Health
- Refugee and Immigration Services
- Military and Veterans Services
- Crisis Response
- Co-Responders
- Care and Service Coordination
- Fatherhood Initiative
- Safe Release Program



Lexington, NE

West Central Nebraska

Programs

- Adult Behavioral Health
- Refugee Resettlement
- Immigration Legal
- Financial Literacy
- Workforce and Job Placement
- Care and Service Coordination
- Adoption
- Fatherhood Initiative
- Safe Release



Fremont, NE

Dodge County Dunklau Center

Programs

- Certified Community Behavioral Health Clinics
- Adult Behavioral Health
- Children's Behavioral Health
- Medication Management
- Adoption
- Foster Care
- Kinship Care

- Group Therapy
- Care and Service Coordination
- Fatherhood Initiative
- Substance Use Disorder Treatment
- Intensive Outpatient
- Center for Healthy Families
- Pregnancy Counseling
- Military and Veterans Services
- Medically-Assisted Treatment



Lincoln, NE

Child Advocacy Center

Programs

- Children's Behavioral Health
- RSafe
- Group Therapy



North Platte, NE

Western Nebraska

Programs

- Adult Behavioral Health
- Intensive Outpatient
- Fatherhood Initiative
- Group Therapy
- Care and Service Coordination
- Adoption



North Platte, NE

Josiah Place

Programs

- Long term housing for Severely and Persistently Mentally Ill clients



Lincoln, NE

Mourning Hope

Programs

- Adult Behavioral Health
- Children's Behavioral Health
- Kinship Care
- Fatherhood Initiative
- Community Engagement
- Mental Health
- First Aid Training

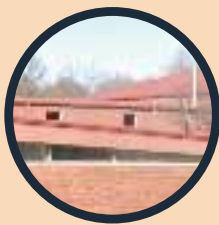


Lincoln, NE

Targeted Adult Services Coordination

Programs

- Crisis Response
- Emergency Community Support
- Intensive Community Services



Wichita, KS

Kansas

Programs

- Adoption Records

Additional Remote Services



Telehealth

In 2022, 49.8% of all LFS clients used Telehealth at least once. This allowed LFS serve clients in most Nebraska counties.

Kearney, NE

Programs

- Crisis Response
- Co-Responders

St. Louis, MO

(Online in 2023)

Programs

- Migrant Support Services

Our Supporters

Our supporters make possible all that we do. From giving of their time, talent, or treasure -- we rely on hundreds of of volunteers and donors to help fulfill our mission. In 2022, **nearly 700 people** joined us across Nebraska and Iowa for projects like setting up homes for new refugees, sorting through and organizing our foster care closet, and farming in our Global Roots plots. Many, many others supported us financially.

We are grateful to every single person, family, foundation, church or organization who gave to LFS this year. Thank you!

Corporate Impact Partners 2022

- Union Bank & Trust
- Northwestern Mutual
- Valmont
- FNBO
- Miranda Watson Realty
- Cox Communications
- Bizco Technologies
- Lockwood Development
- KPMG
- McGrath North
- Noddle Companies
- Pinnacle Bank
- Union Pacific
- Tenaska Inc.
- Omni Health
- Scheels
- Baxter Auto
- Security National Bank



Fremont Family and Friends Committee





The Smith Diversity Scholarship

Life-Changing Generosity

For nearly a decade, Donna and Coyner Smith's generosity has provided tremendous opportunities for marginalized communities and refugees through their support of Lutheran Family Services' programs.

A staple within the Omaha metro, Coyner and Donna built and ran their family business – coincidentally, in the same building LFS now calls its new headquarters – for four decades before retiring. But their work didn't stop there.

Helping refugees fleeing unimaginable circumstances became a cause that hit home for the Smiths when they met Sonya, a single mother from Afghanistan living in Omaha with her daughter, Leemah. "All they needed was just a little help," said Donna. "We were really impressed with Leemah's mother, and so we became interested [in the cause]."

The Smiths developed a close relationship with the mother and daughter, and when Sonya sadly passed away from cancer, the Smiths became the legal guardians of Leemah, a teenager at the time.

"Coyner and I looked at each other and thought...I mean, we were in our seventies, and I said, 'Now I think we

could do this,' and Leemah came to live with us here," recalls Donna.

Leemah, who the Smiths describe as "bright" and "brilliant," went on to graduate from Westside High School, complete her undergraduate degree at University of Nebraska – Lincoln, receive her law degree at Georgetown, and now works in New York City providing legal services to Refugees, like her mother.

2021 marked the inception of the Smith Diversity Scholarship, which awards five to six Nebraska High School seniors from low-income, minority families, with \$25,000 per year, for four years (\$12,500 per year for students attending a trade school) and is administered by Lutheran Family Services.

At the end of 2022, 11 students were active Smith Scholars, pursuing their education across the country and even worldwide. With applications increasing each year, many exceptional and deserving students will join the ranks as a Smith Scholar for several years to come.

"We wanted to give back to others. Lutheran Family Services really helped us do that. It's been a joy," said Donna.

“ We became attached to what Lutheran Family Services was doing, their support for these families.”

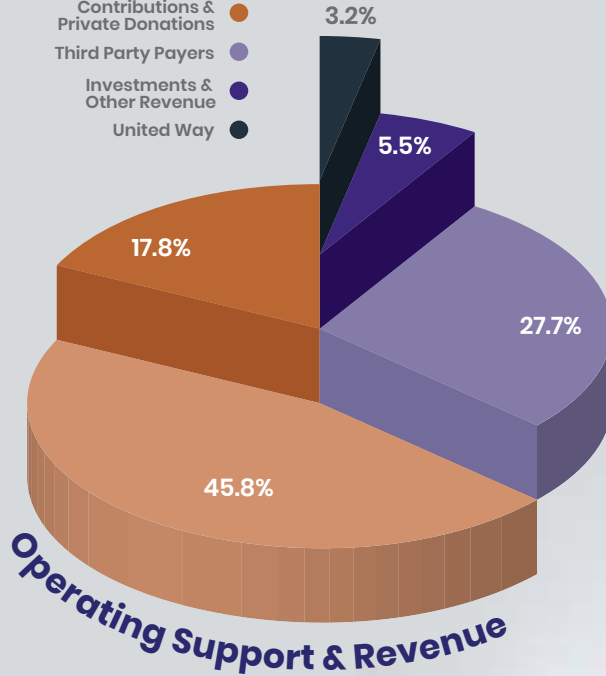
-Coyner Smith



Financials

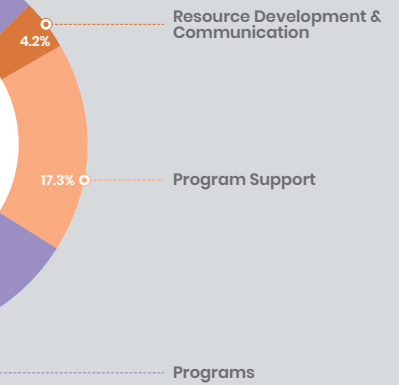
\$28,571,046

- Government Grants & Contracts
- Contributions & Private Donations
- Third Party Payers
- Investments & Other Revenue
- United Way



Operating Expenditures

\$32,721,154



There's no better organization in Nebraska that can help people help other people. When you donate your time or your resources to Lutheran Family Services, you're helping people remain in families, helping families remain together, helping potentially divorced couples remain together. And so, the children will continue to be even better served."

-Lloyd Probasco, Grand Island





We are One LFS

Our employees are at the very heart of all we do. In our most recent survey, 94% of employees said they know what they need to do to be successful in their job, and they have the necessary tools to do it. 90% believe their manager is a great role model who genuinely cares about their career. Our employees are proud to work for LFS.



For 131 years, the people of Lutheran Family Services have changed lives. Our professional staff creates homes through adoption and foster care, guides families struggling with abuse or addiction, and compassionately helps refugees from war-torn countries discover new lives in Nebraska and Iowa.



Our mission is to provide safety, hope, and well-being to all people -- including our employees. In addition to having what may be the hardest but most satisfying job ever, our employees enjoy excellent benefits, including generous time off and highly competitive salaries.

LFS has experienced tremendous growth recently, and with that comes the need for new staff members. We are always looking for the right people.

What to watch in 2023

CCBHCs

Certified Community Behavioral Health Clinics

This new method model of behavioral health delivery and funding will significantly impact LFS. The holistic care at Health 360 in Lincoln is a precursor to this level of care coordination for the most vulnerable in our communities. It prevents those seeking care from having to piece together the services they need. So far, LFS has CCBHC locations in Lincoln and Fremont.

Housing

LFS is working to address the growing challenge of attainable housing, especially in those communities starving for workers. With dramatically low unemployment rates in Nebraska and Iowa, jobs are available for refugees and other new residents, but the lack of housing stands in the way of those connections. LFS is working with partners to develop sustainable solutions.

Changes in Child Welfare

As the system evolves, LFS acknowledges that it will likely play a significant role in addressing changes in the care of children in the foster care system.

LFS is also looking towards intensive expansion of services for youth aging out of the foster care system.



Lutheran Family Services

for the well-being of all people

onelfs.org

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