



Lutheran Family Services
for the well-being of all people

**Real
Help.
Real
Hope.**

2023
Annual Report



Letter from the President

Hello!

2023 was the year that Lutheran Family Services (LFS) headed in a powerful new direction. We will always deliver exceptional service and expertise in best practices, but now we are measuring those interactions through the lens of “Social Determinants of Health.” Perhaps most importantly, we are driving innovative solutions that touch and improve lives across the region.

Case in point -- Dana Village. We are now the owners of the 151-acre former Dana College campus. With a handshake and a dollar bill, we assumed responsibility for the future of this national historic landmark. Although the college closed almost 15 years ago, we could only see the potential for solving major societal issues: Youth aging out of foster care without support, homelessness, housing and workforce shortages, and the decay of once-thriving private colleges. You’ll learn more about the lives being changed at Dana Village in the coming pages.

Also new in 2023 is the adoption and growth toward becoming a statewide Certified Community Behavioral Health Clinic (CCBHC). This federal initiative builds on a concept similar to the integrated care clinic LFS launched ten years ago at Health 360 in Lincoln. CCBHCs provide a comprehensive range of mental health and substance use services to anyone, regardless of their ability to pay. In 2023, Fremont and Lincoln adopted the CCBHC model with great success, with a bigger plan to expand to all LFS locations.

Finally, the biggest touchpoint in 2023 was an aggressive pivot towards long-term sustainable financial recovery and stability post-pandemic. The repercussions of 2020-21 continue to reverberate through many non-profits, and LFS is no exception. However, we took a breath in 2023 and began systematically addressing those financial challenges while building out a long-term strategic plan that aligns with community needs. We call this “Pathways to Prosperity.” As we integrate the Social Determinants of Health, we are building a sustainable financial model connected to client outcomes. We are also focused on reinforcing our organizational partnerships, recruiting exceptional talent and becoming one of the region’s leading human services employers.

While these are some highlights, 2023 was a year of impact and strategic growth. We invite you to take a few minutes to read this Annual Report, and I believe you’ll agree.

Thank you for your support always,



Chris Tonniges,
President and CEO



Social Determinants of Health



**ECONOMIC
STATUS**



EDUCATION



HEALTHCARE



**BUILT
ENVIRONMENT**



**SOCIAL
CONTEXT**

LFS at a Glance

In 2023, LFS began impacting our human care services in a more holistic way. We asked, “Can we do more to drive successful client outcomes? Can we influence circumstances in a way that will have more profound and long-lasting effects?” The answer-- leveraging our partnerships and expertise to improve the Social Determinants of Health for our clients.

The Social Determinants of Health (SDOH) are things like safe housing, transportation, access to nutritional foods, and job opportunities. These factors are proven to have a greater influence on health than even genetics or access to health care. Through programs like our Fatherhood Initiative, which impacted over 400 families, generational cycles of hopelessness are broken -- as these fathers re-engage with their children in a healthy way. The 2,499 adults who sought therapy for substance use or mental health issues also found an organization that could help them find groceries if they needed them. In Refugee and Immigration Services, nearly every interaction focuses on successful integration into the community, with 959 people learning financial stability. Dana Village addresses all five determinants for young people leaving foster care and low-income elderly.

Of the thousands of people LFS served in 2023, each one had the full attention of incredible staff members who asked, “What more can we do for this person?” As our society becomes more disengaged, LFS remains committed to keeping the “human” in human care. It’s the right thing to do.

2023 By the Numbers

90⁺ Counties

323 Staff Members

15,421 People Served

74% of clients participate in multiple programs across the agency.

Behavioral Health
7,611 Program Enrollment
Including 1,603 involved with our crisis response and co-responder teams.

Children & Family Services
2,346 Program Enrollment
Including 601 seeking mental health therapy.

New Populations
5,751 Program Enrollment
Including 2,378 participants in refugee programs.



Dana's Renewed Mission

When Lutheran clergy founded Dana College in 1884, they envisioned a place of growth, learning, and the successful launching of young people into adulthood. In 2023, that vision came full circle as Lutheran Family Services assumed ownership of the property, renovating dorms into apartments and renaming it “Dana Village.” It is the promising beginning of a ten-year, 3-phase plan to reignite the beautiful campus while solving at least three major issues: local workforce development, preventing homelessness, and starting the process of turning the Blair landmark into an active destination location for housing, events, dining, and other gatherings.

New residents began moving into the apartments in 2024, a celebration marked by a well-attended ribbon-cutting attended by the governor. **When the first resident saw her furnished apartment for the first time, she burst into tears. She has never had a home of her own before.**

Behavioral Health 3.0



For LFS, the next step is taking the CCBHC model statewide with Adult and Children's Behavioral Health.

The idea of maximizing time spent with clients is not a new one for LFS. When someone comes in, especially if they are experiencing a challenge like homelessness, providers want to wrap them in as much support as realistically possible. In 2015, LFS launched integrated physical and mental health services at Health 360 in Lincoln, creating a “one-stop shop” for at-risk clients.

Fast-forward to 2023, where LFS has firmly established itself as a leader

in the Behavioral Health Space, with two **Certified Community Behavioral Health Clinic (CCBHC)** sites at Lincoln's Health 360 Campus and Dunklau Center for Healthy Families in Fremont. This initiative takes integrated care one step further. This new model of behavioral health delivery and funding establishes comprehensive care coordination for the most vulnerable in our communities. They are no longer burdened with piecing together the services they need independently, and non-profits can now afford the necessary staff to facilitate this process.

Building Strongholds Against Child Welfare



“Maddie” thought her days as a mom were behind her, but life intervened. She now has legal custody of her grandchildren, plus additional support through **Kinship Care** at LFS -- one of the fastest growing programs in the agency. Rather than children becoming wards of the state, relatives -- aunts, grandparents, cousins -- can step in and provide a permanent, stable home when parents cannot. By helping kin with the child’s basic needs, LFS delivers support much like that for traditional foster families with diapers, clothing, and even toys to alleviate some of the pressures of sudden parenthood.

The **Fatherhood Initiative** also experienced exponential growth in 2023. Now fully statewide, this program offers a second chance for fathers who may have lost custody and contact with their children. The Fatherhood Initiative staff of case managers, supervisors, trainers, and employment specialists assist fathers in their efforts to overcome struggles and improve their lives for the family’s overall betterment.

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. His children are less likely to engage in risky behaviors, drop out of school and overall, will have more positive social experiences. Because of the program’s success, all fathers who want to improve their relationships with their children are eligible.



LFS staff work closely with law enforcement and the court systems to identify and support those incarcerated fathers who want to maintain relationships with their children and can safely do so. Such connections give these fathers the motivation they need to turn their lives around.

Refugee Resettlement and Immigration Services

LFS has been the state's leading refugee resettlement agency for years, and in 2023, that trend continued, with nearly 500 people statewide coming home to Nebraska.

While the resettlement numbers in Omaha and Lincoln represent hundreds of lives changed, there are other, smaller LFS programs also having a tremendous impact. Case in point is the **Trafficking Victim Assistant Program (TVAP)**. TVAP is just what it describes -- and was a lifesaver for a teenage mother trapped in a horrific sex trafficking situation. "Diane" was pregnant during her caseworker's first visit. Diane's boyfriend controlled everything and would not let her speak. The caseworker was alarmed and opened private lines of communication with Diane.

When her boyfriend later tried to kill her, Diane made emergency calls for help. The case manager worked with the police to get Diane and her baby into a safe house. She is now pursuing her education and hopes to become a doctor or case manager so she can help other women in a situation like hers.



TVAP helped

22 trafficking victims in 2023 including those involved both sexual and labor trafficking.



On August 4, 2023, community leaders joined LFS to cut the ribbon on its new corporate headquarters at 7929 West Center Road.

Board of Directors 2024

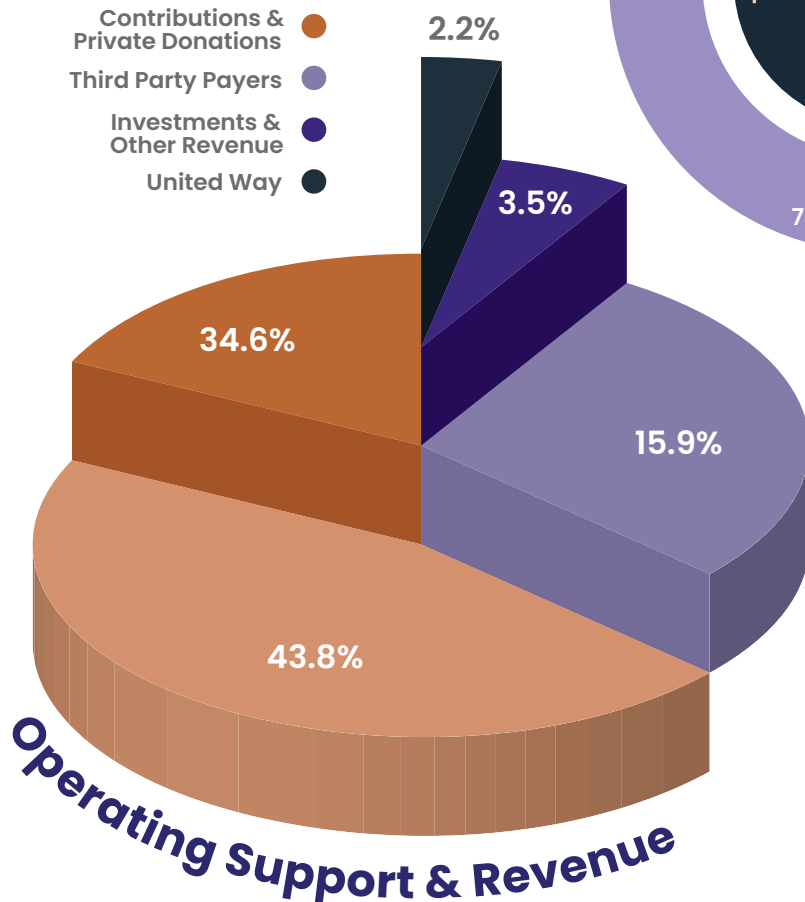
Miranda Watson, Chair
Rev. Richard Snow, Vice Chair
Andrea K. Adams,
Treasurer and Finance Chair
Megan Reay, Governance Chair
Dave Anderson, Audit Committee Chair
Brenda Smith, Exec. Committee At Large
Chris Tonniges, Secretary
(voice, no vote)

Mary Ann Borgeson
Thad Call
Dr. Mark Foxall
Jason Hagan
Tiffany Henn
Kerry Kernan
Rev. Scott Johnson
Megan Connelly

Financials

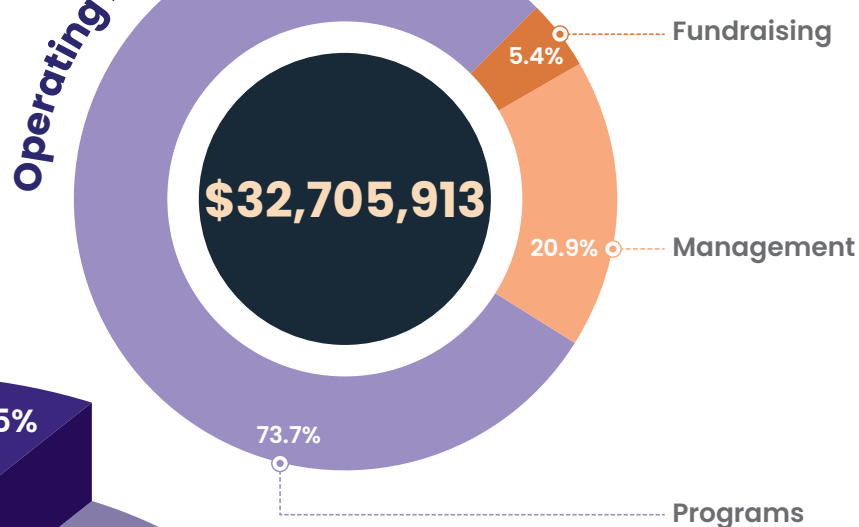
\$37,555,701

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



Operating Expenditures

\$32,705,913



LFS Office Locations



2023 Programs and Services

Children and Family Services



- Family Education and Initiative Programming
- Transitional Living Program
- Parents as Teachers
- Adoption
- Pregnancy Counseling Services
- Foster Care
- Fatherhood Initiative
- Kinship Navigator Program
- Children's Behavioral Health
- Children's RSafe® Sexual Abuse Treatment

Behavioral Health



- Outpatient Mental Health
- Outpatient Substance Use Treatment Services
- Intensive Outpatient Substance Use Services
- Crisis Response and Co-Responder
- Medication Management
- Medication Assisted Treatment
- Community Support
- Care and Service Coordination
- Integrated Health Home
- Senior Care Program
- Military and Veterans Services
- Peer Support Services

New Populations



- Resettlement Extended Case Management
- Refugee Reception and Placement Program
- Economic Empowerment
- Migrant Support Services Program
- Trafficking Victims Assistance Program
- Safe Release Support [fingerprinting]
- Services to Afghan Survivors Impacted by Combat
- Refugee Health Promotion
- Global Language Solutions - Translation and Interpretation Services
- Immigration Legal Services



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OneLFS.org

7929 West Center Road | Omaha, NE 68124 | (402) 342-7038