

*Showing kindness,
doing justice, and serving
those in need.*



Lutheran
Social Services
of the Southwest

Lighting the Way... One Life at a Time

2009 ANNUAL REPORT

Our Statement of Shared Values

PROFESSIONALISM.

We set high standards for knowledge, wisdom, and ethics within the organization benefiting clients, colleagues, and the community.

QUALITY.

We set the highest standard for quality services based on our goal for continuous improvement in all that we do.

PEOPLE.

We value employees, clients, and the community for every human life has its own intrinsic worth.

DIVERSITY.

We respect those who are different from ourselves and are unified by our shared mission.

FAITH-BASED.

We serve all people with an attitude of compassion and caring illustrating God's love in all that we do.

Leadership Message



DEAR FRIENDS AND SUPPORTERS,

In 2009, the staff of Lutheran Social Services of the Southwest (LSS-SW) worked long hours to meet the needs of many individuals and families who were affected by the economic climate in Arizona. The economy had a profound influence on the finances of our agency and moved us toward a major restructuring of our staffing to adjust to the reduction in donations and program funding.

Many human service agencies felt the impact of the shrinking financial resources. The communities we serve were troubled with job losses, the lack of the basic necessities, and most important, fading hope. However, the staff of LSS-SW held steadfast to our agency mission, 'Showing kindness, doing justice and serving those in need.' Our employees always found that ray of sunshine in the clouds. They searched for additional funding, took furlough days, and even reductions in hourly pay so LSS-SW could continue to keep the majority of our staff employed. The landscape of social services has changed forever in Arizona.

As 2009 progressed, LSS-SW formed new strategic community alliances and ecumenical partnerships to help address the numerous issues faced by our clients and customers. These new working friendships inspired our staff to work creatively, seek new opportunities and new ways to serve our communities. As a result, LSS-SW is now in a better position to serve more individuals and families who are in need.

I would like to thank the dedicated and committed staff who remained steadfast to our mission and vision. With the ongoing support of the Board of Directors, volunteers, donors, community and ecumenical partners, LSS-SW looks forward to continuing our efforts helping the *least of these* work through difficult times and beyond to a brighter tomorrow.

Our Vision, 'Following the example of Christ, Lutheran Social Services will provide for all people, quality human care services that build and strengthen individuals, families and communities.'

A handwritten signature in teal ink that reads "Charles E. Monroe". The signature is fluid and cursive.

CHARLES E. MONROE, M.ED.
President & Chief Executive Officer

Currently 110,000
non-institutionalized
Arizonans age 65 or older
need some type of
assistance with mobility
or self-care



The Meals on Wheels
Association reported that,
*“Seniors who experience
hunger are at risk for
serious health problems.
Hunger can be life
threatening by increasing
the risk for stroke,
prolonging recovery
from illness, extending
hospital stays, limiting
the effects of prescription
drugs, decreasing
resistance to infection,
and even increasing the
occurrence of depression
and isolation.”*

Aging & Disability Services

Services provided through Aging & Disability Services assist seniors and individuals with disabilities to live as independently as possible. Our highly dedicated staff continually focuses on providing quality services and strives to exceed state mandated standards. This has allowed the division to minimize the economically related impacts of lower referral rates, fewer contracted service hours and less staff to accomplish the same amount of work. For many of those we served who are isolated in their home, our staff was their only contact with the outside world

IN-HOME CARE

In-Home Care provided housekeeping, transportation, meal preparation, personal care, respite care for family caregivers and attendant care, which combined all of the available services. Due to Arizona’s economic decline during 2009, many of the vulnerable, low income seniors that we served experienced a reduction in the number of service hours available to them. LSS-SW staff advocated on behalf of those for whom a service reduction would have had an adverse effect on their physical and/or emotional well being. In many cases, these advocacy efforts resulted in maintaining or minimizing the reduction in service hours. The following service hours were provided by county: Pima — 108,787, Pinal/Gila/Maricopa — 136,433 and Santa Cruz/Cochise — 165,937.

ADULT DAY HEALTH CARE

Adult Day Health Care Centers supported family members who care for loved ones in their home by allowing them to take a break from their ongoing care giving duties. While they were able to receive a well deserved break, their loved ones enjoyed social, emotional and intellectual interaction, which included activities such as community outings, on-site entertainment and interactive games. Having quality programming available for individuals who suffer from dementia and dementia related illness or who are frail and unable to stay home alone increases care giver stamina which mitigates against premature institutionalization. Services were provided in Apache Junction, Mesa and Tucson. Unfortunately, due to low attendance, and costly repairs that were needed in order to conform to licensing requirements, the Tucson center closed at the end of August.

In addition to providing respite to families with loved ones suffering from various forms of dementia and other physical and neurological illnesses, the Apache Junction center, provided specialized programming two days a week to young adults with traumatic brain injury.

In 2009, a total of 24,560 hours of service were provided.

Community Development

PARTNERS IN CARING

With the help and support of Maricopa County Lutheran congregations and volunteers, LSS-SW food pantries distributed 11,720 food boxes; feeding a total of 54,896 low income individuals. This represents nearly 21,000 more individuals served in 2009 as compared to 2008. Forty eight dedicated volunteers gave 6,257 hours of their time to pack and distribute donated food received from local congregations and the community food bank. In addition to supporting struggling individuals with food throughout the county, LSS-SW Case Managers distributed \$101,327 to assist 712 households stay in their homes. This support came from Lutheran congregations and the Emergency Food and Shelter Program.

In Arizona, 329,000 households (13.2%) struggled with hunger during 2006-2008, the 14th highest rate in the country, according to a report released today by the U.S. Department of Agriculture (USDA).

Special programs provided back to school assistance, including clothing and supplies, to more than 200 children. During the holidays, more than 250 turkeys were donated and distributed, assisting more than 100 families and over 300 children. With the continued decline in the economy, services provided by the programs of Community Development continued to offer hope to individuals and families in need.

RESIDENT OPPORTUNITIES AND SELF SUFFICIENCY (ROSS)

Approximately 600 elderly, disabled, and/or mentally challenged residents, living in four City of Tucson public housing complexes, benefited from transportation services, health literacy classes, sponsored social activities and case management services. This package of available services helped to decrease the self isolation and loneliness commonly experienced by this population. The success of this program is a direct result of grant dollars provided by the United States Department of Housing and Urban Development, church and community volunteers, partnering agencies, and dedicated LSS-SW staff.

In mid 2009, the convenient store located at the Tucson House, one of the four ROSS housing complexes, was forced to close after being run by faithful resident volunteers for a number of years. This on-site store contributed to the independence of many of the residents, allowing them to shop for their own items. With the support and encouragement of the City of Tucson, LSS-SW agreed to reopen the store in September and it continues to run with the support of volunteers.





Underemployment was 18.4% in July, essentially unchanged from 18.3% at the end of June and in mid-July. Underemployment peaked at 20.4% in April.

Community Development

AFTER SCHOOL PROGRAM FOR INSTRUCTIONAL & RECREATIONAL EDUCATION (ASPIRE)

Located on the campus of Abounding Grace Lutheran Church in Tucson, the program provided tutoring, homework assistance, and gang resistance education for 61 students; 95% of whom are African refugees. Ninety percent of students participated in spelling, history, reading, writing and mathematics modules daily. ASPIRE volunteers and donations from the community helped to encourage students to stay in school and out of trouble.

JOBNET FOR NEIGHBORS

As the unemployment rate climbed to over nine percent in 2009, the need for employment services for individuals with multiple barriers to employment, such as criminal backgrounds, disabilities and low educational levels became even more critical. In Tucson, LSS-SW staff assisted 40 individuals to secure full time employment. In Maricopa County, staff assisted 31 individuals to secure full time employment and 50 individuals received “soft skills” training, which focused on communication skills, proper work attire and attendance at work.

COMMUNITY AND SOCIAL JUSTICE PROGRAMS

In July, LSS-SW was awarded a contract with the Arizona Supreme Court Administrative Office of the Courts to provide services to youth who are involved with the Pima County Juvenile Court. LSS-SW offered two programs, Pathways for Improvement and Girls Circle, which help the youth referred to the programs begin to think in positive and productive ways. The goal of these programs is to reduce the number of youth who commit another offense. Thirty males received services through the Pathways to Improvement Program, and 19 females received services through Girls Circle.

Refugee & Immigration Services —

Refugee & Immigration Services remains dedicated to helping refugees from around the world re-establish their interrupted lives in Arizona. In 2009, the Phoenix Refugee Office resettled 1,091 refugees, which is the largest resettlement effort to date. The Tucson Refugee Office resettled 373 refugees, also representing a record year. The primary refugee populations continued to come from Iraq (40%), Bhutan (25%), and Burma (15%). Smaller numbers of refugees continued to arrive from various African countries (10%), Iran (4%), Afghanistan (3%), and Cuba (3%).

Comprehensive resettlement and adjustment services were provided with an emphasis on empowering refugee families to become self-sufficient and successfully integrate into their new communities. With strong national and local support, the Refugee Program provides the essential guidance and services for successful resettlement including: employment preparation and placement, English language acquisition, health services, school enrollment, and initial basics such as housing, furnishings, food, and clothing.



The LSS-SW Refugee Services operates the English Language Training Program for all refugees in Maricopa County. In 2009, LSS-SW conducted an average of 35 weekly classes at 14 different locations. The classes included: ESL, computer literacy, citizenship, and employment training. The classes were conducted in convenient locations, normally at apartment complexes with an average

of 18-25 refugee students per class. The program is highly successful due to the professionalism of the Arizona certified instructors and the strong participation of the refugee communities.

In 2009, 65 church congregations in Phoenix and Tucson, with over 450 volunteers, partnered with LSS-SW in assisting refugees. Volunteers and church congregations were vital to the process of welcoming the newcomers. As they encouraged, mentored, and walked beside refugee families, the transition to American life became easier. Friendships were established, and a new understanding of each other's cultures emerged. Churches reported that being involved in refugee resettlement gave them a new ministry focus while providing hands-on, cross-cultural experiences for those participating.

The Refugee Program continued to provide high quality, low cost immigration services performed by BIA (Bureau of Immigration Appeals) accredited immigration professionals. In 2009, approximately 1,300 clients received immigration services, including applications for Adjustment of Status (Green Cards), family reunifications, and Naturalization (Citizenship).

At the end of 2009, there were 15.2 million refugees worldwide. Of this total, the United States, which is the largest resettlement country, welcomed 80,000 refugees or less than one half of one percent of the world's displaced refugee population.

Refugee who received immigration services and was just sworn in at U.S. Citizenship Ceremony says:

"I lost my country as a refugee. Now, I am a U.S. Citizen. I am so happy and proud."

Disaster Services

DISASTER RESPONSE

In 2009, LSS-SW completed its response to the 2007 and 2008 southern California wildfires. Nearly 180 fire survivors received over \$370,000 in total services, with close to \$160,000 in direct services coming from LSS-SW. Grants from the McCormick Tribune Foundation, the San Diego Foundation, the California Community Foundation, and California Volunteers supported recovery services which ended in August in San Diego and December in Los Angeles. In addition to these grants, the generous support of Lutheran congregations throughout southern California through their synod, district or Lutheran Disaster Response (LDR) made services possible.

The Los Angeles office recruited volunteers to assist the City and County of Los Angeles respond to the H1N1 Flu pandemic. At two locations, 24 volunteers aided County Public Health professionals administer flu vaccines to community residents.

There were several fires in 2009. The largest fire in Los Angeles County history, the Station Fire, destroyed approximately 100 homes and over 200 square miles of forest, but did not require a response from LSS-SW.

DISASTER PREPAREDNESS

LSS-SW staff was once again invited to facilitate workshops and present at national conferences. In 2009, this included facilitating at a national workshop in collaboration with National Baptist Convention, USA, Homeland Security, and American Red Cross. Thirty five agencies were in attendance. We also participated in a workshop at the National Baptist Convention in Detroit, Michigan where approximately 45,000 people were in attendance.

The preparedness of individuals, families and congregations continues to be the key element in determining how well communities survive disaster events. Therefore, staff continues to work on creative ways of sharing the importance of being prepared. In 2009, LSS-SW staff collaborated with members of two California congregations to create a DVD, which is a parody on *The Wizard of Oz* and emphasizes the need to prepare for emergencies and disasters. Throughout the year, 19 congregations and 263 individuals received training in developing personal and congregational emergency plans.

Most Americans haven't taken steps to prepare for a natural disaster, terrorist attack or other emergency, according to a new study on preparedness, and only about a third have made plans with family members about how they would communicate with each other during a crisis.





1 in 17 Americans — suffer from a serious mental illness. In addition, mental disorders are the leading cause of disability in the U.S. and Canada for ages 15-44.



My Therapist is very professional, compassionate, and understanding. She has been a good friend at a time when I needed someone to talk to. - Thank you.

Life Counseling Network

Across the country, behavioral health agencies are struggling to meet the behavioral health needs of our citizens. In response to community requests for Lutheran Social Services of the Southwest (LSS-SW) to provide behavioral health services, we expanded our counseling capacity in both Pima County and Maricopa County.

In Pima County, LSS-SW tripled the counseling hours it provided in Tucson and more than quadrupled those provided in Green Valley. We received our state licensure as an Out Patient Mental Health Clinic through the Office of Behavioral Health Licensure in record time. Working closely with Risen Savior Lutheran Church and Desert Hills Lutheran Church in Green Valley, we were able to hire a part-time parish social worker to arrange for the social support services necessary to help seniors cope with depression and loss. In addition, two other therapists were hired who provided comprehensive counseling services.

In Maricopa County, specialized behavioral health services for foster youth and abused children were conceptualized and developed. The Youth Transition Center in Mesa was launched in late 2009 with the Family Resource and Recovery Center in Phoenix opening in January 2010. Hundreds of children will learn to maximize their potential through the cutting-edge approaches utilized at LSS-SW's new facilities.

At the end of couple's therapy, 75% of couples receiving therapy are better off than similar couples who did not receive therapy.

Sixty five percent of couples report "significant" improvement based on averaged scores of marital "satisfaction."

-The Family and Marriage Counseling Directory

Financial Status

COMPARATIVE STATEMENTS OF FINANCIAL POSITION

Two Years Ended December 31, 2009 and December 31, 2008

	2009	2008
Total assets	\$1,915,976	\$2,594,206
Total liabilities	\$477,040	\$496,119
Total net assets	1,438,936	2,098,087
Total liabilities and net assets	\$1,915,976	\$2,594,206

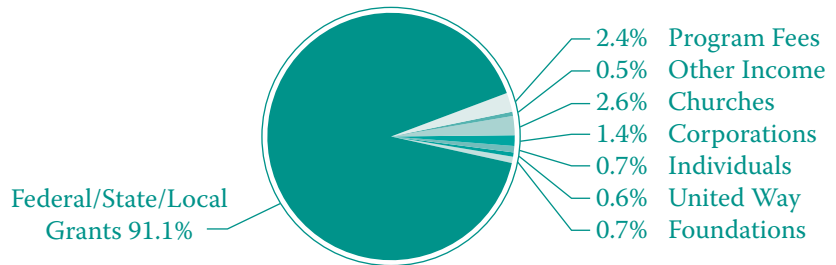
COMPARATIVE STATEMENTS OF FINANCIAL ACTIVITIES

Two Years Ended December 31, 2009 and December 31, 2008

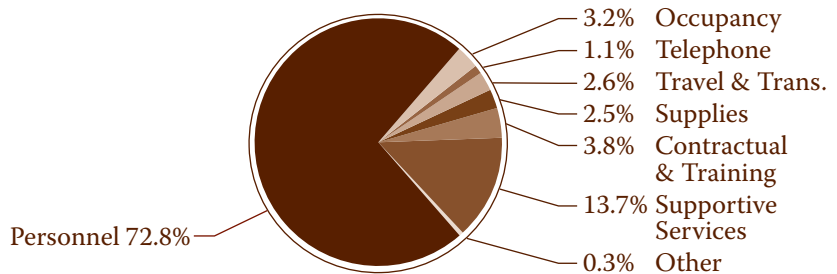
	2009	2008
Total revenues and other support from operations	\$11,952,127	\$11,888,492
Total other revenues	11,207	(3,747)
Total revenues	11,963,334	11,884,745
Total expenses	12,572,485	11,382,163
Revenues over (under) expenses	\$(609,151)	\$502,582

*Compiled from Fiscal Year 2009 and 2008 Audited Reports.

SOURCES OF REVENUE YEAR ENDED 12.31.2009



FUNCTIONAL EXPENSES YEAR ENDED 12.31.2009



LSS-SW is committed to preserving, protecting and enhancing the lives of individuals and families throughout the southwest. As a result, 89% of every dollar donated goes directly to support programs and services for those in need.

-Vice President,
Finance & Administration

BOARD OF DIRECTORS

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HOLLY BROWN-SISSON
Division Director, Life Counseling Network

LA'TRESA JESTER
Division Director, Community Development & Disaster Services

CRAIG THORESEN
Division Director, Refugee & Immigration Services



Lutheran
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