

2017 Annual Report



1,385

Refugees welcomed

8,819

Nights of safe lodging at I-HELP



98

Children and people
with disabilities in
foster homes



17

Children adopted by
their forever families

429,428

Hours of home care for
seniors and individuals with
disabilities

70,000

Times you made a difference in
somebody's life



Connie Phillips, MSW
President/CEO

Varieties of *gifts,* but the same Spirit

God does good work through you

What unique gift do you bring to Lutheran Social Services of the Southwest?

It's a highlight of my work to meet so many passionate individuals who all come together for a singular purpose. To serve neighbors in need.

Whether you bring humility, compassion, knowledge, wisdom, creativity, or another gift, you are a vital part of this work. Your varied and valuable gifts of the Spirit come together to do amazing things.

Throughout this report, you will see how your gifts have stabilized lives, built self-reliant foundations, and preserved dignity for our most vulnerable neighbors in 2017.

We are still learning how to do this work in a changing environment. But God has provided through you. In 2017, we hosted our Inaugural Building Foundations Luncheon, where we officially launched

the Creating Community Society, and reached 50 members with an extraordinary level of commitment and compassion.

Thank you for sharing your gifts with those among us most in need of your love. It is because of your faithful contributions that we are able to meet the needs of children without a home, refugees seeking safety, seniors who live in isolation, individuals with disabilities, the hungry, and the homeless.

Your gifts matter. Thank you for sharing them.

Connie

1 Corinthians 12:4-6

There are different kinds of spiritual gifts, but the same Spirit is the source of them all. There are different kinds of service, but we serve the same Lord. God works in different ways, but it is the same God who does the work in all of us.

Board of Directors

Jayne Baker, Chair
Don Smith, Vice-Chair
Jerry Reichman, Secretary
Glen Johnson, Treasurer
Twila Burdick, Member
Rev. Miguel Gomez-Acosta, Member
Janie Magruder, Member
Rev. Barbara Rapp, Member
Rev. John Stieve, Member

Our Mission: Showing kindness, doing justice, and serving those in need.

Executive Leadership

Karen Bamford, MM, Chief Program Officer
Dominique Dancause, MBA, CFO/Senior Vice President of HR*
Rev. Deborah Hutterer, MDiv, Chief Development Officer
Connie Phillips, MSW, President/CEO*



*officer

Preserve

- We continue to preserve the dignity of older adults and people with disabilities through home care services, so that they can live safely in their homes and communities. In 2017, we provided 429,428 hours of home care to # of individuals.
- LSS Caregivers are treasured for their empathy, compassion, and patience. Their work is greatly undervalued in the contracts that provide these services, so we continue to work toward a just and equitable wage, which is only possible through your generous support.



"I love to talk to older adults and take care of them. I think that one day, I will need help too," says Rosie (right), who has been an LSS-SW caregiver for over 11 years, with clients Rafael and Rosa.



"If it wasn't for you, I wouldn't be here. It's scary on the streets. Especially for an older and disabled person like me," says Ramona, of her time in I-HELP.

Build

- In response to dramatic reductions in the number of refugees that enter the United States, LSS-SW built awareness for refugee resettlement with press conferences, letter writing campaigns, and advocacy alerts to advocate for refugee resettlement. We built foundations for 1,382 newly arrived refugees, with x% gaining self-sufficiency within # of months of arrival.
- The Arizona Department of Child Services named LSS-SW a Regional Child Abuse Prevention Council to build awareness of child abuse and neglect, and most of all, what the community can do to assist in prevention.
- LSS-SW Family Resource centers built resiliency and strength for over 10,000 families, including 368 learning and socialization opportunities.

Stabilize

- The Interfaith Homeless Emergency Lodging Program (I-HELP) is a low-barrier shelter that brings safety to edges of the valley where other shelter services are limited. I-HELP stabilizes the lives of people in homelessness through safe shelter, case management, and the compassion of faith communities. In 2017, we expanded I-HELP to the Southwest Valley (including Avondale and Goodyear) to shelter 12 people each night. In total, # people accessed I-HELP for a total of 8,819 shelter bed nights.
- As a heritage of our service to Arizona's most vulnerable, we distributed 9,172 food boxes to those in hunger. 463 households also accessed emergency services of rent & utility assistance.
- Foster care has continued to expand, placing 98 children and adults with disabilities in 60 safe and loving foster homes. 17 children were adopted into forever families during our first full year of providing adoption services.

Fiscal Year 2017 Revenues*

A) Contributions

Congregational Partners	1%	\$	236,954
Corporations	0%	\$	19,224
Individuals	4%	\$	660,353
United Way	0%	\$	44,108

B) Grants

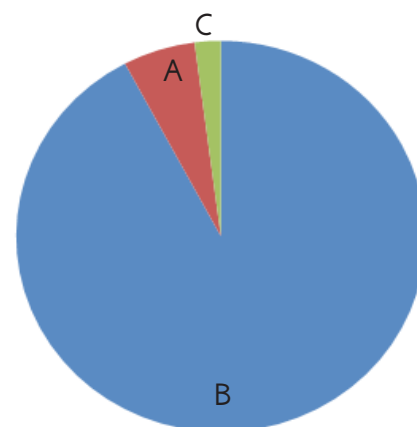
Federal Grants	72%	\$	12,138,128
Other Grants	20%	\$	3,391,395

C) Other

Program Fees	1%	\$	209,224
Other Income	1%	\$	137,352

Total Revenues and Support \$ 16,871,749

Revenue



Fiscal Year 2017 Expenses

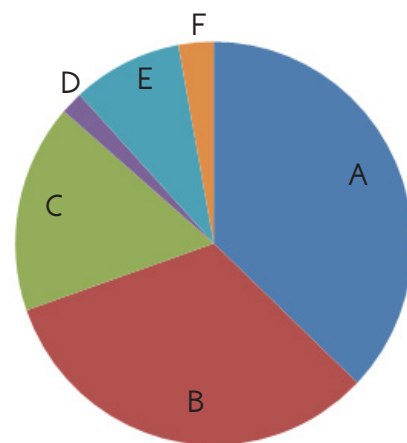
A) Aging & Disability	37%	\$	6,198,701
B) Refugee & Immigration	33%	\$	5,419,456
C) Children & Family	17%	\$	2,795,410
D) Emergency Services	2%	\$	302,876
E) General & Administrative	9%	\$	1,493,070
F) Development & Sustainability	3%	\$	478,178

Total Expenses \$ 16,687,691

Change in Net Assets \$ [184,058]

Ending Net Assets \$ 1,641,895

Your Gift In Action



**year ended June 30, 2017*

