



**Lutheran  
Social Service**  
of Minnesota



# BUILDING COMMUNITY



President's Report  
2024



**PRESIDENT**

**PATRICK THUESON**

## Building Community

As I reflect on the work of Lutheran Social Service of Minnesota in the past year, I am drawn to the unique role LSS plays in building stronger communities. An LSS community is more than the geographic location of our services.

*Building community* means creating a sense of belonging, connection, and shared inspiration. A vibrant community is built by fostering healthy relationships and positive collaborations. I love the observation, “everything moves at the speed of trust.” Communities are no different. They thrive on trust and a welcoming spirit. They form wherever people feel valued for both who they are now, and the future they seek to create. Coming together to express faith in a neighbor’s ability to achieve their dreams unleashes boundless energies and greater possibilities.

Constructing networks of caring communities is a long-held touchstone of LSS. In fact, the centrality of community is reflected in our mission and vision statements.

*LSS Mission Statement: “Lutheran Social Service of Minnesota expresses the love of Christ for all people through service that inspires hope, changes lives, and builds community.”*

*LSS Vision Statement: “All people have the opportunity to live and work in community with full and abundant lives.”*

This vision of community changes lives in a myriad of ways.

In **Children & Family Services**, we build community by partnering with the Saint Paul Synod of the ELCA to build a new Early Learning Center on the East Side of Saint Paul. The LSS Early Learning Center – East Side offers early childhood education and child services to a community where families sometimes experience profound need, yet limited options. We are so pleased to deepen LSS’ connections with our neighbors on the East Side, and grateful for our congregational partners and supporters whose commitment was key to opening the doors of this beautiful center.



In **Economic Opportunity & Youth Support Services**, we build community when organizations invest in their employees' financial health and well-being by offering them access to LSS Financial Services' Financial Choice program. One organization that started using the program in 2024 has had more than 800 employees attend LSS Financial Choice workshops. By partnering with LSS, they are building a community of employees focused on financial health and wellness. As with all of LSS' Economic Opportunity Services, the financial acumen and confidence our teams instill can change lives and help break generational cycles of poverty.

In **Community-Based Services & Supports**, we build community when our Minnesota Hands & Voices program provides information, support and referral to families of children who are deaf or hard of hearing (DHH). Support is available at any point in their journeys but is especially helpful for families who are new to the DHH community. They lean into community building through outreach activities, parent/professional collaboration, and advocacy efforts. On a personal note, a highlight that my wife Luba and I enjoy each August is attending this community's annual picnic – an event for DHH children and their families. It is a fun, joy-filled day, and highlights the power of connection.

Today, as LSS embarks on its 160th year of changing lives, there is one more community that deserves special reflection – the LSS movement. A movement of 2,500 employees, 10,000 volunteers, and 12,500 donors and funding partners.

Thanks to you, LSS is strong, stable, and growing – innovating and adapting for Minnesota's next 160 years.

As you explore this year's sampling of stories and accomplishments – the good things you make possible – I hope you find joy, hope, and the satisfaction that comes from living in a vibrant community of neighbors helping neighbors.

With great gratitude,

Patrick Thueson  
President



TOTAL INDIVIDUALS SERVED: 729



413 individuals supported across 97 **COMMUNITY RESIDENTIAL SERVICES** homes statewide

76% of CRS homes are located in Greater Minnesota

2 **TECH HOMES** offer support for individuals through assistive technology



80 individuals supported across 41 **SPECIALIZED COMMUNITY SUPPORTS** intensive needs homes statewide



236 individuals supported in their own home or their family home, with an emphasis on skill development and community involvement

151 received In-Home Support Services

46 received Employment First Services to help them find and maintain meaningful work

39 received Respite, Semi-Independent Living Skills or Vocational Rehab supports



# DISABILITY RESIDENTIAL SERVICES

Supporting individuals with identified needs in residential settings to live the lives they imagine for themselves.

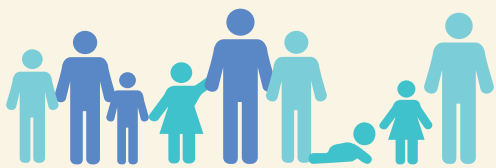
“ I have made friends, and I have fun. I would recommend this program to anybody. I've had so much success, and I think somebody else can, too.”

—Renee, Employment First Services



# BELONG

# TOTAL INDIVIDUALS & FAMILIES SERVED: 9,983



**1,437** campers attended **20 in-person camps** at **CAMP KNUTSON** through **15 partner organizations**

**1,021** retreat guests enjoyed camp during the off-season

**3 weeks** youngest camper

**93 years** oldest volunteer



**4,048** individuals received **CARE COORDINATION** support

**947** new members in 2024

★ **32** veterans supported ★



**989** families received support through **DEAF & HARD OF HEARING FAMILY SERVICES** statewide

**21** Deaf Mentors

**556** Deaf Mentor sessions, **48%** in Greater Minnesota

**18** educational workshops



**119** individuals lived with licensed providers in shared living **HOST HOMES** statewide



**21** new matches

**107** Host Home providers in **36 counties**

**2,369** participants chose **PICS** self-directed services and were supported by **3,336 workers/caregivers**


**60** counties in which services were provided

★ **13** veterans supported ★



# COMMUNITY BASED SERVICES

Supporting individuals with identified needs in community-based settings to live the lives they imagine for themselves.



“When Willie first came, he stayed in bed all day and didn't talk much. He would say yes, no, hello, goodbye. Now, he's an active talker and wants to go shopping, to the movies, visit people in the nursing home. The list goes on.”

— David, Host Homes

# THRIVE

# TOTAL INDIVIDUALS & FAMILIES SERVED: 32,364



**435** individuals received **CAREGIVER SUPPORT & RESPITE SERVICES** from **37** volunteers

**24** caregivers received emergency care planning

**62** caregivers enrolled in support groups

★ **79** veterans supported ★



**1,946** older adults were supported by **291** senior volunteer companions in MN and ND

★ **19** veterans supported ★

**207** **FOSTER GRANDPARENT** volunteers supported **1,506** children and youth at **139** partner sites in **60** MN counties



★ **10** veterans volunteered ★



**25,626** individuals received delicious and nutritious **LSS MEALS**

**1,814,788** meals served across Minnesota – including **885,979** youth meals at **50** dining sites – assisted by **1,181** volunteers



★ **2,694** veterans supported ★

**\$38.3M** managed in **POOLED TRUSTS** for **1,077** individuals in MN and ND

**3,663** financial disbursements allowed **76%** of clients to report improved social connectedness



**1,774** individuals served with **SUPPORTED DECISION-MAKING & GUARDIANSHIP** options

**23** individuals under guardianship had their rights restored



# SERVICES FOR OLDER ADULTS

Helping older adults and others maintain healthy, connected, and balanced lifestyles in their own homes and communities.



“It means a lot to me that Ken comes here every Thursday. We’re on the same page.”

— Stan, Senior Companions

# CONNECT

TOTAL CHILDREN & FAMILIES SERVED: **12,002**



**5,814** individuals received **FOSTER CARE & ADOPTION** services, including:



**354** children and youth were supported by **305 licensed foster families**

**103** children placed in loving homes through international and domestic adoption

**1,422** individuals received post-adoption services

**3,169** individuals received **MENTAL HEALTH** support and services virtually and across **37 locations** statewide

**4,619** in-person therapy visits

**7,531** virtual therapy visits

★ **739** veterans supported ★



**391** youth from **7 communities** attended **CAMP NOAH** day camps in **3 states** with the help of **92 local volunteers**

- Hawaii
- Kentucky
- Florida



**2,521** youth and families received supports through **FAMILY SERVICES**

**129** families received kinship support

**2,325** youth received sexuality education

**40** young scholars received leadership education through LSS Freedom School

**19** children supported in preschool settings





# CHILDREN & FAMILY SERVICES

Providing services for children and families that strengthen their resiliency and connections in community.



“ I felt like I was failing at everything... I'm very grateful for the help I got from LSS, mostly the way they made me feel like a good mother. The most important thing they did was tell me, 'You got this. You're a good mom.' ”

— Wendy, Family Services

# HOPE

# TOTAL INDIVIDUALS & FAMILIES SERVED: 30,451



**1,644** adults received **EMPLOYMENT SERVICES** to gain employment and advance in their careers

★ **6** veterans supported ★

**17,758** individuals worked with **LSS FINANCIAL COUNSELING**, repaying **\$9.5M** to creditors

**91%** of clients reported increased confidence in their financial management skills

★ **438** veterans supported ★

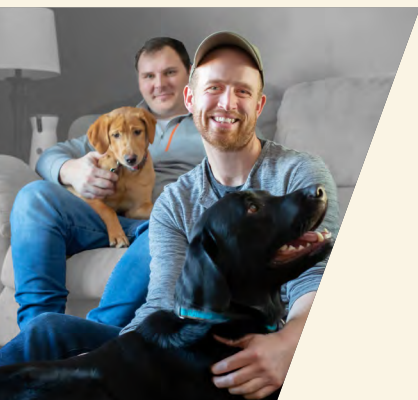


**774** households received **SUPPORTIVE HOUSING SERVICES** in **23 MN counties**.



**552** property owners/management companies worked with LSS

★ **13** veterans supported ★



**1,834** individuals supported through **REFUGEE SERVICES**

**772** individuals were newly resettled from **17 countries**

**336** refugees were placed into jobs



**7,120** youth received supports through a wide variety of service offerings

**1,033** youth supported at **3 youth resource centers/drop-in sites**

**3** street outreach workers made **785 contacts** with youth

**596** youth received support, safety, and housing services

**3,554** youth received health services/supplies

**912** families accessed resources and **273 children** received emergency care





# ECONOMIC OPPORTUNITY & YOUTH SUPPORT SERVICES

Strengthening individuals and families with resources that help improve their economic, social, health, and housing stability.

“ Right from the start, we had a great conversation about how to save, even though I wasn't too open to it. I was a stubborn kid. Now I'm catching up on life... doing things I wanted to do when I was a teenager, like travel. ”

— Larry, Financial Counseling

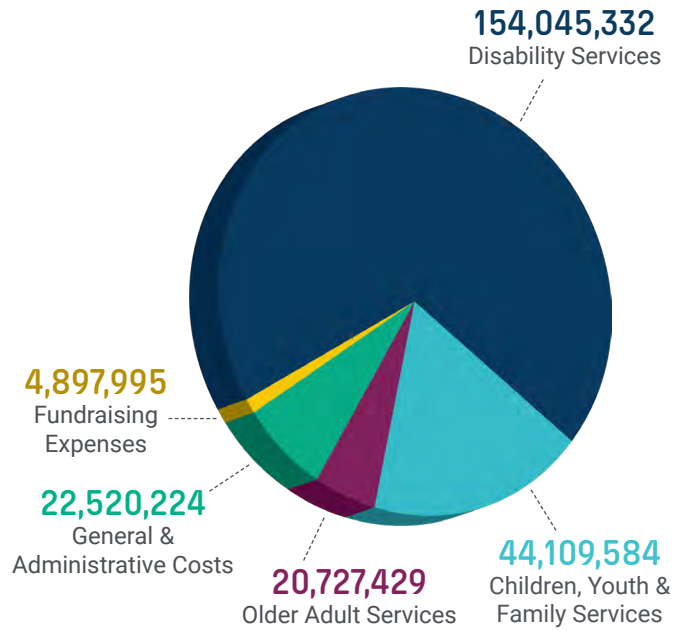
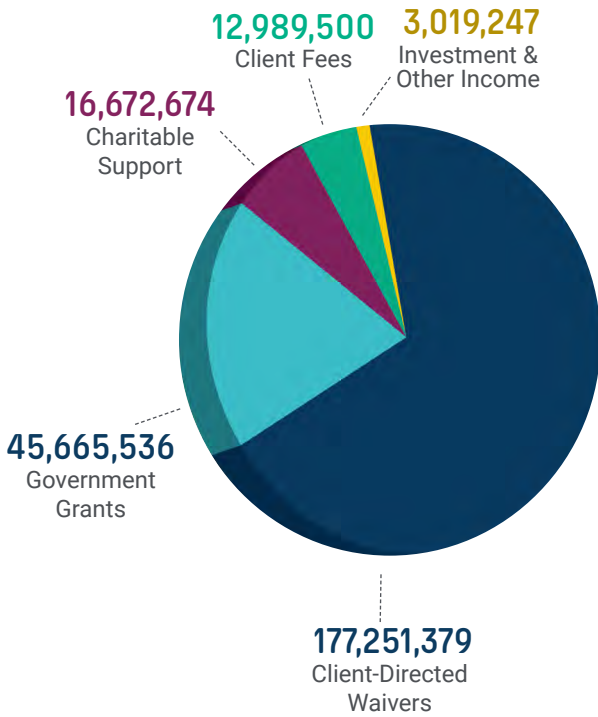
# TRUST

# Consolidated Financial Report FISCAL YEAR ENDING SEPTEMBER 2024

## REVENUE

## EXPENSES

AUDITED

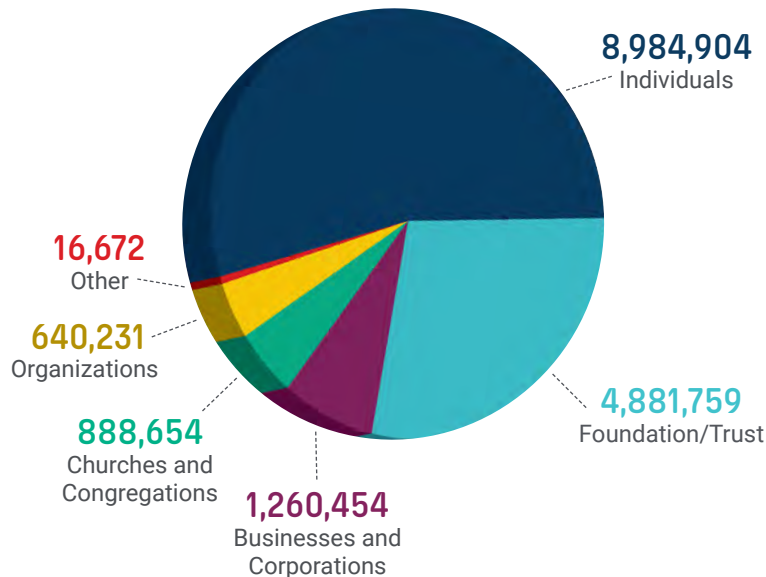


[ 90% services | 8% administration | 2% fundraising ]

**TOTAL REVENUES & CHARITABLE SUPPORT** \$255,598,336

**TOTAL EXPENSES** \$246,300,564  
Change in Net Assets - Operations: \$9,297,772

## Charitable Support by Constituency FISCAL YEAR ENDING SEPTEMBER 2024



**TOTAL FUNDRAISING** \$16,672,674



## MISSION

Lutheran Social Service of Minnesota expresses the love of Christ for all people through service that inspires hope, changes lives, and builds community.

## VISION

All people have the opportunity to live and work in community with full and abundant lives.



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**NEIGHBORS  
HELPING  
NEIGHBORS**