



LUTHERAN  
SOCIAL SERVICES  
National Capital Area

# 2022 Impact Report





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# We didn't say no; we kept our doors open.

Lutheran Social Services of the National Capital Area's (LSSNCA) 2022 story is one of transformational growth, and welcoming new neighbors regardless of where they were on their immigration journey.

Afghan Allies continued arriving at our doorstep in large numbers, whether from military bases, Afghanistan or lily pads across the world. We also welcomed more than 100 Ukrainian mothers, children, and seniors who fled the Russian invasion. Similar to Afghan Allies, Ukrainians at this time were not eligible for any federally funded services or benefits, but our case managers never stopped providing services. We again chose to keep our doors open.

Across all of our programs, we welcomed children, families, and individuals fleeing violence and persecution from countries like Cameroon, Cuba, Democratic Republic of Congo, Egypt, El Salvador, Honduras, and Syria. In order to meet the unique needs of program participants, we also invested in growing our team, as well as our network of service providers, community partners, and volunteers.

# We became the largest refugee welcome agency on the East Coast.

More than  
**7,150**  
Individuals  
served from  
**48+**  
countries

# 106 years of impact.

Lutheran Social Services of the National Capital Area (LSSNCA) has served the D.C. metro region since 1917. LSSNCA has evolved to meet the changing needs of our community and people fleeing persecution and conflict around the world, while remaining steadfast in our dedication to accompany those in need to foster resiliency, and advancing equity, inclusion, and social justice. In 2022, we introduced our new Mission, Vision, and Values which serve as guiding principles as we carry out our work and establishes our dream for the future.

## Our Mission

Lutheran Social Services of the National Capital Area (LSSNCA) accompanies those in need to foster resiliency, self-sufficiency, and access to opportunities by creating, connecting with, and engaging welcoming communities.

## Our Vision

An inclusive community of well-being where people thrive.

## Our Values

- Motivated by our belief in the inherent dignity of all humans.
- Collaborating with integrity and accountability.
- Advancing equity, inclusion, and social justice.



On January 25, 2022, LSSNCA was presented with Lutheran Services in America's (LSA) Micah Award. The Micah Award "recognizes a member organization that is leading the way in its work in addressing justice, mercy and equity. This member best exemplifies the spirit of Micah 6:8, 'Act justly, and love mercy, and walk humbly with your God.'"



On May 12, 2022, The Salvation Army awarded LSSNCA for our work in the local community with our new incoming neighbors.

# Transformational growth. Rapid response.

As I look back on 2022, I am overwhelmed with gratitude for the incredible growth and progress Lutheran Social Services of the National Capital Area (LSSNCA) has achieved together with our strong community of supporters. It has been an honor to lead LSSNCA and its talented and committed team, guided by our esteemed Board of Directors, and to work alongside our dedicated community partners and volunteers.

Thanks to your generous support, we are proud to have served more than 7,000 individuals from more than 48 countries, including more than 4,500 Afghan Allies, making us the largest local resettlement agency on the East Coast. Our work extended beyond providing initial assistance with resettlement to fostering long-term well-being and empowering individuals to thrive. Knowing that long-term legal permanency is critical, we initiated pro se asylum clinics to help Afghans who arrived through the temporary status of humanitarian parole apply for asylum. We also expanded our employment programming to empower program participants to prepare for sustainable

employment and build stable futures. Looking ahead, we are excited to launch our Transitional Foster Care Program in 2023 which will provide temporary foster homes for unaccompanied children seeking protection in the United States. This is just one example of how we continue to expand programming and services for children and families from diverse cultures and backgrounds.

We cannot do this important work without your continued support. Your financial support enables us to fill critical gaps in direct assistance and long-term programming to foster well-being beyond what government grants provide.

We are inspired by your shared commitment to building an inclusive community where all people thrive. Your unwavering support and partnership propel us to serve even more people in the coming years.

In gratitude,



**Kristyn Peck**, Chief Executive Officer



# Growth inside and out.



**+62**

**New Employees**

**20+**

**In-Person Team  
and LSSNCA  
Culture-Building Events**

**1,500+**

**Volunteers**

**95+**

**New Employment  
and Training  
Institution Partners**

## Leadership

### **Kristyn Peck**

Chief Executive Officer

### **Dr. Mamadou Sy**

Chief Operating Officer

### **Raymond R. Rawlins**

Chief Financial Officer

### **Jacob Barclay**

Chief Development Officer

### **Nadya Andrusik**

Executive Director, Children,  
Youth, and Family Services

### **Sarah Cady**

Executive Director, Refugee  
and Immigrant Services



**“I walked into LSSNCA as a program participant. When you lose your country, you lose your home, your family. I became an employee of LSSNCA. ... I know what [others are] going through, what they want, what they need. I went from special agent to social worker to help ... LSSNCA gave me the opportunity to serve my people, people of other countries like Ukraine and others ... we are all here to help people.”**

HASIB SATARY, DIRECTOR, EMPLOYMENT SERVICES – VIRGINIA



## Board Members

**Sarah Phelps, Board Chair**  
Trinity Washington University

**Daniel Mekibib, Vice Chair**  
City of Alexandria Workforce  
Development

**Alvin Carlos, Treasurer**  
District Capital Management

**Lauren Formica, Secretary**  
Deloitte Consulting, LLP

**Abed Ali**  
Deloitte Consulting, LLP

**Mary Burce-Warlick**  
U.S. Ambassador (Retired)

**Michael Cox**  
MAIA Management Group

**Rev. Christine Dunn**  
Trinity Lutheran Church

**Josh Eberle**  
Slalom Consulting

**Hurunnessa Fariad**  
Multi-Faith Neighbors Network

**Patrice Gancie**  
Bridge of Hope Hosting (Retired)

**Rachel Holtzman**  
Save the Children

**Marie Martinez Israelite**  
The Human Trafficking Institute

**Khaled Mohamed**  
Middle East Broadcasting Networks

**Lisa Galik Suprenant**  
St. Jude Children's Research  
Hospital

**Karla Ver Bryck Block**  
U.S. Department of Education

## Ex-Officio Board Members

**Pastor Lloyd Gaines**  
Prince of Peace Lutheran Church Missouri Synod

**Katharyn Wheeler**  
ELCA Metro DC Synod





# Development and Partners



donated \$20,000 of hygiene products.



donated trailers to store donations at our offices in Maryland and Virginia.



a generous donation covered gaps in medical care and rent for Afghan families, and allowed us to bring on new staff to assist with resettlement.



donated stuffed animals to welcome recently arrived children.



donated gift rides for program participants.



donated space for our Fall Job and Hiring Fair.



Two grants ensured daily and immediate needs of Afghans were provided, including employment services, medical referrals, K-12 educational support, and youth case management.

## Additional Partners\*



- Bethlehem Lutheran Church (Fairfax)
- Church of Jesus Christ of Latter-day Saints (Ox Road)
- Dar Alnoor Islamic Community Center
- The Edlavitch DC Jewish Community Center (EDCJCC)
- Homes Not Borders
- Lutheran Church of the Covenant (Dale City)
- Lutheran Church of the Redeemer (Hyattsville)
- Muslim Association of Virginia
- Temple Micah
- The Peace Corps
- React DC
- Upwardly Global
- World Learning

\*This list is a small representation of the congregations, civic partners, clubs, and community partners that supported LSSNCA's efforts throughout the fiscal year. We are incredibly grateful for your ongoing support and trust in our shared mission.

# Volunteers make it all possible.

Volunteers are one of the first people new neighbors meet when resettling in the area. They set-up first homes, point out the most convenient food stores, provide tutoring and mentorship, and develop relationships that help neighbors navigate and build their new communities. We could not do this work without your support, like that from our Good Neighbor Capitol Hill Group and others who have dedicated innumerable hours to help us welcome new neighbors.

Volunteers are also ambassadors for LSSNCA, providing an opportunity for the community to learn about and support LSSNCA's services, and grow spaces where the work of welcome is first and foremost.

Veterans, active-duty military, and frontline civilians have also been integral partners in supporting Afghan Allies, from volunteering at pro se asylum workshops and job fairs, to delivering donations and hosting shared meals. Team Rubicon donated hygiene and basic need supplies, and Operation Allies Welcome (OAW), the U.S. government's Afghan Allies program, donated hundreds of cans of baby formula to program participants which we also shared with local Food Security Distribution Centers.



**“We certainly support people here in the local area who have lived in America their whole lives, but this is a couple, now with a baby, that were doing really well ... when they landed here, they had virtually nothing. ... I know they’ll be very productive members of society in the U.S., and it makes you feel so good that you have a small part in doing that. I mean, they were doing that, but hopefully we were giving some of things they needed to be successful here in America.”**

NOEL, AIR FORCE VETERAN (RET.), GOOD NEIGHBOR PARTNER AND CHAMPION VOLUNTEER

# 2,185+

**Hours Mentoring  
and Tutoring  
Recently-Arrived  
Youth**

# 600+

**Homes Furnished for New  
Neighbors by Good Neighbor  
Partners and Champions**

*(between 2021 and 2022)*

# LSSNCA accompanies people on their journey toward new futures.

Our programs and services pave pathways for resettling families and individuals with legal, financial, employment, education, housing, and case management support. Needs-based mentoring, cultural orientation, resume preparation, Know Your Rights workshops and more create the foundation for their new lives.



**760+**

## Job Placements

LSSNCA provided 163+ in-person and virtual job/hiring fair opportunities, and grew relationships with employment services partners including Tent Partnership for Refugees, Amazon, Walmart, Target, Gate Gourmet, Autism Behavior Therapy, and Lutheran Immigration and Refugee Service (LIRS).

**29**

## Unaccompanied Refugee Youth found Foster Families

Our Unaccompanied Refugee Minors (URM) foster care program creates loving and responsible foster homes for youth who fled war and persecution, arriving in the United States without parents or legal guardians.

**45**

## Women in TEA Club

Our TEA Club (Training for Employment and Adjustment) brings together recently resettled Afghan women in bi-annual cohorts to break down barriers to the workforce and new community in culturally sensitive environments, building bonds and confidence.

# Refugee and Immigrant Services

Since 1941, LSSNCA has assisted families and individuals fleeing persecution, war, and violence. To address unique needs of program participants, LSSNCA launched initiatives like the first pro se asylum workshop series in the region for status adjustment for Afghans, addressed basic needs like haircuts for kids, new bras and undergarments for adults, and grew our networks to more swiftly address emergency and pre/post-natal medical care.



## Meeting Neighbors Where They Are

LSSNCA team members participated in events at congregations, Skyline Towers, and Welcome Centers to answer questions about resettlement and employment. We also helped create new memories with partners like Retake, which takes family portraits, joining in the Afghanistan Day and One Journey festivities, and hosting family nights for kids and parents to bond.

## Health and Vaccination Clinics

During the last week of September 2021, LSSNCA held health screenings and vaccination clinics for hundreds of recently arrived Afghan children with partners such as Children's National Hospital, Neighborhood Health, HealthWorks for NOVA, the Fairfax Health Department, and Pediatrics Specialists of Virginia.

## Congregational Engagement

CEO Kristyn Peck spoke with congregants across Northern Virginia and Maryland about embracing new neighbors, and also presented to the Immigration and Refugee Working Group at the Lutheran Church of St. Andrew (Silver Spring) and Trinity Lutheran Church (North Bethesda).

## World Refugee Day Events

World Refugee Day events in Virginia and Maryland welcomed hundreds of guests with soccer matches, kite flying, Halal food, live music, and games.

*Top: Kristyn Peck pictured here alongside Yared Halche, executive director of Interethnic Ministries, Southeastern District, LCMS, spoke at the Interethnic Community Team event.*

# Services for New Americans

LSSNCA provides person-centered trauma-informed therapy and support in navigating vital services and benefits for survivors of trafficking and asylum-seekers. Since 2020, LSSNCA's CARE for Newcomers (Counseling, Access, Referrals, and Education) program has addressed the unique needs of individuals seeking asylum and other forms of humanitarian relief in federal Alternatives to Detention (ATD) programming through community-based services and support. LSSNCA provides the CARE for Newcomers program directly in D.C., Maryland, and Virginia and through affiliate agencies in Los Angeles, CA; Miami and Venice, FL; Newark, NJ; Salt Lake City, UT; Seattle, WA; Richmond, VA; Louisville, KY; and Grand Rapids and Detroit, MI.



Started offering parenting and child orientation classes.

Increased the number of trafficking groups and Know Your Rights classes.

Held a public "Help put an end to human trafficking" webinar co-hosted by the Department of Homeland Security's Blue Campaign for National Human Trafficking Prevention Month.



# Children, Youth, and Family Services

Through a trauma-informed lens, LSSNCA facilitates safe and loving environments and homes for children and youth who have experienced adverse circumstances. This includes identifying foster families for youth fleeing war and persecution, facilitating private domestic and international adoption services, and educating and empowering local youth to confidently address life, love, and work relationships.



**“Camp broke me out of my shyness. Having to be around people and participate helps you see different perspectives. You learn so many life lessons. People don’t really understand what I’m going through. I live with a disability every day. Youth Haven Camps help me open myself up and taught me how to ask for help. I can do a lot; it is my OWN journey, but sometimes I need help.”**

**MICHAEL\*, YOUTH DEVELOPMENT AND WELLNESS  
YOUTH HAVEN CAMP PARTICIPANT**

\*Participant’s name has been changed

## Capital Pride

LSSNCA strives to create safe and inclusive environments and participating in annual Pride events and LGBTQIA+ centered initiatives throughout the year celebrates all of the families and youth we serve, as well as working toward breaking down stereotypes and misconceptions, and sharing the message of acceptance, embracing diversity, and allyship.

## Unaccompanied Refugee Minors (URM) Foster Care Orientations

Our ongoing orientations help create a community for prospective and current foster parents to connect with others while learning about the challenges and joys of providing loving, safe, and nurturing homes for unaccompanied youth in the DMV. In 2022, we welcomed 11 new foster parents to our program.

# Together, we're creating more for new and future neighbors.

Advocating for children, families, and adults seeking all forms of immigration relief is more than rhetoric. It is putting ideas into action and is a powerful act that helps create a more inclusive, diverse, and welcoming country. Collectively, we can make an impact by embracing diversity, recognizing new neighbors' economic contributions, fostering cultural exchange, upholding basic human rights, and working toward social and political change.

LSSNCA proudly advocated and signed on to nearly a dozen letters to the U.S. government and Members of Congress alongside interfaith, immigration, refugee, and other allied organizations. We supported calls for action and bills that impact current and future neighbors like the Virginia refugee budget, calling for the end to Title 42, supporting better refugee integration into the workforce and teacher licensures for immigrants, the end to Remain in Mexico (Migrant Protection Protocols), the passage of an Afghan Adjustment Act, and requesting – and fulfilling – a higher refugee admission goal and urging for new pathways to safely seek asylum.



We also encouraged the greater community to take action in support of our diverse community and protection needs including provision of services for Special Immigrant Visa (SIV) holders, recognizing stateless individuals, working to eliminate reunification and visa backlogs, allocating funds for United States Citizenship and Immigration Services' (USCIS) Citizenship and Integration Grant Program, and extending and designating Temporary Protected Status (TPS) to people fleeing countries like Afghanistan, Cameroon, Mauritania, Sudan, South Sudan, and Ukraine.

*Top: The Honorable Jack Markell, White House Coordinator of "Operation Allies Welcome," visited with LSSNCA and LIRS leadership and key community partners;*  
*Bottom left: At the end of September, LSSNCA convened with Senator Kaine and other area organizations providing services to Afghan Allies for a roundtable discussion;*  
*Bottom right: LSSNCA hosted Congress' bipartisan For Country Caucus of U.S. military veterans.*

# Support comes in different shapes and sizes.

Whether you choose to donate money or needed items, offer your time or raise awareness, every act of support has a direct impact for our new neighbors.



## 1,000+

**Coats Donated**

Our 2022 Winter Clothing Drive collected enough coats to fill two trucks and a 16 ft. trailer. They were distributed across all LSSNCA programs with help from Deloitte and local Church of Jesus Christ of Latter-day Saints congregants.

## 2,000

**SIM Cards and 1,000 Phones**

Google provided SIM cards and cell phones which allowed newly arrived neighbors to reach their family back home, build their local community and network, and book rides to classes, doctor appointments, and job interviews.

## 900+

**Baby Items**

Nearly 300 strollers, approximately 500 large packs of diapers and wipes and 175 pack and plays were donated, alleviating many stressors faced by families with small children.



# Fiscal Year 2022 Financial Impact

**\$33,058,737**

Total Support, Revenue, and Private Funding

**\$2,433,868**

Total Private Funding

**2,670**

Total Gifts

**\$962,158**

Welcome Afghan Allies

**\$50,428**

United Way Campaign

**\$821,710**

Unrestricted Funds

**\$1,612,158**

Restricted Funds



Gold  
Transparency  
2022

Candid.

The Gold Transparency Candid seal is awarded to nonprofits to recognize their commitment to transparency, accountability, and strong financial health.

# Continuing to say, Yes!

Living our values in our daily work and operationalizing our strategic plan, LSSNCA continues championing the inherent dignity of all, collaborating with integrity and accountability, and advancing equity, inclusion, and social justice. This looks like:

- Being accredited by the Council on Accreditation (COA) and staying on track for our FY23 re-accreditation review.
- Continuing to grow our Performance Quality Improvement team, which launched in 2022, in order to address the unique needs of each program and promote ongoing performance and service delivery improvements at all agency levels.
- Hosting strategic planning sessions with the leadership team and Board Program Committee, led by Capacita consulting, to prepare for a possible administration change in 2024 and other risks in LSSNCA's landscape.
- Incorporating new technology to further build out our infrastructure.
- Evolving our program and services to meet the changing needs of those we serve, like preparing for the launch of our Transitional Foster Care (TFC) program for unaccompanied children.
- Empowering and encouraging staff satisfaction and retention through salary increases toward marketplace competitiveness.
- And, further diversifying partnerships and streams of income to best support our growing community of new neighbors.

## Strategic Goals 2022-2025

### **Champion Good Governance and Accountability**

Lead and serve with integrity, transparency, and inclusiveness and build an organization-wide culture of mission-driven accountability.

**Secure Organizational Sustainability**  
Build a resilient organization capable of achieving our objectives now and into the future.

**Expand Our Impact**  
Innovate and expand our programs, partnerships, and advocacy to address the changing needs of those we serve, provide welcome and support, and advance just and humane policies.

**Serve with Excellence**  
Promote a culture of excellence in service, performance, and continuous quality improvement to positively impact and lift program participants and communities.

**Invest in Each Other**  
Create an inclusive and equitable organizational culture by pursuing an integrated approach that invests in, empowers, and engages our teams in order to serve our community.

# Our Journey of Service Continues

To join the board of Lutheran Social Services of the National Capital Area (LSSNCA) is akin to stepping into a river. Since 1917, LSSNCA has been serving the needs of our community without interruption, even as those needs changed and grew over the decades. Today, we are one of the foremost refugee welcome agencies on the eastern seaboard, meeting the housing, employment and many other needs of those fleeing the Taliban takeover of Afghanistan in 2021. We are also privileged to serve Ukrainians, Syrians, Cameroonians, Burmese, and many others fleeing the destruction of their homelands. Our Unaccompanied Refugee Minor (URM) program places children in loving homes while pursuing family reunification or other permanent placement.

In addition to our unprecedented growth in service, our internal structure and number of staff grew to keep pace with so many new neighbors. Despite the momentous changes and challenges of 2022, LSSNCA's animating principle remained a commitment to serving the survivors of war, poverty and social disintegration long after public attention has moved on.

As ever, LSSNCA leadership is focused on learning the needs of our new and established neighbors and how to address them. We now have a legal services department assisting new arrivals with their asylum applications and other legal matters, partnering with pro bono lawyers who are moved to do this work for a vulnerable population

navigating a complex immigration system. We also offer our CARE for Newcomers program, which provides mental health and other support for people seeking asylum and living with the effects of trauma and dislocation. We continue to provide important services to more long-term neighbors as well, including youth development and wellness programs, summer camps, and pre- and post-adoption services to local families.

While LSSNCA receives federal and state public funds to provide many of these services, it is only the generosity and commitment of individual donors and volunteers like you that will ensure this unbroken 105-year journey of service continues. To those who look around and see the security of a stable home and the basics of civic life, we ask that you help us lend a hand to neighbors who seek only to reestablish their lives as part of our community, and to bring their energy and talents to enrich all our lives.

Whether by opening your home to an unaccompanied refugee child or donating to support our work, you too will be stepping into the river. This year and always, thank you very much for your partnership and support.

In partnership,



**Sarah Phelps**, Board Chair



### Headquarters

Washington, D.C.  
1730 Rhode Island Ave, NW  
Suite 712  
Washington, DC 20036

[development@lssnca.org](mailto:development@lssnca.org)  
(202) 723-3000

 /lssnca  
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 @lssnca  
 /company/lssnca

### Make a Donation

Your support directly assists with meals, housing, employment, education, immigration support, mental health services, and contributes to building a community of well-being where people thrive.

