



2011-2012 ANNUAL REPORT

OCTOBER 1, 2011 — SEPTEMBER 30, 2012

Message from Melissa



Melissa Graves, CEO

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Dear Friends in Service,

This has been a bright year for Lutheran Social Services of the National Capital Area (LSS/NCA). Through community partnerships and earnest support, we have been able to develop and strengthen the foundation of LSS/NCA service by:

- ◆ Successfully completing a three-year strategic plan (FY10-FY12) and receiving a Taproot service grant to assist with strategic planning for FY14-FY18
- ◆ Installing solar panels on the roof of our Main Office, which will save thousands of dollars over their lifespan
- ◆ Significantly increasing volunteer numbers by nearly 60%
- ◆ Sharing our mission to nearly 200 people through *Compassion in Action*, the second year of a series of free one-hour tours of LSS/NCA's mission and stories of our clients
- ◆ Serving nearly 2000 children and families in need with in-depth services through our programs highlighted herein

In addition to these highlights, LSS/NCA continues to dedicate its time and resources to walk with those in need. This year I was reminded about the personal affect our work has on people when a woman shared her personal testimony at one of our *Compassion in Action* tours. She and her husband sought and were granted asylum due to the violent intimidation, brutal beatings, and shootings that landed them in the hospital—all because of their religion. At LSS/NCA, these stories are too common. Our case workers assisted more than 1500 refugees this year in finding jobs, homes, and hopeful futures within our community. All told, LSS/NCA served nearly 2000 children and families in crisis this year with in-depth services that strengthen families, mobilize communities, and rebuild lives.

I continue to be humbled by the support we have been given and the love we receive each day, particularly from our partners and generous donors. The following **Highlights from the Year** could not have been achieved without the generosity of these supporters. We are grateful to be part of a community committed to walking with those in need and envisioning a day where the most vulnerable among us find wholeness, justice, and self-sufficiency.

In Peace and Service,

Melissa K. Graves, CEO

Highlights from the Year

Our Mission

Lutheran Social Services of the National Capital Area (LSS/NCA) walks with those in need and mobilizes community partners to provide services that offer hope and rebuild lives.

Our Vision

Proclaiming God's grace, we compassionately work to create a society where the most vulnerable among us find wholeness, justice and self-sufficiency.

Adoption & Foster Care

In FY12, the Adoption and Foster Care program welcomed new leadership, Program Director Kichelle Coleman, and expanded its capacity to serve more children and families. In addition, the program exceeded its expectation for licensing new foster homes. These developments permitted the program to serve **more than 100 children**—an increase over the past three years—in need of stability, love, and care.



More than 100 children were served through the LSS/NCA Foster Care & Adoption Program in FY12

These developments permitted the program to serve more than 100 children...

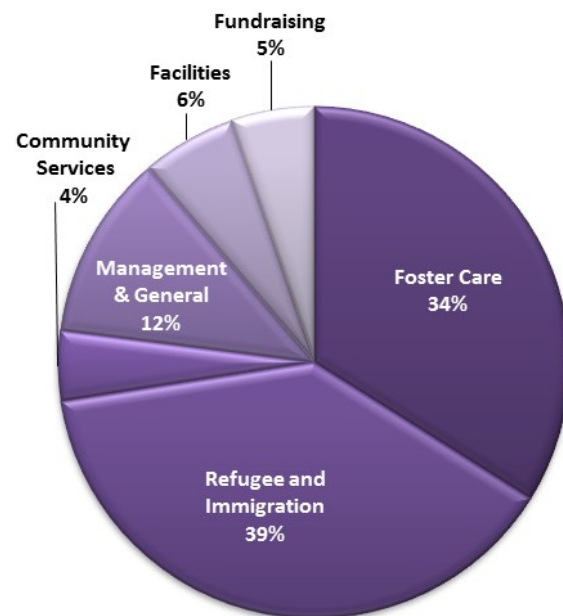
LSS/NCA could not have assisted this many children without the commitment and tireless devotion of extraordinary

foster and adoptive parents. This year, LSS/NCA hosted a reception in honor of these families. Among these, Melissa Pledger was given an award for her decade of service as a foster parent with LSS/NCA. More than 10 foster children have been placed in her care throughout the years, and she is currently raising two adopted children of her own. Similarly, Mary and William Tyson received a special award for their 22-year tenure as licensed foster and adoptive parents. During this time, some 217 youths have been welcomed into their home, two of which they have adopted.



Couple receives award for welcoming dozens of children into their home over the past several years.

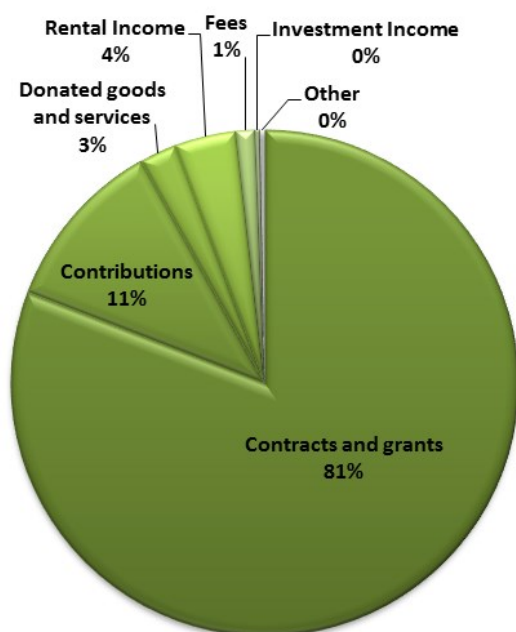
2011-2012 Expenses and Fees



Foster Care	\$1,856,662
Refugee and Immigration	\$2,114,032
Community Services	\$243,398
Management & General	\$643,827
Facilities	\$328,219
Fundraising	\$286,493

\$5,472,631

2011-2012 Revenue and Support



Contracts and grants	\$4,431,600
Contributions	\$606,606
Donated goods and services	\$130,674
Rental Income	\$214,918
Fees	\$66,857
Investment Income	\$16,456
Other	\$14,796
	\$5,481,907

Caregiver Services



LSS/NCA's first certified "U Support" Leaders. Each Congregation received a plaque to display their partnership with LSS/NCA.

In 2012, Caregiver Services **launched in two pilot congregations** in Silver Spring, MD (Lutheran Church of St. Andrew and St. Luke Lutheran Church) and assisted several dozen caregivers by providing

resources and a supportive network in times of great need. Most caregiver education programs focus more on how to care for others, but Caregiver Services is unique because the focus is on the well-being of the caregivers themselves. These support programs were developed within the Lutheran community to create a better network for those who give their time and energy to aging or ill loved ones.

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Caregiver Services is a membership program with modest annual dues. Members receive consultation services and training for using the leadership course "Support U," especially developed by Lutheran Services in America. This course provides information and fellowship for church and community members who are assuming the responsibility for one of our country's greatest social and economic assets—informal caregiving.

Disaster Preparedness & Responses

LSS/NCA continues to provide disaster preparedness through education seminars and volunteer readiness. Working with local churches and community organizations, LSS/NCA has developed programs and response plans that offer relief in times of extreme need.

LSS/NCA will be able to provide our neighbors with resources and guidance in the wake of a disaster when/if the need arises

By activating our network of service partners, LSS/NCA will be able to provide our neighbors with resources and guidance in the wake of a disaster when/if the need arises, leading our community in crisis as it has done for nearly a decade.



Shortly after Hurricane Katrina (2005), LSS/NCA became the local Lutheran disaster response affiliate, training volunteers and building response action plans.

Refugee & Immigrant Services

This year, LSS/NCA launched the Refugee Recertification Program (RRP)—a new initiative for refugees who worked as professionals in their home countries. The initiative works to help clients evaluate their credentials according to U.S. standards, obtain necessary recertification, and then navigate the professional job search process. To strengthen this program, LSS/NCA added two employment advocates in the Baltimore Office and a Medical Liaison in the Northern Virginian Office.

In addition, LSS/NCA's World Refugee Day, which takes place every June and is celebrated with events across the region had the largest turnout to-date. World Refugee Day was established by the United Nations to honor the courage, strength and determination of women, men and children who are forced to flee their homes under threat of persecution, conflict and violence. LSS/NCA participates in this day to provide resources to the refugee community and help share their stories throughout the Washington DC area.



Two local congregations teamed up to help resettle the Eshghi family after suffering years of persecution for their political beliefs against the current Iranian regime.

Staff have worked tirelessly to supply each refugee...with their needs...and have incredibly managed to serve more than 1500 refugees.

However, despite these successes, the continuing unrest in the Middle East and the persistent weak economy increased the number of people in our area who need help and limited available jobs and resources. On average, a refugee made an hourly wage of \$9.73 in FY12. Affordable

housing, transportation, and daily necessities continue to be a challenge.

Nonetheless, program staff, with the support of the community, have worked tirelessly to supply each refugee individual and family with their needs as they rebuild their lives in America and have incredibly managed to **serve more than 1500 refugees**. Exceeding target goals, 938 people were placed into jobs and nearly 70% of those found full-time employment with health benefits.

World Refugee Day offers a time for healing through civic and discussion groups



Family participates in World Refugee day activities

Youth Haven Camps

This was an exciting year for Youth Haven Camps. ExxonMobil awarded Youth Haven a grant for the fourth consecutive year to provide an intern to the program who was able to focus on outreach to underserved DC communities to recruit more campers and strengthen our relationship with other organizations that work with children & families impacted by HIV/AIDS.

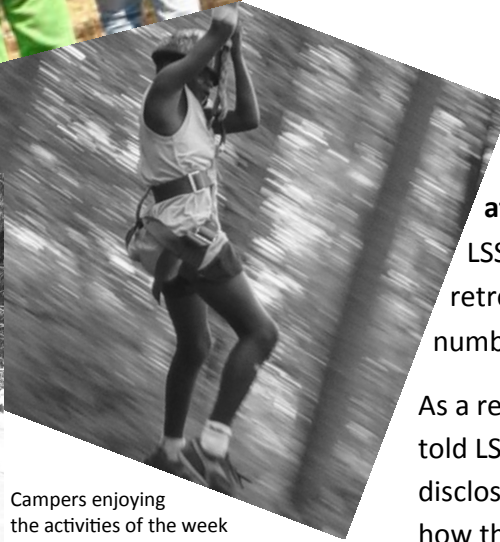
*...camp attendance
more than doubled...*

Because of these efforts and due to the program's impressive leadership, **camp attendance more than doubled** and LSS/NCA was able to recruit extraordinary retreat counselors to assist the increased number of campers.

As a result of Youth Haven Camps, two families told LSS/NCA that they were "now ready to disclose" to their friends and neighbors about how their life has been affected by HIV. The program also motivated six teens to enter or stay in college, and provided resources and hope to dozens of other children.

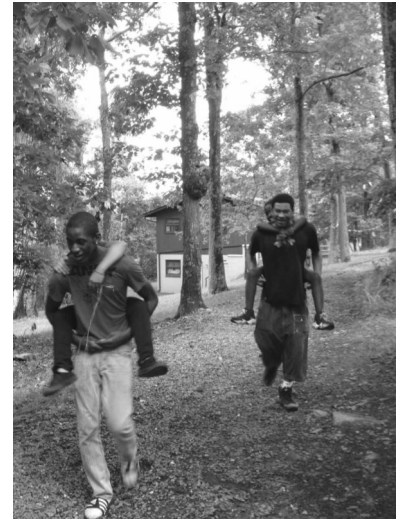


Campers enjoying the activities of the week long Youth Haven Camp.



In addition, this past year LSS/NCA formed a partnership with Southeast Ministry. The collaboration allowed staff to connect with more inner-city residents and families who have been affected by HIV/AIDS. Symbiotically, Southeast Ministry also provided young adults who have aged out of the Youth Haven program with further education and employment services.





2011-2012 Snapshot

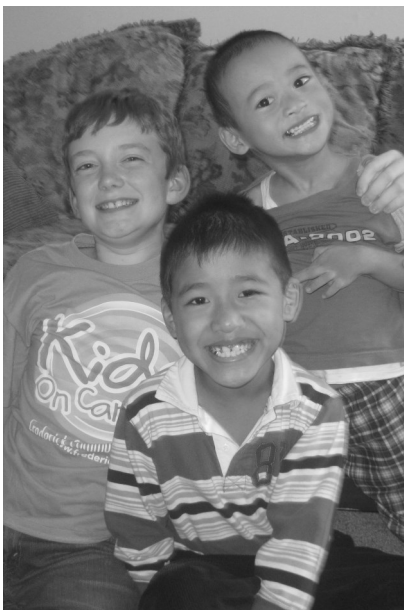
200 people shared our mission through *Compassion in Action*

102 children adopted, reunified with family, or placed in loving foster homes

1501 refugees rebuilt their lives through employment & resettlement services

97 kids, teens, and guardians affected by HIV/AIDS received guidance & support

35 caregivers found supportive networks & resources to help care for loved ones



"Everything that is done in the world is done by hope"

~Martin Luther

