



LUTHERAN
SOCIAL SERVICES
National Capital Area

2012-2013 ANNUAL REPORT

OCTOBER 1, 2012 — SEPTEMBER 30, 2013

Message from Melissa



Melissa Graves, CEO

“LSS/NCA has been able to serve 500 more people than in FY12, totaling 2,300 individuals and families.”

Dear Friends in Service,

Because of our community partners and the generosity and dedication of our supporters, Lutheran Social Services of the National Capital Area (LSS/NCA) has strengthened its presence in the community by expanding the depth of services to more people. LSS/NCA has opened new opportunities by:

- ◆ Recruiting 12 new foster families to serve children struck by trauma, violence, and neglect;
- ◆ Opening a foster care satellite office at Grace Lutheran in Bowie, Maryland, to make it more convenient for foster families to attend trainings and schedule sibling/parent visits;
- ◆ Seeking new opportunities and funding to expand our refugee employment services beyond our current geographical limits;
- ◆ Initiating a summer day camp that provides opportunities for refugee children to explore and learn about their new communities through various activities and field trips; and
- ◆ Doubling the number of volunteers and interns (to 521 people) in order to offer new beginnings to more of our neighbors in need.

As a result of these new achievements, LSS/NCA has been able to serve 500 more people than in FY12, totaling 2,300 individuals and families. These neighbors have been offered hope, guidance, and stability through our refugee resettlement efforts, foster care and adoption placements, caregiver support, and programing for children and families whose lives have been affected by HIV/AIDS.

Since its beginning in 1917, LSS/NCA has continually evolved to meet the diverse challenges and needs of our community. The following **Highlights from the Year** illustrate our continued dedication to this tradition. As each individuals' story is different and calls for a unique solution, we are able to track opportunities for expansion and development. As we begin to turn the chapter to a new century of service, sights are firmly set on the future and strengthening our mission to walk with those in need.

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

CHILDREN SERVED

96

Adopted Children 6
Reunified Children 9
New Foster Homes 12

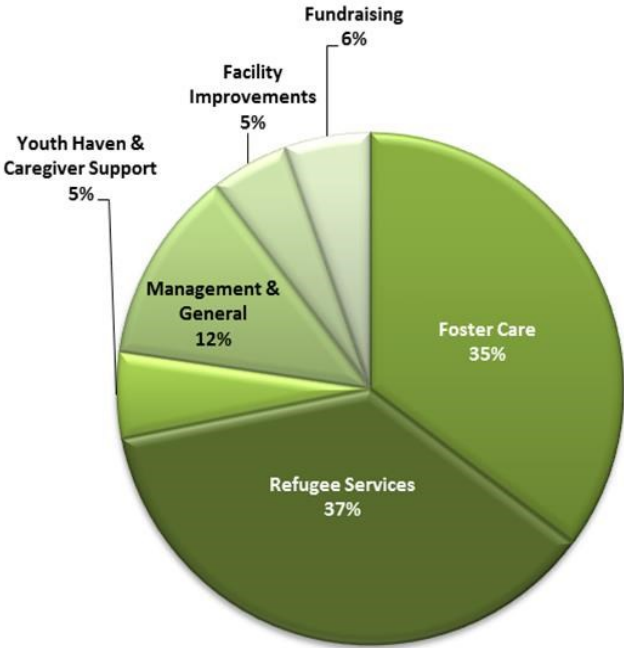
The Foster Care program exceeded expectations for licensing new homes. Recruitment efforts resulted in 12 newly licensed homes which is a 100% increase from FY12 results. Because of continued educational outreach and heightened recruitment efforts, 9 unaccompanied refugee minors (compared to 1 in FY12) were placed with foster families throughout the region after having to leave their families to escape the violence in their home countries. By opening more homes and hearts, a total of 96 children found the stability, love, and care they needed.

Because of the tireless devotion of extraordinary foster and adoptive parents, volunteers, and supporters, the Foster Care Program was ranked as a top provider in the Washington Metro DC Area. Twelve-year-old Sara embodied this devotion when she raised nearly \$1000 from friends, family, and bake sales so she could help send K.V., a seven-year-old girl in foster care to gymnastic classes for one year. Sara even arranged for new leotards to be donated to the cause so K.V. could participate without having to worry about additional expenses.



3-year-old JD was reunited with his mother after LSS/NCA helped Ms. D find the services and resources to care for her son.

2012-2013 Expenses & Fees

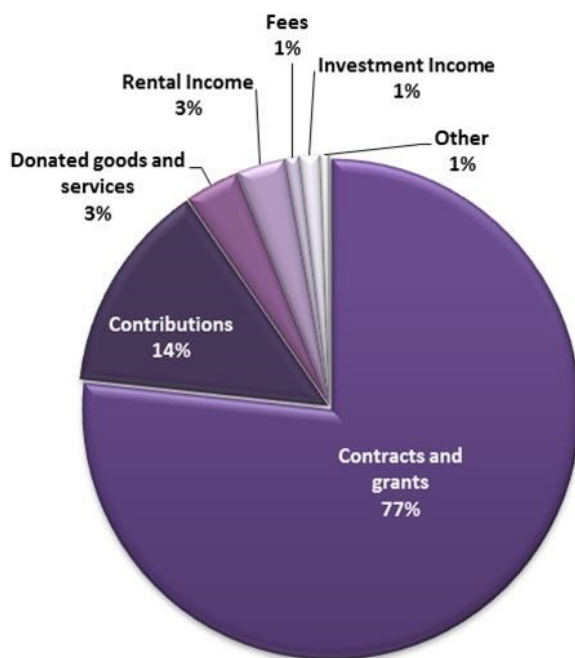


Foster Care	\$2,139,131
Refugee Services	\$2,239,061
Youth Haven & Caregiver Support	\$328,599
Management & General	\$743,699
Facility Improvements	\$302,093
Fundraising	\$330,678
	\$6,083,261



It's community members like Sara that help LSS/NCA carry out its mission to bring hope to the children and families we serve.

2012-2013 Revenue & Support



Contracts and grants	\$4,785,080
Contributions	\$839,076
Donated goods and services	\$219,571
Rental Income	\$197,497
Fees	\$57,901
Investment Income	\$83,488
Other	\$36,023

\$6,218,636



Hurricane Sandy survivors in Crisfield, MD receive "One Plus" kits prepared by metro-DC area volunteers.

Caregiver Support

In its second year of operation, Caregiver Support served 60 caregivers (52 families) through education and leadership training activities. As a licensee of Support U™, LSS/NCA is able to provide a series of classes focused on improving the wellbeing of informal family caregivers.

Most caregiver education programs focus on how to care for others, but Caregiver Support is unique because the focus is on the well-being of the caregivers themselves. These support programs were developed to create a better network for those assuming responsibility for a loved one. Informal caregiving is one of our country's greatest social and economic assets.



In FY13, Caregiver Support partnered with three congregations to help them reach caregivers throughout their communities; and we trained seven new volunteers to help deliver educational courses. In addition to the Support U classes, workshops and community outreach activities were held to enrich relationships with more local partners.

Disaster Preparedness

At the ready to assist should a local disaster impact our service area, LSS/NCA continued its role as Area Coordinator for Lutheran Disaster Response. Preparedness training workshops were available to churches or other organizations on a fee-for-service basis. In FY13, Hurricane Sandy shook the mid-Atlantic area in October 2012. In response, LSS/NCA trained one volunteer group to assist with storm clean-up, and delivered 90 disaster recovery kits to victims in Crisfield, Maryland.

Refugee & Immigrant Services

Refugee & Immigrant Services received new funding through the Virginia Office of Newcomer Service (ONS) to host a summer camp for refugee children. This program expansion introduces children to activities and field trips that help them stay active, learn about their new home, and better prepare them for the next school year.

The summer camp addition is designed to assist low-income newcomer families by helping develop learning opportunities that provide enrichment and camaraderie for refugee youth, preserving learning retention over the summer months.

In FY13, Refugee & Immigrant Services received funding to expand employment services beyond Washington DC and Baltimore into Frederick, Maryland. This funding opportunity gives LSS/NCA the ability to form new partnerships and provide more employment possibilities to our new neighbors. LSS/NCA plans to open a Frederick-based location in FY14.



Refugee youth visit county fair and United States Capitol to learn about American history and tradition.



Lelyan (age 6) proudly displays her very own creation she made at refugee kids summer camp.



With growing community participation through church partnerships, internships, and volunteer opportunities, the program served 1758 refugee individuals with employment and resettlement services—a 15% increase compared with last year.

LSS/NCA was able to secure full-time or part-time employment for more than 1000 of these refugee neighbors, a 7% increase from last year. In addition, 80% of refugees stayed in their jobs for 90-days or more with an average salary of \$10.22 per hour, an increase over the past three years. Because of developing partnerships throughout our community, LSS/NCA continues to bring wholeness and self-sufficiency to our refugee neighbors in need.

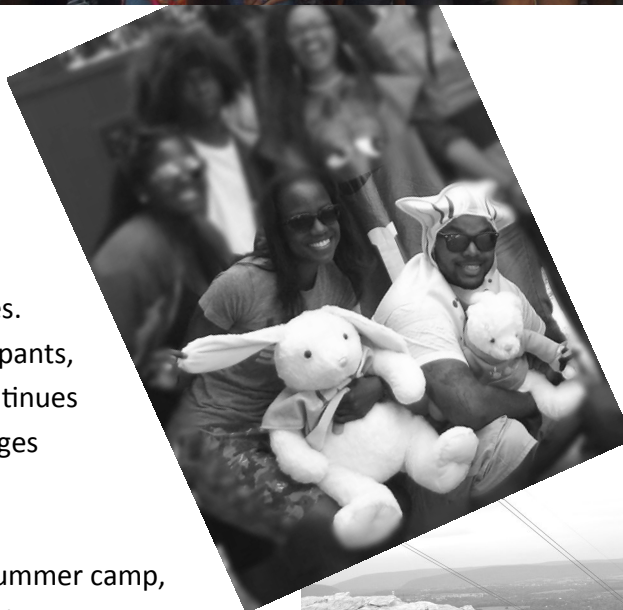


Youth Haven Camps

Because of incredible advancements in medicine, technology, and educational outreach, people infected by HIV/AIDS are living longer, healthier lives. To support youth and family participants, Youth Haven Camps & Retreats continues to offer programming that encourages personal growth and development.

In addition to the annual week of summer camp, the program includes three alternative teen retreats: a family camp weekend, mentoring meetings, and various two day activities held throughout the year. Persons affected by HIV/AIDS received special support including health education, career development, leadership skills, and mentoring. In FY13, three Youth Haven Campers graduated from college—an achievement showcasing the determination of these campers and the result of Youth Haven opportunities.

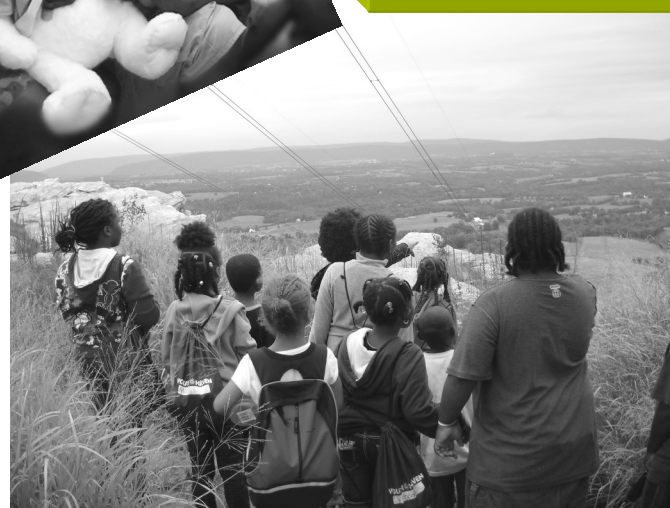
Because Youth Haven Camps & Retreats never charges a fee to participate, it is primarily funded through individual donations and in-kind gifts. The program also relies heavily on the generosity and expertise of volunteers and community partnerships. In FY13, nearly 300 volunteers (4500 service hours) enabled LSS/NCA to offer 87 children and guardians the opportunity to attend Youth Haven activities.



PEOPLE SERVED

87

Kids 38
Teens 29
Parents/Guardians 20





2012-2013 Snapshot

230 people shared our mission through *Compassion in Action*

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

1758 refugees rebuilt their lives through employment & resettlement services

87 children & guardians infected/affected by HIV/AIDS found guidance & support

60 caregivers reenergized through supportive networks and Support U classes

2301 NEIGHBORS FOUND HOPE THROUGH LSS/NCA

