

IMPACT REPORT FISCAL YEAR 2020



**LUTHERAN
SOCIAL SERVICES**
National Capital Area

A MESSAGE FROM OUR CEO, KRISTYN PECK

2020 raised challenging questions for LSSNCA, such as: Can we effectively serve in a virtual environment? Can we ensure access to technology for our program participants? Can we sustain a collaborative and innovative culture remotely?

Again and again the answer was: WE CAN!

Our team demonstrated resilience, creativity, and commitment as we moved services, outreach, and fundraising online. We launched CARE for Newcomers to serve asylum seekers. We provided our annual Youth Haven Kids' Camp virtually. We opened an Unaccompanied Refugee Minor program in Virginia, provided emergency assistance for refugee and immigrant families, and welcomed more than 138 families to our communities.

You stepped up, giving at critical times to ensure our financial solvency, donating devices to program participants to ease the transition to a remote world, setting up homes and apartments for arriving families, and donating over 700 coats for families bracing their first winter in the United States. Without you, our life-changing work would not be possible. Your support is more important now than ever as we prepare to increase the scale and scope of our programs to respond to the growing needs of our community, exacerbated by a global refugee crisis and continued impact of the pandemic.

Thank you for your continued support of our mission, and for leaning in when we need you most.



Kristyn Peck



STRATEGIC GOALS

OFFER HOPE AND CREATE WELCOMING AND RESILIENT COMMUNITIES

As we look forward to the next three years, LSSNCA is steered by five strategic goals, which we will deliver together with our partners and program participants to offer hope and create welcoming and resilient communities.

- **Champion Good Governance and Accountability** by leading and serving with integrity, transparency, and inclusiveness and building an organization-wide culture of mission-driven accountability.
- **Secure Organizational Sustainability** by building a resilient organization capable of achieving our objectives now and into the future.
- **Expand our Impact** by innovating and expanding 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** by promoting a culture of excellence in service, performance, and continuous quality improvement to positively impact and lift program participants and communities.
- **Invest in Each Other** by creating an inclusive and equitable organizational culture through an integrated approach that invests in, empowers, and engages our teams in order to serve our community.

2019-2020 HIGHLIGHT REEL

OCTOBER

Eight congregations, 14 Starbucks locations, and nine individuals donate over 700 coats for newly arrived neighbors.

DECEMBER

With your generosity, we raise \$1,900 on Giving Tuesday to provide transportation for refugee and immigrant families. Access to reliable transportation remains a challenge for many families.

FEBRUARY

NOVA Returned Peace Corps volunteers and Rotary Club of Falls Church donate and assemble toiletry and cleaning supply kits for new neighbors.

NOVEMBER

We celebrate National Adoption Month. LSSNCA provides adoption case management, pre/post-adoption home studies, and assists in reunifications through the Break the Seal program.

JANUARY

LSSNCA launches CARE (Counseling, Access, Referrals, and Education) for Newcomers, providing supportive behavioral health services, human trafficking education & screening, and Know Your Rights presentations to those seeking asylum in the United States.

MARCH

COVID-19 becomes an international health crisis and the nation begins to quarantine. LSSNCA postpones events and transitions services to virtual platforms.

APRIL

LSSNCA awards five 2020 Bold Journey Scholarships and one Weisburger Scholarship to individuals eager to further their education.

JUNE

Through generous donations from community partners, LSSNCA celebrates World Refugee Day with virtual advocacy days, virtual events including a cultural showcase, and a socially distanced kite-flying picnic.

AUGUST

Youth Haven Kids' Camp goes virtual! 25 youth, ages 6-13, focus on the development of Character, Social Emotional Learning, Career Exploration, and Health & Nutrition through online activities.

MAY

LSSNCA launches its first virtual tutoring program to curb learning loss for refugee youth and families.

JULY

You join us for our virtual fundraiser, Expressions of Abundance! Your generous support of \$15,000 helps us meet the greatest needs of families and children in our community.

SEPTEMBER

As part of Welcoming Week, LSSNCA hosts live events celebrating refugee and immigrant families, and community partners who provide support and welcome!



COMMUNITY SERVICES

YOUR IMPACT ON REFUGEE FAMILIES

522 Newly arrived neighbors resettled in Maryland and Virginia, consisting of 138 families.

Our new neighbors arrived from Afghanistan (94%), El Salvador, Honduras, Democratic Republic of Congo, Guatemala, Pakistan, and Russia.

598 Newly arrived neighbors received employment training.

This training led to 373 job placements. Walmart, Freshly USA, Gold Crust Bakery, Taylor Farms, MJ Morgan, Amazon, Door Dash, and Starbucks are top refugee employer partners in our community.



REFUGEE RESETTLEMENT

Our Refugee & Immigrant Services program mobilizes community partners and offers a comprehensive range of services to newcomers, including refugee assistance and case management, employment training, home set ups, family mentoring, and immigration services throughout Washington, D.C., Maryland, and Virginia.

resettled refugee family



COMMUNITY SERVICES

YOUR IMPACT ON REFUGEE YOUTH AND IMMIGRANTS

180 Refugee youth successfully enrolled in public school.

For many, their introduction to public school in the United States began with virtual learning from their homes.

143 New neighbors received Citizenship and Immigration services.

40 Refugee youth were matched with volunteer mentors in Maryland and Virginia.



IMMIGRATION & REFUGEE YOUTH

Our Refugee Youth Mentoring Program supports refugee youth ages 15-24 with educational and vocational achievement, and community engagement.

Our Citizenship & Immigration Services (CIS) offers immigration legal assistance to individuals and families. These services include adjustment of status and Green Card applications, employment authorization, family petitions and reunifications, and assistance in naturalization applications.



FAMILY & CHILDREN SERVICES

YOUR IMPACT ON YOUTH THROUGH FOSTER CARE

24 Refugee youth served in loving foster homes.

Youth currently in our foster homes are from Afghanistan, Burma, Democratic Republic of Congo, Ethiopia, Eritrea, Guatemala, Guinea, Honduras, Somalia.

11 New foster families were trained and certified to receive unaccompanied refugee youth.



URM FOSTER CARE

Our Unaccompanied Refugee Minors (URM) program places youth who have fled violence, conflict, and persecution in safe, loving, and culturally competent foster homes.

URM foster care family



FAMILY & CHILDREN SERVICES

YOUR IMPACT ON FAMILIES THROUGH ADOPTION

11

Home studies were completed to aid families and individuals through the process of adoption, one step closer to becoming a family.

9

Children found forever families through official adoptive placements.

5

Individuals reunited with their birth parent(s) through “Break the Seal” reunification searches.



ADOPTION SERVICES

We support individuals and families opening their hearts and homes to adoption through our private adoption services.

We also provide comprehensive pre- and post-adoption search services for those seeking reunification with their birth family.



HEALTH & WELLNESS

YOUR IMPACT ON NEW NEIGHBORS

110

Individuals served through newly developed virtual interventions that began in June 2020.

SERVICES PROVIDED:

- Mental health evaluations
- Trauma-informed individual/family therapy
- “Know Your Rights” education sessions
- Support navigating community resources



CARE FOR NEWCOMERS

CARE (Counseling, Access, Referrals, and Education) for Newcomers provides supportive behavioral health, “Know Your Rights,” and human trafficking screening services to individuals and families seeking permanent residence in the United States.

newly arrived family



HEALTH & WELLNESS

YOUR IMPACT ON LOCAL YOUTH

216

Students in three D.C. high schools were provided educational resources and classes encouraging healthy relationships and behaviors.

96

Youth accessed educational programming and mentoring that promoted wellness and development.

25

Youth attended our virtual summer Youth Haven Kids' Camp.



YOUTH DEVELOPMENT & WELLNESS (YDW)

YDW provides educational programs, mentoring, and camps in D.C. and Maryland to support youth development and well-being.

Our first virtual Kids' Camp was funded by the United Planning Organization (UPO), Broadway Cares, and George Preston Marshall. A Department of Health and Human Services Sexual Risk Avoidance Education grant will more than triple the number of high schoolers we reach in D.C. and extend our programming into Prince George's County, MD.

family in YDW programming

FINANCIALS

SUPPORT INCOME

THANK YOU

We are grateful for the opportunity to partner with you. Your investment allows us to fulfill our commitment to excellence, walking with those in need and mobilizing community partners to offer hope and rebuild lives.

\$5,755,042

TOTAL SUPPORT

- \$5,022,104** Government and Foundation Support
- \$398,635** Individual and Congregational Donations
- \$212,643** Donated Goods & Services
- \$121,660** Other Revenue



FINANCIALS OPERATING EXPENSES

81%
PROGRAMS AND SERVICES

4%
FUNDRAISING

15%
ADMINISTRATION

**81 CENTS OF
EVERY DOLLAR**

IS DEDICATED TO
PROGRAM EXPENSES



BECAUSE OF YOU

VOLUNTEERS & DONATIONS

13,412 Hours dedicated by volunteers to our neighbors in need.

Volunteers work in every facet of our programming and are essential to providing our neighbors impactful services. Individual volunteers and Good Neighbor Partners assist staff with administrative duties, donation collection, refugee housing coordination, and youth mentoring.

12,000 Donors gave nearly \$400,000 in cash donations.

247 New volunteers joined our team.

33 Apartments set up and furnished in Maryland and Virginia, serving 165 newly arriving neighbors.





YOUR IMPACT

Thank you! Your time and donations provided hope and essential services to hundreds of neighbors in need. Because of your generosity, we were able to award \$14,000 in scholarships to youth and individuals eager to continue their education or vocational training.

Additionally, you ensured the basic needs of our families and youth through donation drives throughout a challenging year:

- Coats and winter gear
- Expectant mother supplies
- Furniture and home set up supplies
- Seasonal gifts
- Bicycles

volunteer tutor with refugee youth

BECAUSE OF YOU COVID-19 RELIEF

\$20,000 Emergency fundraising.

Through this fund, you supported clients with rental assistance, provided gift cards for groceries, and sustained the critical administrative needs of the agency.

\$55,000 Community grants for emergency assistance.

DONATIONS COLLECTED:

- Laptops and tablets
- Meals and groceries
- Grocery gift cards
- Refugee home set ups and furniture





YOUR IMPACT

As for many across the globe, this past year was challenging for the families and individuals that we serve; yet during this crisis we saw the best of humanity. Because of you, our neighbors were provided laptops to attend school, apply for jobs, and remain connected to family and caseworkers. Others were provided food and gift cards when they were struggling to find work. Congregations continued to donate furniture, set up housing, and provide financial assistance to newly arriving families.

The Payroll Protection Program (PPP) provided necessary financial support when COVID-19 negatively impacted revenue. PPP allowed LSSNCA to continue essential operations and maintain staffing levels.



LUTHERAN
SOCIAL SERVICES

National Capital Area

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FOR SUPPORTING LSSNCA

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