

IMPACT REPORT FISCAL YEAR 2021



**LUTHERAN
SOCIAL SERVICES**
National Capital Area



A MESSAGE FROM OUR CEO, KRISTYN PECK



To say that 2021 was a year of growth for LSSNCA is an understatement.

We said goodbye to what had been our home for nearly 30 years – 4406 Georgia Avenue, NW. The large space no longer made sense coming out of a pandemic as we were transitioning into a hybrid environment and prioritizing our expansion within the communities we serve. We moved to a space that is a quarter of the size and added new offices in Maryland (Frederick and Arbutus); and moved Hyattsville to Greenbelt, and Dale City to Woodbridge to better accommodate our growing team.

As we settled into new space and began to rebuild the infrastructure that had been lost during lean years, the U.S. government began evacuating Afghans ahead of the planned U.S. military withdrawal from Afghanistan. This was accelerated by one of the largest humanitarian crises in this generation – the fall of Kabul to the Taliban. LSSNCA was on the front lines of the response to the U.S. welcome of almost 76,000 Afghans - serving a little more than five percent of those arriving nationally. This required a scaling up of epic proportions as we increased our workforce across all of our offices. All our processes, procedures, and workflows needed to be reimaged as we transitioned from serving 500 people a year to 500 people a month.

We wouldn't have been able to respond to this crisis without you. You worked alongside us, setting up homes, helping review resumes, volunteering at our job fairs, providing coats and diapers to newly arriving families, and donating funds to help us extend the safety net for Afghan families while they sought employment. When our team was exhausted, you brought them lunch, you wrote them notes of appreciation, you worked alongside them to help enroll arriving families into public benefits and to help them “shop” in-kind donations arriving to our offices in truckloads.

We are now leveraging the capacity we've built, the knowledge we've gleaned, and the partnerships we've developed to welcome Ukrainians and others fleeing violence and persecution to the Greater Washington, D.C. area. You are our unsung heroes, our partners, and part of the LSSNCA team. We believe in creating and engaging welcoming communities, and by doing so, we are making the world a better place.

Thank you for sharing in our vision and being a part of our community.

A handwritten signature in black ink that reads "Kristyn Peck". The signature is written in a cursive, flowing style.

STRATEGIC GOALS

CREATE WELCOMING AND RESILIENT COMMUNITIES

As we look toward the the next three years, Lutheran Social Services of the National Capital Area (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** 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 through an integrated approach that invests in, empowers, and engages our teams in order to serve our community.

2021 HIGHLIGHT REEL

OCTOBER

The Trump Administration submitted to Congress its proposed refugee admissions of 15,000 for the fiscal year of 2021 and anticipated more than 290,000 individual asylum claims.

DECEMBER

Thanks to community donation drives, we set up a perishable food pantry, collected new home supplies, and purchased gift cards to provide extra support to families across LSSNCA programs facing the winter with the added weight of COVID-19.

FEBRUARY

The Biden Administration issued an order to rebuild and enhance the refugee resettlement program (United States Refugee Admissions Program, USRAP), in light of its dismantling under the previous administration, and also to focus on the impact of climate change on migration. Part of this order was a review of the Iraqi and Afghan Allies Special Immigration Visa (SIV) program.

NOVEMBER

Kristyn Peck joined as LSSNCA's new CEO. This month, Giving Tuesday also raised funds for the Maryland Refugee Youth Program to support refugee youth as they reached educational and career goals.

JANUARY

LSSNCA held focus groups of staff and conducted surveys of stakeholders and clients to inform new LSSNCA strategic plans and goals. We also launched our Virginia Unaccompanied Refugee Minors (URM) Program.

MARCH

LSSNCA signed the papers to say goodbye to our home on Georgia Avenue NW, and started prepping for our May move to the new D.C. space.

APRIL

Nearly 20 refugee and youth clients applied for LSSNCA's Bold Journey Scholarships. A total of eight scholarships were awarded in the spring of 2021. LSSNCA's 2022 – 2025 Strategic Plan is approved.

JUNE

LSSNCA held World Refugee Day events in Maryland and Virginia celebrating newly arrived refugee families. The LSSNCA Unaccompanied Refugee Minors (URM) program held its first Parent Resources for Information, Development, and Education Model preservice training for foster parents.

AUGUST

Following the U.S. military withdrawal from Afghanistan, thousands across the country were forced to flee. LSSNCA began welcoming Afghan Allies with humanitarian parole status and collecting in-kind goods from community members. LSSNCA hosted its "Welcome Afghan Allies" Town Hall, which drew thousands of participants from across the DMV and U.S.

MAY

LSSNCA held a virtual Refugee Town Hall in collaboration with resettlement partners. The event drew an audience of 365 attendees, and Rep. Jamie Raskin (D-MD) received the first annual Bertha Heiges Award for advancing refugee and immigration issues in Congress. Bertha Heiges was the first CEO of LSSNCA in 1924.

JULY

The Youth Development and Wellness (YDW) team welcomed families at The Salvation Army Sherman Avenue Corps in Northwest D.C. and Mar-Lu-Ridge Camp and Retreat Center in Maryland for hybrid virtual and in-person camp events to accommodate for COVID precautions.

SEPTEMBER

LSSNCA held an immunization clinic with Children's National Hospital vaccinating hundreds of Afghan children. Also, Angelina Jolie visited LSSNCA's Fairfax office to meet with Afghan women to hear their stories.



REFUGEE AND IMMIGRANT SERVICES

YOUR IMPACT ON REFUGEE FAMILIES

949

Newly arrived neighbors resettled in Maryland and Virginia, consisting of 189 families.

Our new neighbors arrived from Eritrea, Afghanistan, Ethiopia, Honduras, Guinea, Guatemala, and Somalia.

370

Job placements were made.

Over 180 newly arrived neighbors received employment training. Walmart, Freshly USA, Gold Crust Bakery, Taylor Farms, Amazon, Door Dash, and Starbucks are LSSNCA top employment partners.

SELF STORAGE DELIVERED

WELCOME AND RESETTLEMENT

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

*volunteers load in-kind donations into
donated storage unit*



COMMUNITY SERVICES

YOUR IMPACT ON REFUGEE YOUTH AND IMMIGRANTS

51+

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

965

New neighbors received Citizenship and Immigration services.



REFUGEE YOUTH AND IMMIGRATION

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

Our Citizenship and 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.



CHILDREN, YOUTH, AND FAMILY SERVICES

YOUR IMPACT ON YOUTH THROUGH FOSTER CARE

21 Refugee youth were placed in loving foster homes.

Youth arrived from Eritrea, Afghanistan, Ethiopia, Honduras, Guinea, Guatemala, and Somalia.

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



UNACCOMPANIED REFUGEE MINORS (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



CHILDREN, YOUTH, AND FAMILY SERVICES

YOUR IMPACT ON FAMILIES THROUGH ADOPTION

- 31** Home studies were completed aiding families and individuals through the process of adoption.
- 21** 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 provide comprehensive pre- and post-adoption search services for those seeking reunification with their birth family.



HEALTH AND WELLNESS

CARE FOR NEWCOMERS

406

Individuals served through newly developed virtual interventions that launched in January 2020 and began serving clients in June 2020.

SERVICES PROVIDED:

- Mental health and trafficking evaluations
- Trauma-informed individual and/or family therapy
- “Know Your Rights” and trafficking group 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 asylum-seekers.



CHILDREN, YOUTH, AND FAMILY **YOUR IMPACT ON** **LOCAL YOUTH**

393

Students in two Washington D.C. high schools and one child welfare organization were provided educational resources and classes encouraging healthy relationships.

54

Youth accessed educational programming and mentoring promoting wellness and development.

44

Youth attended our virtual summer Youth Haven Camp.



YOUTH DEVELOPMENT AND WELLNESS (YDW)

Youth Development and Wellness (YDW) provides educational programs, mentoring, and camps in Washington, D.C. and Maryland to support youth development and well-being.

This year's virtual Youth Haven Kids' Camp was funded by the United Planning Organization (UPO), Broadway Cares, and George Preston Marshall. A Department of Health and Human Services (HHS) Sexual Risk Avoidance Education grant we received will more than triple the number of high schoolers we reach in D.C., and will allow LSSNCA to expand programming into Prince George's County, MD.

youth participants

FINANCIALS

PRIVATE FUNDING SUPPORT

THANK YOU

We are grateful for the opportunity to partner with you. Your investment allows us to fulfill our commitment to those in need and mobilizing community partners to foster resilience and rebuild lives.

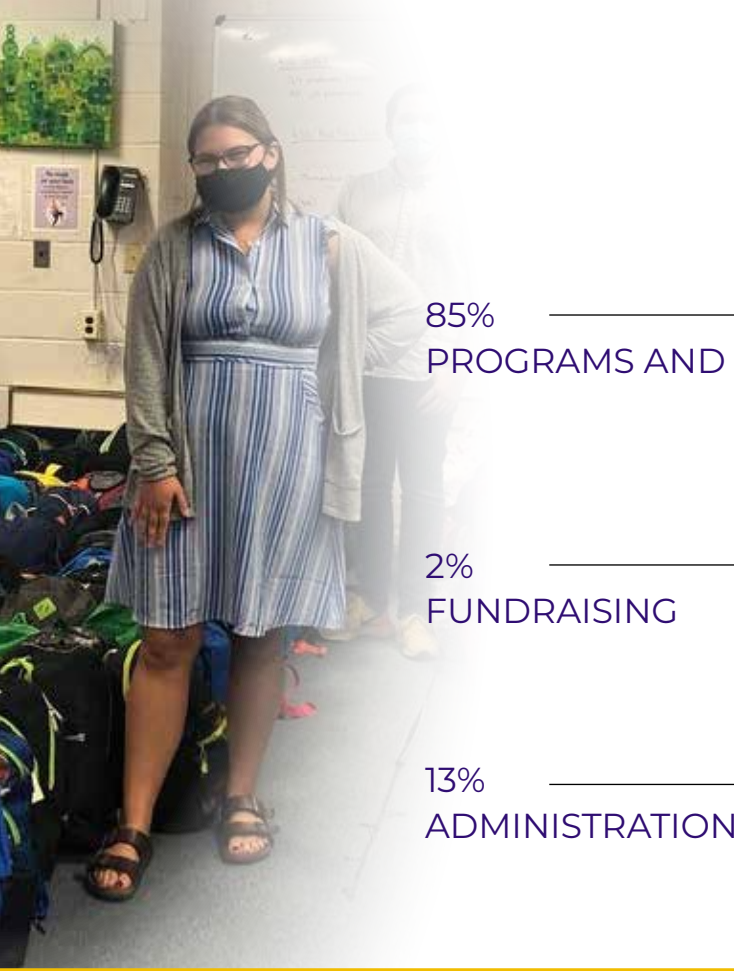
\$5,942,780 TOTAL

\$2,951,532	Total In-Kind Support
\$1,796,639	Individual Contributions
\$826,876	Foundations
\$257,696	Congregations/Places of Worship
\$83,789	Corporate Sponsorships
\$26,248	United Way



FINANCIALS

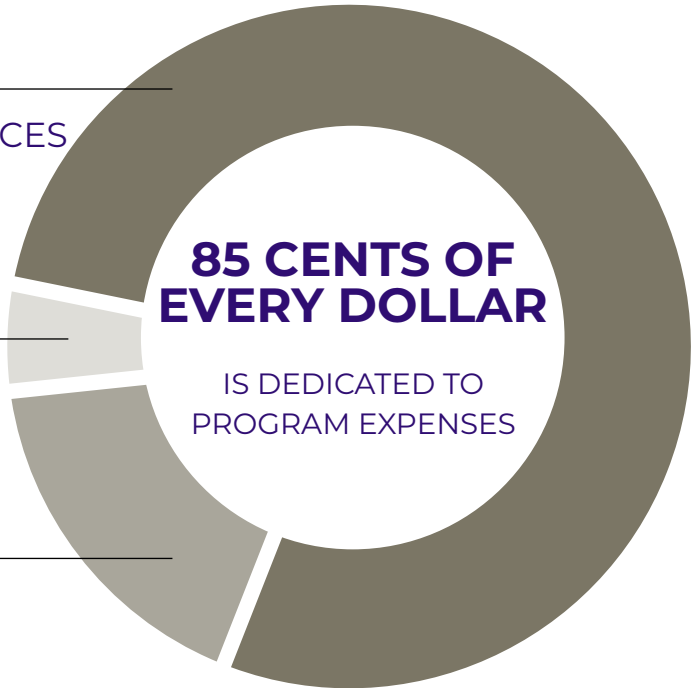
OPERATING EXPENSES



85% —————
PROGRAMS AND SERVICES

2% —————
FUNDRAISING

13% —————
ADMINISTRATION



BECAUSE OF YOU VOLUNTEERS

24,265

Volunteer hours
dedicated to our
neighbors in need.

2,026

New volunteers
joined our team.

475

Apartments set up and
furnished in Maryland and
Virginia for newly arriving
neighbors.





Thank you!

YOUR IMPACT

Your time and donations provided support and essential services to hundreds of neighbors in need. Because of your generosity, we were able to award \$22,500 in scholarships to youth and individuals eager to continue their education or vocational training.

Additionally, you ensured families' basic needs were met through donation drives:

- Coats and winter gear
- Expectant mother supplies
- Furniture and home setup supplies
- Seasonal gifts
- Bicycles
- Baby strollers, car seats, cribs, formula
- Clothes
- Mattresses, furniture, home goods

donors show LSSNCA pride

BECAUSE OF YOU

AFGHAN ALLIES RESPONSE

\$1,897,532 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.

2 TOWN HALLS

Following the fall of Kabul and the need to mobilize a welcoming community, LSSNCA hosted two virtual town halls between August 15 and October 1. Thousands of community members, elected officials, and business leaders attended to understand the situation overseas and learn how to best welcome Afghan Allies.

5 JOB FAIRS

Our Refugee and Immigrant Services (RIS) Program hosted bi-monthly job fairs to introduce newly arrived neighbors to business leaders, human resource staff, and local corporations. Immediate job placement is one of the largest needs for self-sufficiency following the influx of arrivals in August 2021.





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, those working toward employment goals received food and gift cards to ease their struggle. Others received donated laptops to attend school, apply for jobs, and remain connected to family and caseworkers. Congregations also continued donating furniture, setting up housing, and providing financial assistance to newly arriving families.

Thank you!

refugee family from afghanistan



**LUTHERAN
SOCIAL SERVICES**

National Capital Area

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**FIRST AND LAST NAME
STREET ADDRESS
CITY ST ZIP**

THANK YOU
FOR SUPPORTING LSSNCA

LSSNCA.org

