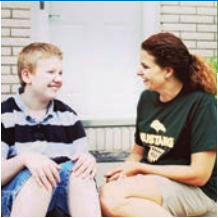




2017 IMPACT REPORT



Little Moments. **Big Impact.**



LUTHERAN SERVICES IN IOWA
people focused • results driven



Des Moines campus staff gather for a photo.

OUR MISSION:

Lutheran Services in Iowa responds to the love of Jesus Christ through compassionate service.

LSI is an affiliated social ministry partner of the Iowa congregations of the ELCA (Evangelical Lutheran Church in America) and a member of Lutheran Services in America (LSA).

Dear friend of LSI,

Our work is in the little moments. Witnessing a child take her first steps to overcome years of trauma and build a brighter future. Empowering a young mother with the resources she needs to help her first child thrive. Walking alongside an lowan with a disability as he gains independence and confidence.

These milestones are to be celebrated. And thanks to you, they have a tremendous ripple effect in the lives of thousands of our neighbors across Iowa. When you join with LSI on our mission to provide hope and healing, you help us build a stronger community.

Thank you for responding to the love of Jesus Christ through compassionate service and for supporting LSI in the little moments that make a big impact.

With gratitude,

John Twardos,
LSI President and CEO

The Impact of Your **Compassion In Action** in 2017



174,562

hours supporting people
with disabilities



15,238

home visits for parents and infants,
toddlers, and preschoolers



12,346

hours of behavioral health sessions
for youth at Beloit and Bremwood



\$107,893

earned by former refugees in our
Global Greens farming program



13,239

therapy sessions for children,
families, and adults



14,037

hours empowering children and families
with skills for anger management,
coping, and healthy decision-making

Building a Solid Foundation

This time two years ago, Sage felt stressed and hopeless.

She had just welcomed her first child, Grayson, and was determined to create a happy, healthy life for her son.

But she struggled to afford housing and when Grayson was three months old, he and Sage were forced to move into her mother's home.



Sage was prepared to work hard to ensure Grayson had everything he needed to thrive, but she knew she needed help. That's when she discovered LSI's Family Development and Self-Sufficiency program.

Ever since, Sage has collaborated with her LSI caseworker, Jamie. Through regular home visits, Jamie helps Sage focus on budgeting and saving money to support Grayson, and building her parenting skills.

Eventually, Sage enrolled in college. Over summer breaks, she worked and saved enough money to pay off her debt and find affordable housing to provide Grayson with a safe, stable environment.

But no matter how hard she tried, Sage struggled to build the life

she wanted for her son. With encouragement from Jamie, she decided to make some tough decisions and eliminate the bad influences in her life, choosing instead to concentrate on her son and her schooling.

Today, Sage is feeling empowered and confident as she raises Grayson. Even on the difficult days, Jamie is there to lift her up with advice or a simple word of encouragement.

In May, Sage will be graduating from college with her associate's degree as a straight A student. Later this year, she and Grayson will move, and she will begin working on her degree to become an art teacher.

"It's a good feeling. My education is so important and Grayson is doing



It's a good feeling."

"LSI's services have really guided me as a new mom."

– SAGE

great now," Sage says. "LSI's services have really guided me as a new mom. Jamie helped me set my goals and look ahead to my future and what is best for my son."

Finding His Independence

Logan and his mother, Michaela, didn't know where to turn.

Since he was 5 years old, Logan had moved in and out of hospitals and residential treatment centers across Iowa. For 13 years, Michaela tried desperately to find the right approach to address his behavioral needs. But nothing was working.

"He spent a year and a half each in the last two treatment centers, but he struggled with taking direction," Michaela says.

Hannah and Logan



That's when the family learned about LSI's Services for People with Disabilities. Now 18, Logan was eligible for Daily Supported Community Living, where he could live independently in an apartment supervised 24/7 by an LSI team.

"Near the end of his last stay in residential treatment, we were spending our time preparing Logan to move into independent living, which was pretty scary," Michaela says. "But at LSI, they treat him like an individual and they know each person is different and will need different care."



I know somebody is saying, **'we hear you'.**

– MICHAELA

Since August, Logan's LSI team has been helping him develop his skills. Hannah, an LSI Service Coordinator, and the team have helped him stick to a daily routine, get active in his community, keep up with his schoolwork, and develop healthy relationships with his friends.

"In the past, I know I would manipulate people sometimes," Logan says. "But I'm learning right from wrong, and knowing what I should and shouldn't do."

Logan now feels comfortable riding public transit around town, and he graduated early from his high school in December, though he is eager to return in May to receive his diploma at his graduation ceremony. In the meantime, Logan is looking for a job and has become active at the gym



I'm learning right from wrong, and knowing what I should and shouldn't do."

– LOGAN

and in a local bowling league – where his high score for a game is 210.

Every step of the way, Michaela knows Hannah will keep her informed about her son's care and growth.

"This transition was so much easier knowing any concerns or thoughts I had would be addressed," Michaela says. "It's good knowing that I have constant communication with his team, and I know somebody is saying, 'we hear you'."

On the Road to Success

As everyone was preparing for the Christmas season, Ali was eager to finally give his family a gift he'd been dreaming of for almost a year: a second car.

In 2014, Ali came to the U.S. as a refugee from Somalia. He dedicated his time to finding a job and building a better life for his family. But he and his wife struggled to keep up with both of their busy jobs and juggle caring for their four young children with only one vehicle.



I felt really excited when I finally had enough for the second car.”

– ALI



“It was a very stressful time for my family, especially when emergencies happened or schedules changed,” Ali says.

Last April, he decided to make it his goal to set aside money for a second car. He knew he needed help to get him through the car buying process, and he found just what he needed: LSI’s Refugee Community Services Individual Development Accounts (IDA) program.

Through the program, Ali was guided through basic financial literacy classes and one-on-one coaching to prepare him for buying a new car. In addition to the educational support, the program provided Ali with a \$4,000 match to his hard-earned savings.

“The IDA program helped me save money,” Ali says. “I felt really excited when I finally had enough for the second car.”

Now, Ali and his family are thriving. They have reliable transportation, and Ali feels confident knowing his family’s needs can be met every day.

But Ali isn’t stopping there. He is using the skills he learned through LSI to continue saving money for any mechanical problems or emergencies, ensuring a stable future for his family.

“I’m very thankful for LSI and for this opportunity,” Ali says. “It is really good of them to offer this program, and it has made a great impact for my family.”



It was a very stressful time for my family, especially when emergencies happened or schedules changed,”

“I’m very thankful for LSI and for this opportunity.”

- ALI

LEARN MORE ABOUT OUR SERVICES AT LSIOWA.ORG.



BOARD SPOTLIGHT: KRIS OHLE

LSI's new Chair of the Board of Directors, Kris Ohle, has dedicated her life to advocating for youth.

Kris spent many years working as a teacher, mentor, Court Appointed Special Advocate, and in private higher education at Wartburg College in Iowa and Gustavus Adolphus College in Minnesota. She has carried over that passion for lifting up Iowa children and youth by serving on LSI's Board of Directors.

LSI's strong mission to provide hope and healing to youth at the Bremwood Residential Treatment Center in Waverly inspired Kris to join the LSI Board in 2006.

Ever since, Kris has cared deeply about the children and youth LSI serves, and she especially remembers the construction and opening of the Hansen Spiritual Life Center on the Bremwood Campus, which provides youth with a chapel and uplifting environment for expressing their faith.

For Kris, the Hansen Spiritual Life Center was a tangible sign of LSI's enduring commitment to sharing God's love and compassion with teenagers facing their darkest times.

When Kris and her husband, Jack, moved to Minnesota, Kris had to

leave the Board. But when they relocated to central Iowa in 2015, Kris once again felt the call to serve and rejoined the Board. She helped lead LSI's mission as the Vice Chair of the Board and then as Chair of the Board in December 2017.

In her new role, Kris envisions a bright future for LSI: to strengthen its presence across the state and empower many more children and families to live lives of independence and fulfillment.

"As Chair, it's my goal to ensure a secure, lasting future for LSI. I also want to make sure we continue to uplift the staff and spread the word about LSI by sharing the powerful stories of the people we serve," Kris says.

2017 Financial Summary

LSI focuses on mission and stewardship. For every dollar received, we spend **89 CENTS** on services.

INCOME

Total Revenue & Support
\$36.1 MILLION

Total Assets
\$27.3 MILLION

Total Net Assets
\$23.5 MILLION

88%
Reimbursement
for Services

37%
Restricted
Contributions

23%
General
Contributions

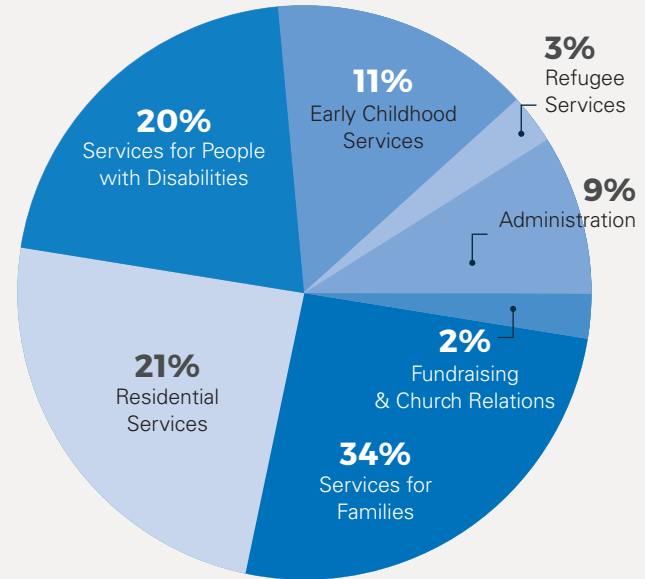
15%
United Way

21%
LSI Charitable
Foundation

4%
ELCA Synods

12%
Contributed Support

EXPENSE





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Little Moments. Big Impact.

THANK YOU FOR YOUR COMPASSION IN ACTION!

See the full report online at LSIowa.org/impactreport