



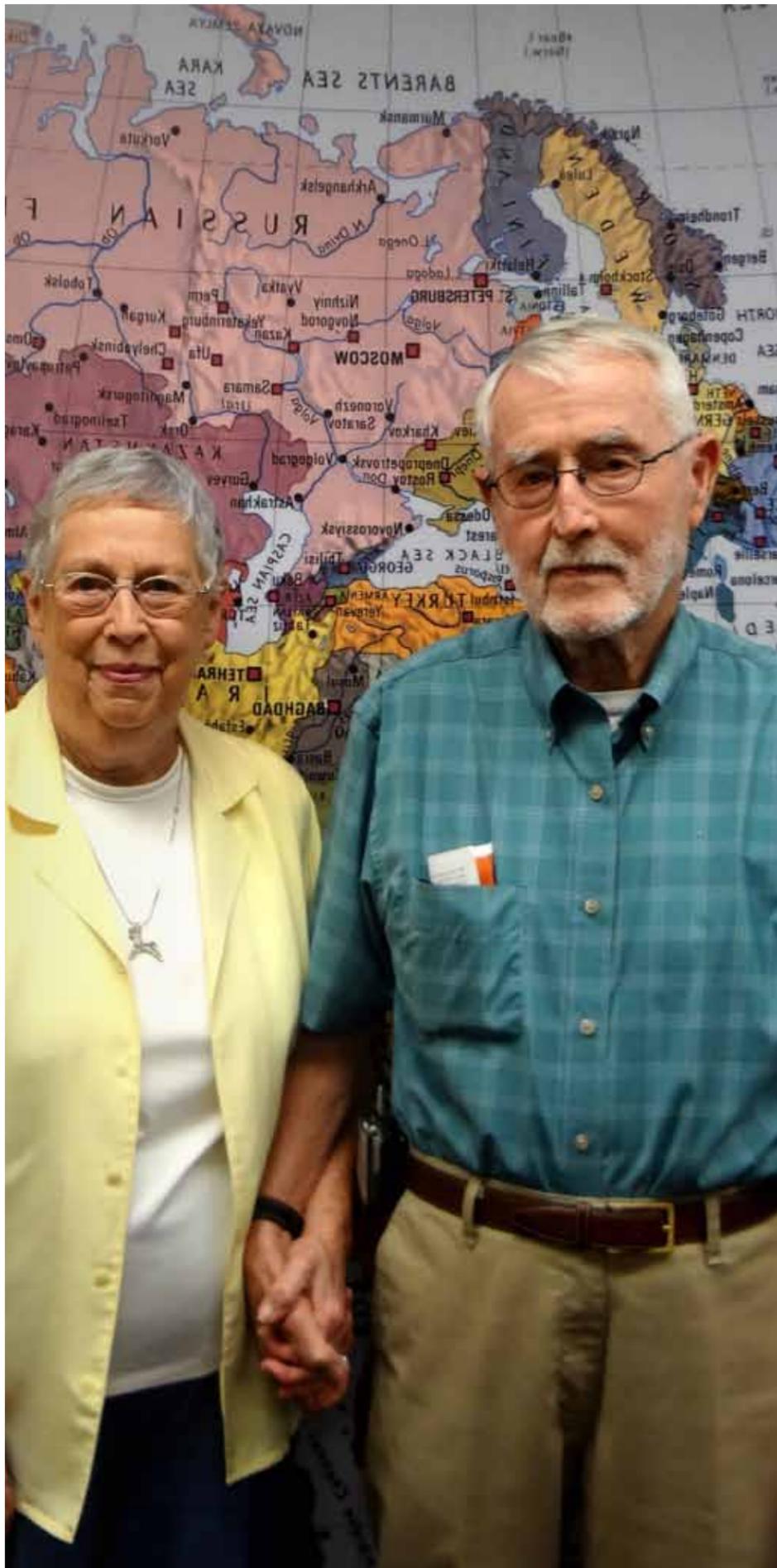
the twenty-fourteen

VOLUNTEER

annual report



 **LSI**
LUTHERAN SERVICES IN IOWA
people focused • results driven



Making a World of Difference, One Word at a Time

Retirement. Golden years. What better time in life to learn something new, make a new friend and give back to the community?

That is exactly what retired couple Doug and Mary Hedberg are doing as tutors for an elder couple in LSI's Refugee Community Services.

"About a year ago, we saw an ad in the paper for tutoring English for 60 and older—that was the magic word," says Mary.

"Our initial standpoint is to stay active. We have more time than we had before, so we want to do something to help somebody else. And it's mentally challenging for us," says Doug.

The Hedbergs are paired with a fellow elder married couple, Lela and Hem Bahttarai, who are originally from Bhutan.

"We're getting along so well with them. You can't actually converse because the language just isn't there, so there's a certain amount of hand gesturing, but I feel we are getting it," Doug says.

Volunteers help set their own schedules and meet regularly for 1-2 hours at a time.

"We started out just one day a week on Monday, but then went home and said that's not enough. One time a week isn't enough," say Mary and Doug, who now volunteer three days a week.

do what they want to do, so to speak. You never interrupt a card game to go to class. They're glad we're there."

"Frankly every day is positive and you just grind away. It takes a lot of patience because learning a language in your 60s and 70s is really hard, but you take a break and then come back. It's intense. You try to put yourself in their shoes, but that's impossible," says Doug.

It does more for us than we could ever do for them. We think the world of them, we really do. It's the best thing we've ever done. "

- Doug

"Lela will laugh or smile, so I feel that we're friends. She teaches me a few Nepali words, and I'll write them down and try to say them. Then she'll laugh because that's not how it sounds," Mary laughs.

The Hedbergs volunteered as English tutors with a teenage group a few years ago, but have found a better bond working with Lela and Hem.

"There was a huge generation gap, and it didn't fit quite right," Doug explains. "In this group, their reasons are entirely different than high school. They want citizenship, they want to learn, and that makes a huge difference."

Lessons include one-on-one instruction and other activities that teach the alphabet, sight words, money and vocabulary.

"We do whatever Molly finds for us," Doug laughs. "We depend on her guidance, but there's no defined lesson plan. We didn't have any formal training on how to do this, but we have other teachers to learn from."

"One-on-one instruction is hard for them, but they'll indicate with gestures if they're tired."

"This is their program, and we will do what we can to make it comfortable," Mary says. "You go with the flow and

Together, the Hedbergs and Bahttarai families are making progress through hard work and friendship.

"One time, I said 'I think we have a breakthrough.' All of a sudden, what we were doing clicked and I felt so good because it was there!" says Mary. "It's wonderful and it does more for us than we could ever do for them."

"We think the world of them, we really do," says Doug. "It's the best thing we've ever done."

“I VIEW IT AS SERVICE TO THE CHURCH AND TO THE LARGER BODY OF CHRIST.”

LSI's story began when one congregation opened their hearts to a child in need. 150 years later, churches remain an important part of our shared ministry.

Volunteer church ambassadors take action through love and service by connecting their congregations to LSI's work.

“My love for LSI really grows out of scriptural law – a command from Christ himself: ‘What you do to others, you do it unto me.’ If you look at the Gospel, he is healing the sick and feeding the hungry, and that really extends to worship,” says Gerry Kuhl, ambassador for Christ the King in Iowa City.

For Betty Heginger, ambassador for Zion St. John in Sheffield, the call to volunteer was more personal.

“I became interested because my husband was a resident at Bremwood back in the mid-1940s,” Betty says. “He always says it was a good time when he was there.”

Being a church ambassador may sound intimidating, but the work itself consists of simple tasks that greatly advance LSI's mission.

“It's not a hard commitment, very easy to do. You have to have a passion for LSI and the clients LSI serves. Basically you are the link between LSI and the congregation,” Gerry explains.

“We have a newsletter that goes out monthly, and I put a little article in. I get information from Joyce at LSI, so that's what I base my article on,” says Betty.

“IF WE CAN HELP ONE INDIVIDUAL THROUGH MY BEING AWARE OF LSI, I THINK THE CHURCH HAS DONE PART OF ITS MISSION.”

Ambassadors also engage in raising support for LSI.

“During Lent seasons, we have an offering designated for LSI. I'm proud to say we collected over \$700 a week ago for LSI, so it's been a worthwhile effort,” Betty says.

“At Christmastime, I had some LSI envelopes and gave a temple talk so people could complete their charitable giving,” Gerry says.

Another way ambassadors engage their congregation is through a temple talk about upcoming events, LSI programs and success stories.

“I talked about LSI's 150th anniversary and about the new programs helping children that have psychiatric needs,” says Betty. “One time I shared a story about a couple who adopted a child with special needs.”

“I gave a short temple talk the day before Lutheran Day on the Hill, explaining the three issues that we were going to advocate for. In the next couple weeks, I'll give another temple talk explaining how that went,” says Gerry.

LSI could not advance its mission without the support of dedicated volunteers responding to the love of Jesus Christ love through compassionate service.

“I view it as service to the church and to the larger body of Christ,” says Gerry. “If we can help one individual through my being aware of LSI, I think the church has done part of its mission.”

“It's just such a worthwhile organization that does so much to help people,” says Betty. “It makes me feel good.”



LUTHERAN DAY ON THE HILL

over **120 advocates** attended Lutheran Day on the Hill last year



Three mentors from Beloit and Bremwood and two Refugee Community Services volunteers received individual

GOVERNOR'S VOLUNTEER AWARDS



AMES

Activity	Regular	Occasional	Hours
Ames Operations Support			
Administrative Assistant	1	0	100
Beloit Residential Volunteer Program			
Youth Mentor	43	0	839
Community Mentor	9	0	273
Learning Garden	1	0	40
Scout Leader	18	25	559
Occasional	0	82	205
Interns			
Advancement	1	0	166
Beloit Residential	11	0	2244
People Place			
Occasional	0	2	6
Childcare Assistant	2	0	174
TOTAL	86	109	4606

CHARLES CITY

Activity	Regular	Occasional	Hours
Interns			
Early Childhood	1	0	350
TOTAL	1	0	350

DAVENPORT

Activity	Regular	Occasional	Hours
Davenport Operations Support			
Administrative Assistant	1	0	109
Interns			
Transportation & Childcare Assistant	1	0	200
TOTAL	2	0	309

FORT DODGE

Activity	Regular	Occasional	Hours
Interns			
FSRP	2	0	502
TOTAL	2	0	502

CLINTON

Activity	Regular	Occasional	Hours
Interns			
BHIS & Early Childhood	4	0	200
TOTAL	4	0	200



73 MENTORS contributed **1,605 HOURS**

to our Beloit and Bremwood Residential mentoring programs

LSI Volunteers served the equivalent of

10 FULL-TIME EMPLOYEES



Refugee's Elderly and Community based ESL programs engaged

103
VOLUNTEERS
IN 5,239
HOURS
of service.

The estimated national value of volunteer time is determined to be

\$22.55
per hour meaning that LSI was the recipient of
\$477,338.40

DES MOINES

Activity	Regular	Occasional	Hours
LSI Boards			
Foundation Board	16	0	800
LSI Board	15	0	750
Interns			
BHIS	3	1	298
SFPD	2	0	330
Iowa KidsNet	1	0	153
Refugee	1	0	187
Operations Support			
Front Desk Receptionist	1	0	411
Early Childhood			
Advisory Board Member	6	0	5
Iowa KidsNet			
Recruitment Volunteer	1	0	38
Refugee Community Services			
ESL Teacher	74	0	4193
ESL Tutor	17	0	611
Work Readiness Volunteer	7	0	274
Donations Collector	4	0	45
Activity Volunteer	12	0	435
Urban Agriculture	4	0	141
Occasional	0	49	240
TOTAL	167	50	8943

DUBUQUE

Activity	Regular	Occasional	Hours
Intern			
Iowa KidsNet	1	0	258
Keeping Line	3	0	360
TOTAL	4	0	618

SPENCER

Activity	Regular	Occasional	Hours
Intern			
BHIS & Early Childhood	1	0	151
TOTAL	1	0	151

WATERLOO

Activity	Regular	Occasional	Hours
Intern			
SFPD	1	0	447
TOTAL	1	0	447

In 2013, LSI had 44 interns serving at 9 locations throughout the state. Interns volunteered

8,558
HOURS

making up 42% of the yearly total

171
AMBASSADORS

contributed

1,026
HOURS

to helping our Advancement team keep ELCA congregation informed of LSI's needs and services





Volunteers gave on average 4 more hours of their time – bringing the total of **26 HOURS** in 2013 to **30 HOURS** in 2014.

23% of volunteers have been serving LSI for a year or more.

WAVERLY

Activity	Regular	Occasional	Hours
Advancement & Church Relations			
Ambassadors	171	0	1026
Bremwood Residential Program			
Community Volunteer	4	0	93
Music Therapy	2	0	24
Occasional	0	41	99
Spiritual Life	3	0	99
Wartburg Embracing Bremwood	18	0	265
Youth Mentor	17	0	400
Intern			
Residential / PMIC	11	0	2432
Iowa KidsNet	1	0	480
TOTAL	241	80	5716



2014 GRAND TOTALS

Total Number of Hours:
21,168

Total Numbers of Volunteers:
701

Regularly Scheduled Volunteers:
501

Dollar Value of In-kind Donation:
\$477,338.40

Occasional Volunteers:
200



www.LSlowa.org/volunteer