

2018

IMPACT REPORT

EMPOWERING
INDIVIDUALS

STRENGTHENING
FAMILIES

BUILDING
COMMUNITIES

Dear friend of LSI,

As I traveled the state this year, I was humbled by the broad scope of services LSI provides, and the hundreds of compassionate individuals it takes to keep the LSI machine running.

Together, LSI team members, volunteers, and generous donors like you breathe hope into the lives of thousands of Iowans each year. Together, we walk alongside the vulnerable and the underserved. Together, we create a ripple of change.

Your support empowers individuals with disabilities as they find the support they need to live a life full of independence.

Your compassion strengthens families by providing new parents with education to help them feel confident as they build a healthy home for their children.

Your generosity builds communities through support and education for former refugees creating new lives in our state.

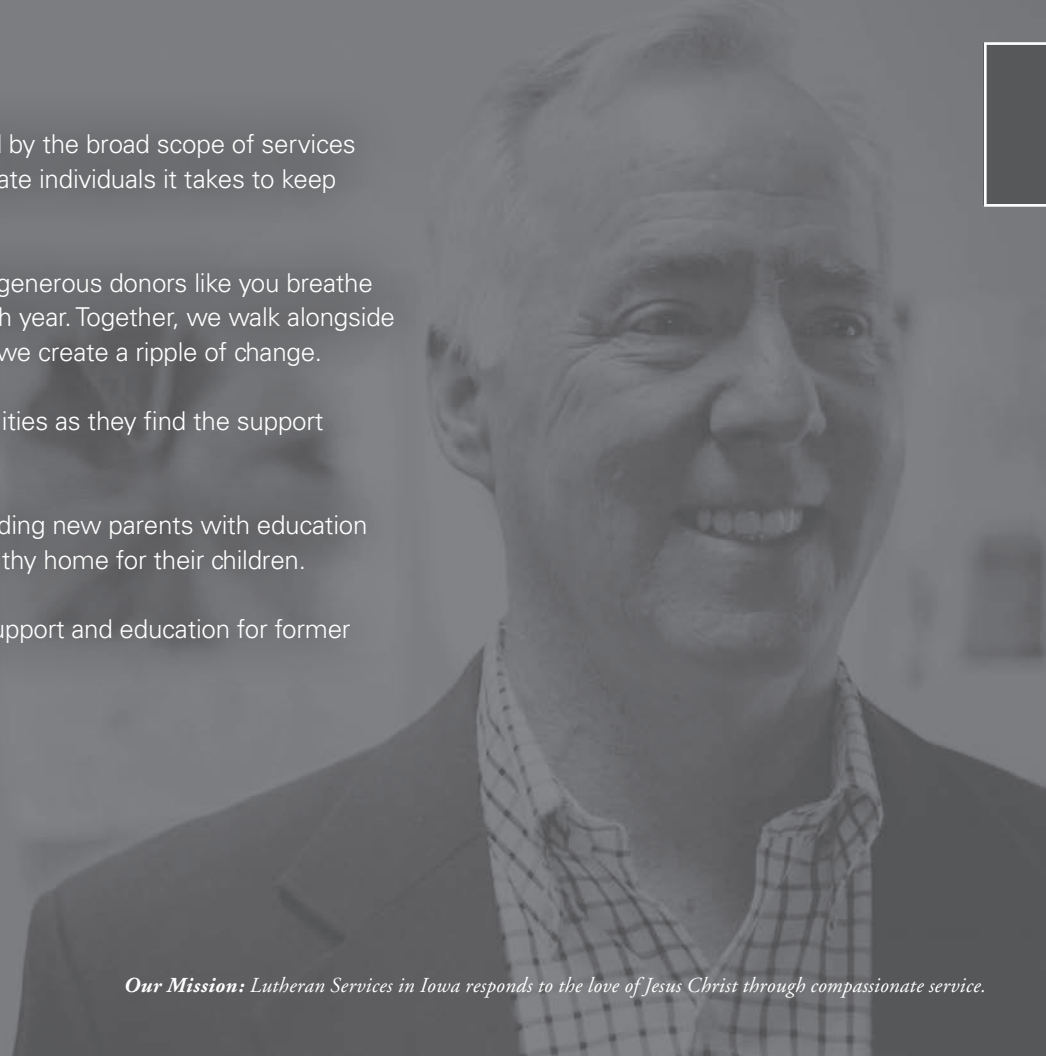
Thank you for walking this journey with us.

With gratitude,



John Twardos,
LSI President and CEO

***Our Mission:** Lutheran Services in Iowa responds to the love of Jesus Christ through compassionate service.*



YOUR COMPASSION IN ACTION IN 2018



153,666
hours supporting
people with
disabilities in
hourly services



14,743
home visits for
Early Childhood
program
participants



\$140,546
earned by former
refugees in LSI's
Global Greens
farming program



12,138
therapy sessions
provided to
children, adults,
and families



138
youth graduated from
the LSI Bremwood
and Beloit Residential
Treatment Centers

"I FEEL LIKE A MIRACLE HAS HAPPENED IN MY LIFE. I FEEL FREE."

-MICHELLE, AN LSI CLIENT



EMPOWERING INDIVIDUALS

THE ART OF HEALING

B

Bo dreaded even walking down the street.

Whenever he saw families walking hand-in-hand, the 17-year-old got a sinking feeling of sadness in his stomach. He was lonely and craved connection.

Bo had experienced neglect and emotional and physical abuse in the past, and he struggled to connect with his adoptive family. Eventually, his past trauma and his desperate need for love, support, and acceptance led to feelings of anger and depression, and Bo struggled to cope with his emotions in a healthy way.

When he arrived at LSI's Bremwood Residential Treatment Center in Waverly, he met Pastor Dennis Bauer and joined the voluntary campus Spiritual Life program, which connects youth to Christian art and music, Scripture, and prayers.

Through regular discussion with Pastor Bauer, Bo opened up about his life-long love for art and music, and Pastor Bauer helped him focus on that passion as a creative outlet. Slowly, Bo learned to express his emotions through drawing, singing, and playing music – especially drums. He loves to create original characters in his drawings, like his current favorite, a duck who plays video games. Bo even started to communicate some of his feelings through poetry to better connect with his family and friends.

During his time at Bremwood, Bo has also become a shoulder to lean on for some of his younger peers.

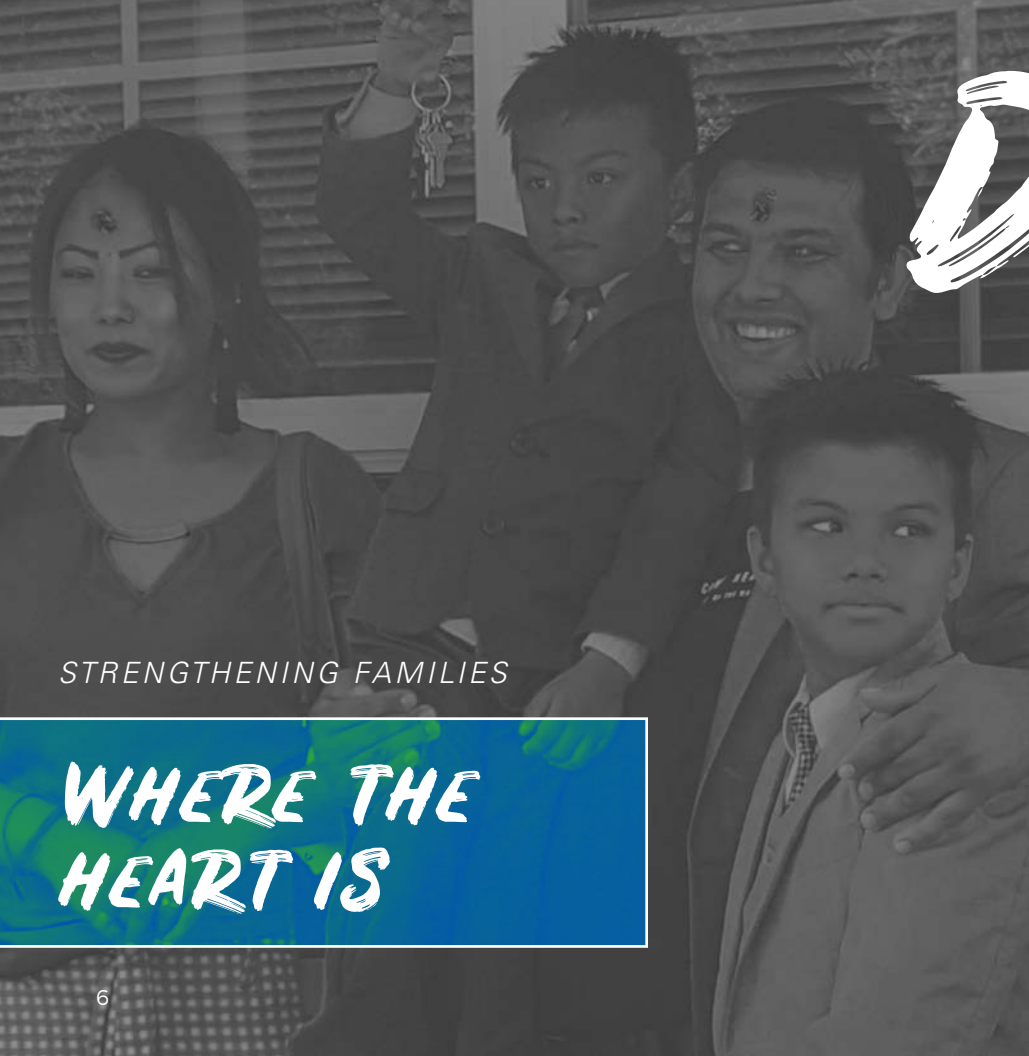
“I think God wants me to be here to help other people who are younger than me, who still don’t know what they are here for in life,” Bo says. “Before coming to Bremwood, I didn’t really think about wanting to help other people, but now, I do.”

Now a senior in high school, Bo recently left Bremwood. After finishing high school, he plans to pursue a music degree in college. Someday, he hopes to fulfill his dream of becoming a social worker and help other kids connect to music the same way he did.

“Art has helped me cope with my depression, and I’m so grateful for that,” he says. “I wouldn’t be who I am today without Bremwood. It helped me decide who I want to be.”

*“I WOULDN'T BE WHO
I AM TODAY WITHOUT
BREMWOOD. IT HELPED ME
DECIDE WHO I WANT TO BE.”*

Artwork by Bo



STRENGTHENING FAMILIES

WHERE THE HEART IS



Durga's community and family were in danger.

The growing violence and systematic ethnic cleansing in Bhutan made it unsafe for his family to stay in the country they called home.

After being forced to flee Bhutan, Durga came to the U.S. as a refugee, with a dream of building a better life. He wanted a home where his children could feel safe. A place where his family could feel connected to their schools, neighbors, and community.

Durga and his wife, Tara, originally resettled in the U.S. in 2013 in San Antonio, Texas. When the family moved to Iowa in 2015, they knew they had found the right place to build a foundation for themselves. Like many Iowans, Durga and Tara decided they wanted to become homeowners.

But the prospect of saving enough

money for a down payment was daunting. A friend connected Durga and Tara with LSI's Refugee Community Services, where they enrolled in the Match Savings program.

The program assists former refugees with financial education and access to matching programs to help save for major purchases — like a car or home — or higher education goals like college enrollment. Durga received one-on-one coaching from his LSI worker, Ben, to prepare to close on a home.

"The program motivated us to set up an account so that we could put away our money," Durga says.

In partnership with Greater Des Moines Habitat for Humanity — and thanks to the funds they'd earned through LSI's Match Savings program — Durga and Tara received the keys to their first home in the spring of 2018.

"Going to the dedication of that house and seeing Durga's family, seeing his community and everyone who helped work on this house with him was really rewarding and nourishing," Ben says.

Durga is especially grateful to watch his children, ages 13 and 7, play in the backyard of their new home. They are surrounded by neighbors who have welcomed them into the community

with open arms. The family has found their forever home in Iowa, and Durga is grateful for the support and encouragement he received from Ben and from LSI.

"LSI helped us to overcome our circumstances," he says. "They were there to help us take this big step for our family."



*"LSI HELPED US
TO OVERCOME OUR
CIRCUMSTANCES, THEY
WERE THERE TO HELP US
TAKE THIS BIG STEP FOR
OUR FAMILY."*

We need you. Change lives like Durga's at LSIowa.org/donate.



B

Bruce thought he had tried everything.

His daughter, Amanda, had received 24-hour care in a residential setting for people with disabilities for years, living in a busy home with three roommates. And while he was grateful for her compassionate team of caregivers, he knew something needed to change.

Amanda was lashing out and becoming aggressive, and she required multiple psychiatric hospital visits throughout the year to receive mental health treatment. Bruce was out of ideas for how to help.

Then, he learned that Amanda was a candidate for an innovative new LSI program: Host Homes. The Host Homes program allows adults with disabilities to transition from a group setting to a private family home where they can build positive, lasting relationships with a specially selected mentor instead of a staff member.

BUILDING COMMUNITIES

THE BEST KIND OF BOND

Soon, Amanda was matched with Mavis, a kind, compassionate woman who has always had a passion for lifting up others. As a nurse caring for patients of all ages, Mavis has made it her life's mission to serve others. For her, Host Homes was the perfect fit.

But Bruce had to make sure Host Homes was the perfect fit for Amanda, too. On the day Mavis and Amanda first met, they clicked. After a few more meetings and discussion with her LSI team, Amanda moved into Mavis' home.

Bruce was hopeful, but he worried about his daughter, just like any dad would. He planned on giving Amanda a trial month to be sure Host Homes was the right fit.

A year later, the family hasn't looked back. "Mavis has helped in every way," Bruce says. "She cares, she's loving, she's patient, and she's getting Amanda engaged in art classes and hobbies she loves. I have a happier daughter now."

Instead of several emergency calls and incidents each year, Amanda has gone over a year without any mental health hospitalization. Mavis has spent the last year collaborating with Amanda to find the best way for her to communicate her emotions. She wants Amanda to know her voice and thoughts are heard.

"Individuals in Host Homes need companionship. They want to socialize and talk about their lives and problems they're having. They want somebody to listen, and I'm blessed to be that listening ear." Mavis says.

Today, Amanda is happier, healthier, and feeling more creative than ever – she takes ceramics classes at a local arts center and her goal for 2019 is to learn to use a sewing machine. She feels more confident in herself, and she's found a best friend in "Mama Mavis."

"My job is to be there to talk, educate, demonstrate, and instruct Amanda, but Host Homes is, most importantly, a way for Amanda to express herself," Mavis says.



**"HOST HOMES ALLOWED
US TO FIND EACH OTHER,
AND IT'S THE BEST KIND OF
BOND: FRIENDSHIP."**

We need you. Change lives like Amanda's at LSIowa.org/donate.

SPECIAL THANKS TO OUR UNITED IN COMPASSION SOCIETY MEMBERS

Founded in 2018, the United in Compassion Society exists to generate dependable funding for LSI. The individuals listed here have committed to a five-year pledge to support LSI as we maintain critical services, expand programs to reach more families, and adapt to emerging needs and challenges in the future. For more than 150 years, LSI has built a legacy of providing compassionate services to Iowans, and we couldn't do it without generous support. We extend our deepest gratitude to the members of the United in Compassion Society.

\$10,000/year

BUILDING COMMUNITIES LEVEL

Steven and Diane Harms

\$5,000/year

STRENGTHENING FAMILIES LEVEL

Scott and Diane Hamilton
Jack and Kris Ohle

\$1,000+/year

EMPOWERING INDIVIDUALS LEVEL

Carol Birkland and Thomas Woxland
David C. Blake
Mark and Elizabeth Brauer
David and Brenda Carlson
Kent and Jody Eubank
Patrick and Katrin Fergus
Dennis and Linda Folden
Mary Freimuth-Helt
Janelle A. Hall

Cheryl and Steve Hamilton
Eric Holm and Sara Uthe
Rev. Brian and Jennifer King
Jan and Russell Melby
Casey and Heather Miller
Lori and Doug Nietert
Rev. Paul and Carol Ostrem
Bonnie Parker
Steven and Randi Peters
Arlyn and Connie Picken
Jessica Pleuss
Stephen and Jane Ricklefs
Jean Rothfus
Robert and Sarah Sandquist
Dan and Pam Sargent
Rev. Sarah Trone Garriott
and Dr. William Garriott
John Twardos and Molly MacMillan
Erik and Allison Ullestad
Thomas and Patricia Wollan
Dr. James and Lauri Young

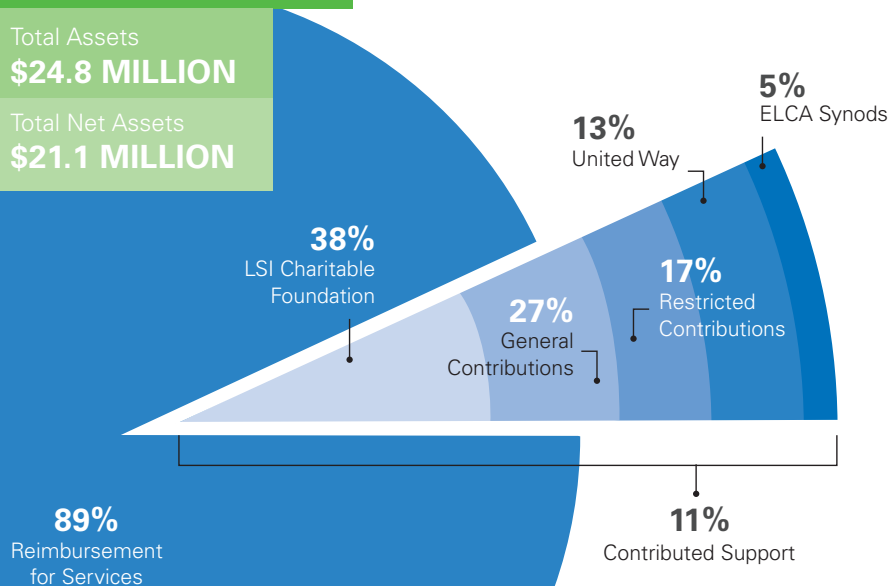
2018 FINANCIAL SUMMARY

Total Revenue & Support
\$35.9 MILLION

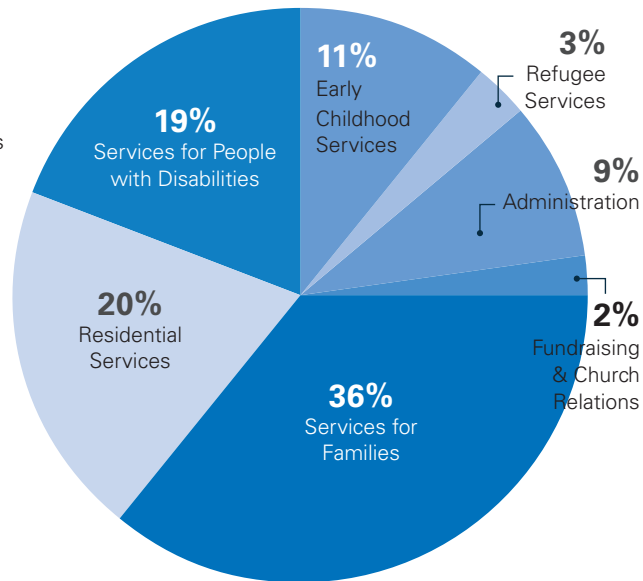
Total Assets
\$24.8 MILLION

Total Net Assets
\$21.1 MILLION

INCOME



EXPENSES



LSI focuses on mission and stewardship.

For every dollar received, we spend 89 cents on services.



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THANK YOU FOR YOUR COMPASSION IN ACTION!

See the full report online at LSIowa.org/ImpactReport

LSI is an affiliated social ministry partner of the Iowa congregations of the ELCA (Evangelical Lutheran Church in America) and a member of LSA (Lutheran Services in America). We proudly serve people of all ages, abilities, religions, sexes, gender identities, national origins, ethnicities, races, and sexual orientations.