# **2020 Report to the Community**



# **Our 99th Year**



# Health.

# Justice.





# Hope.

# For Fiscal Year 2018-2019

# **Our 99th Year**

Our legacy stretches back to 1921 in Tacoma. The start of what is now Lutheran Community Services (LCS) Northwest happened just a few years after the Influenza Pandemic of 1918-1919 following World War I. In 2020, the world is dealing with the COVID-19 pandemic and so is Lutheran Community Services Northwest. Our doors are closed for safety, yet we continue to deliver health, justice and hope to vulnerable people throughout the Northwest using technology. When the pandemic subsides, we will continue to use telehealth to improve the lives of more people and to make our communities stronger.



President and CEO David Duea (left) delivers laptops to our Tri-Cities District based in Kennewick and unloads them while practicing safe distancing with the help of IT Specialist Ron Fisher. The laptops made it possible to safely deliver services to our clients via telehealth.

## **Coalition Works with Oregon Legislature to Extend Refugee Services**

A collaborative effort led by faith-based organizations, including LCS Northwest, and community leaders convinced the Oregon Legislative Assembly to invest in refugees. The legislature funded services that connect refugees with needed resources to rebuild their lives in a new country.

House Bill 2508, commonly known as the Welcoming Refugees Bill, passed in June 2019 with bipartisan support. It funds case management services to better connect refugees with the right support services. The bill extends case management assistance from the federally-funded 90 days to a maximum of 24 months.

"This is a new model of service," said Lisa Colella Danlly, our Refugee Community Services Program Director in Portland. "It recognizes that having stronger building blocks up front for refugees increases their likelihood of long-term success and acclimation to life in the U.S."

Lisa's team started enrolling refugees for extended case management in early 2020, and more than 100 have signed up so far. LCS Northwest can serve up to 350 refugees over a two-year period.

Case management services are tailored to meet specific needs. Those needs can include health care, affordable housing, transportation, support groups, jobs training, employment and ESL. Some needs are life skills building such as parenting, budgeting and understanding U.S. culture.



Senior District Director Salah Ansary (right) advocated for the "Welcoming Refugees" (HB 2508) in the 2019 Oregon Legislative Assembly. He is pictured with bill advocates (from left) Hussein Al Baiaty, Toc Soneoulay-Gillespie and Rep. Alissa Keny-Guyer, who co-sponsored the bill, which passed with bipartisan support. The bill increases case management services for refugees.

The launch of extended case management in 2020 was timely. Staff are fielding questions about the COVID-19 pandemic and helping refugees shelter in place by assisting with online schooling, picking up school lunches and dealing with employment issues.

"I am glad that Extended Case Management came on board at this time of need and appreciate the action our agency took to make it possible to serve clients remotely," commented Case Manager Lul Abdulle.

### LCS Northwest Annual Report 2020

# Adapting to a World that Changed

The world changed. In February, I was getting ready to write about our steady progress. We were improving our focus and gaining firmer financial footing. In our 99 years of service, I was feeling like LCS Northwest had a bright future. Then along came COVID-19.

The pandemic changed how we socialize, work and live in less than a month. Everyday services were no longer available, jobs were lost or put on hold, and sheltering in place tested our collective mental health. There is little doubt that we will all be different when this ends.

As a human services organization, we work with vulnerable people who are on the edge of or in a crisis during regular times. When you mix in a pandemic, many people we serve are pushed to the breaking point. We couldn't safely meet with our clients face-to-face, yet we had to deliver our lifesaving services.

This is where you made a big difference when we needed you most. We launched the COVID-19 Rapid Response Fund, and you responded with more than \$500,000 in donations. Your generosity helped us with many essential items, including laptops for our employees so they could deliver services from home. Our IT department gave employees the tools to utilize those laptops and deliver services via telehealth.



Through this pandemic and change, I'm happy to report I still think LCS Northwest has a bright future. Yes, like every other organization, we had and will have to make tough decisions. Yet given the circumstances, our employees delivered.

On a personal note, I want to tell you how much I miss your physical presence. I look forward to breaking bread with you when the pandemic ends. I will not take for granted the joy of coming together with people to make the world a better place.

Finally, I want to give my customary welcome to three new leaders at LCS Northwest in 2019. We welcomed Tesha Gatewood as our new Senior Director of Human Resources, Eric Ryan as Director of Information Technology, Jennifer Monteleone as the new District Director of North Puget Sound and Jessica Ruehrwein as District Manager in Idaho. Welcome aboard! My best to you during these changing times,

David Duea, President and CEO P.S. I am sharing a prayer with you that has brought me comfort in difficult times.

# Prayer

May God bless us with a restless discomfort about easy answers, half-truths and superficial relationships, so that we may seek truth boldly and love wholeheartedly.

May God bless us with holy anger at injustice, oppression, and exploitation of people, so that we may work for justice, freedom, and peace.

May God bless us with tears to shed with and for those who suffer from pain, rejection, hunger, grief of war, so that we may reach out our hands to comfort them and turn their pain into joy.

God bless us with enough foolishness to believe that we really can make a difference in this world, so that we are able, with God's grace and help, to do what others claim cannot be done, to bring justice and kindness to all, to heal, serve, love and reconcile.

And the blessing of God our loving creator; Jesus Christ, our brother and savior; and the Holy Spirit, our advocate and guide, be with you and remain with you, this day and forevermore. Amen

# Using Children's Natural Language to Heal

Young children learn exceptionally fast through observation and interaction. They acquire language by engaging with others before they can speak. Play, however, isn't learned; children are hard-wired for play.

Play is exploration and fun. It's how children learn about themselves and build relationships. Play can also be purposeful and therapeutic. That's where Annie Gabriel comes in. Annie is a Registered Play Therapist for LCS Northwest in the Tri-Cities.

Play therapy sounds like fun, but the goals are as serious as any other type of mental health therapy. Play therapy allows children to express feelings, communicate needs and develop problem-solving skills needed to face real-life challenges, but at a safe distance.

"When children are given the tools and the opportunity, they know how to get to work," Annie says. "Play therapy is especially important because the younger people are when they work through trauma, the less impact that trauma will have on the rest of their lives."

Sometimes a child will play out the same narrative repeatedly. At a previous job, Annie worked with a young boy after the



Annie Gabriel is a Registered Play Therapist for LCS Northwest in the Tri-Cities. She helps children heal by using what comes natural to them: play.

Boston Marathon bombing.\* He would play "cat and mouse" repeatedly. The child was processing the manhunt for the brothers responsible for the bombing, which took place in his Boston-area neighborhood. Then one day, the child moved on to a new play narrative. For him, the issue was resolved.

"Kids know how to heal themselves," Annie said. "He addressed good versus evil, safety, justice, and his emotions in one simple game."

\*Facts were changed in example to protect the child's identity.

# **New Senior Hub Coming to Tacoma**

Growth in services for seniors is leading to a new Senior Hub in Tacoma that will anchor our South Puget Sound (SPS) District.

The Senior Hub is located on Sixth Avenue in Tacoma, and will open in 2020 or 2021 after remodeling. The building is on a bus line near medical and other social services. It



will replace the old house in the Stadium District. A capital campaign, "Aging with Grace", will start later in 2020 to help pay for the renovation.

"Our lovely, old house has worked really well to create a home environment for staff, but it's challenging to serve clients in a home with four stories and no elevator," said Senior District Director Trudy Sorensen, who has led SPS for 15 years. "I don't want people limited by this office. People will be able to go in and out of the doors easier with services all on one floor in our new location."

The hub will be home to growing senior services. A new three-year \$1 million federal grant to create a Dementia-Friendly Pierce County started July 1, 2019. Santa for Seniors and other dementia-related services continue to grow.

"We're starting to see new funding open up for our seniorfocused service," Sorensen said. "This funding and our new hub will help us serve more people."

### Supporting LCS Northwest for More Than 60 Years

Gail Freese has been supporting the work of LCS Northwest in Spokane since 1956. She still supports our work in 2020.

As young parents, Gail and her husband, Doug, started caring for foster children until they were adopted. They cared for 45 foster children over a 20-year period. In the 1970s, Gail volunteered at a thrift store where all the proceeds supported our services.

Gail went back to school and eventually earned a master's degree. That led to a career in helping deaf children and their families. Life changed, but she continued to support our work with an annual donation.

"There is no way I can help the people they serve," Gail said. "For me, it's like an arm of the church. This is how we take care of others."



Gail Freese (center) with granddaughter Kim and Development Manager Christie McKee

# **Getting Healthy, Then Finding Work That Fits**



Kieran Morgan (left) with Supported Employment Specialist Julie Sheasby. Kieran worked with us to improve his mental health, and then worked with our Supported Employment team to find the right job. Kieran Morgan likes his job at the Best Western in Klamath Falls. It was a journey of healing and persistence that got him there.

In 2015, Kieran was suicidal and unstable. His roommate gave him money to take the bus to our office for help. His diagnosis included depression, anxiety and PTSD. Counseling and medication management helped him put his life together.

In 2017, Kieren entered Supported Employment where we help people with mental health conditions find employment. He teamed with Supported Employment Specialist Julie Sheasby to get the right job. Stints in retail and the fast food industry didn't fit, but Kieran didn't give up. At the start of 2019, Kieran became a desk associate at the Best Western.

"They appreciate that I do the job and that I'm showing up," he said. "It's nice to have a real job with future prospects that give me life skills."



For the 4th Quarter of 2019: LCS Northwest's Supported Employment program in Klamath Falls successfully placed 70 percent of participants in full- or part-time employment. Out of 32 Supported Employment programs in Southwest Oregon, Klamath Falls had the highest placement percentage. A mental health diagnosis is needed to voluntarily participate in Supported Employment. Source: State of Oregon.

# A Family Place Expands to Reach More Children

LCS Northwest has been keeping Yamhill County's vulnerable children safe and families together since 2013 through our A Family Place relief nurseries. The first nursery opened in McMinnville in 2013, followed three years later by a second one in Newberg.

We are now preparing to serve the rural West Valley area of the County when we open our third relief nursery later this year in Willamina.

A Family Place serves at-risk children from 0-5 years old. Each student attends therapeutic early childhood classroom two days a week, and respite care is provided on Fridays. In-home services, outreach to parents and a diaper bank are vital components. Parents are often connected to other services, such as mental health, that strengthen families.

"We helped 400 of our county's most vulnerable families in 2019, and we were 100% effective because no children at A Family Place went into foster care," said District Director Jordan Robinson.



Ground was broken for the third "A Family Place" relief nursery in Willamina, OR in 2019. Helping break ground (from left) are Community Engagement Manager Joi Bailey, Yamhill County Commissioners Casey Kulla and Mary Starrett, District Director Jordan Robinson and Community Champion Dave Haugeberg.

Outcomes showed that 99% of participating children had no subsequent involvement with Child Welfare, and 90% developed at age-appropriate levels. Children show increased concentration, learning, empathy and social skills.

The new West Valley location will serve the communities of Willamina, Sheridan and Grand Ronde. The need is great. This rural area has 8% of the county's population but makes up 23% of the reported child abuse. It's also at least a 20-minute drive to family services.

The Willamina School District has contributed land, and we are constructing a modular building on school grounds for A Family Place. Capital funding included nearly \$250,000 from Yamhill County, \$150,000 from the Oregon Community Foundation and a \$90,000 private donation from an individual from McMinnville. Foundations, generous individuals and the Oregon Department of Education made operational funding possible.

We helped 400 of our county's most vulnerable families in 2019, and we were 100% effective because no children at A Family Place went into foster care."

- Jordan Robinson, District Director, Yamhill County.

"The school district is thrilled with us being there because A Family Place introduces children to a classroom setting," Robinson said. "Behaviors can be a problem in kindergarten and first grade and our work will help reduce that."

The West Valley relief nursery will have two classes. Other services available in Willamina will include mental health counseling for all ages, a diaper bank/clothes closet and in-home services to strengthen families. A local six-member advisory group has been meeting for two years to engage the community around the work of A Family Place and LCS Northwest.



# Judge Robert Gets His Day in Court

(Editor's Note: This story deals with the sexual assault of a person with a disability. The names of the victim and his mother were changed to protect their identities.)

Robert Smith's day in a Spokane courtroom changed his life for the better.

Robert has Down syndrome. His mother and guardian, Judy Smith, tells his story. For more than a decade, Robert attended an adult day program in Spokane. When his behavior changed, Judy learned he was being sexually abused by another client. When confronted, the alleged offender denied it happened. There was no witness.

After running into frustrating deadends, Judy called our Sexual Assault Hotline, and she told the entire story to Victim Advocate Erin Carden. This led to a meeting with Erin and Kristina Hammond, our lead Advocate for Later-in-Life and Vulnerable Adult Victims. Judy and Robert left that meeting with hope.

Robert wanted to file charges with the police, but without a witness, charges would be difficult to prove. Robert insisted that he tell his story to a judge, so Erin and Kristina came up with a plan.

On a Thursday afternoon with court not in session, Robert and Judy walked into a courtroom where Judge Patti Walker was wearing her robe and Spokane Police Sergeant Jordan Ferguson was in uniform. After making it clear that this was not a legal proceeding, the judge asked Robert to tell his story. "He did a good job of expressing himself about how he had been hurt," Judy said. "It was a very validating experience because important people were listening."

When Robert had spoken his piece, the judge asked him if he would like to try on her robe and sit in her chair. Once attired and seated at her bench, Judge Robert figured out the microphone was on. That's when everyone found out Robert knew about the legal system from watching television. He called every person up to the stand and asked questions.

"It was the most perfect thing that could happen," Judy said. "Having the judge and police hear his story was a really big deal. Then he had us dancing to his tune. The whole courtroom experience changed his attitude. He got his pride as a man back that day."

Robert still has down times, but cries less and has more strength. Robert is moving on with life and is off to school. He's learning life skills, goal setting and sign language, so he can communicate with his entire family.

According to the Bureau of Justice Statistics, the rate of violent victimization (which includes rape or sexual assault) of people with disabilities is more than three times higher than the rate for people without disabilities.



# LCS Northwest Leadership

#### **Board of Directors**

Laura Gifford, Chair Greg Gilbert, Vice-Chair Lisa Kraft, Secretary Roger Chase Anna Meekisho Kim Nelson Barbara Smithson Amina Suchoski Kirby Unti Les White Mike Wilson Mike Youngquist

#### District Leaders

Bob Pickel, Klamath Falls Jordan Robinson, Yamhill County Salah Ansary, Portland Area Trudy Sorensen, South Puget Sound Jennifer Monteleone, North Puget Sound Sharon Gentry, Tri-Cities Erin Williams Hueter, Spokane Jessica Ruehrwein, Idaho

Thank you, former Board members, for your service: Jimmy Go, Mark Kachmarek, Gretta Merwin and Rev. Paul Stumme-Diers

#### **Shared Services**

David Duea, President and CEO Karyn Huffman, Chief Financial Officer Heike Lake, Chief Operating Officer Elliot Stockstad, Chief Development Officer Tesha Gatewood, Senior Director of Human Resources Amy Converse, Director of Organizational Excellence Eric Ryan, Director of Information Technology Steve Haviland, Director of Communications

## **Judicatories**



Lutheran Community Services Northwest is a three-state human services organization that welcomes all. We are also social services ministry partners with the Evangelical Lutheran Church in America (ELCA) and the Lutheran Church Missouri Synod (LCMS), working closely with the five judicatories in our region. Pictured (from left) are Bishop Laurie Larson Caesar, Oregon Synod, ELCA; President Paul Linnemann, Northwest District, LCMS; and Bishop Shelley Bryan Wee, Northwest Washington Synod, ELCA. Not pictured are Bishop Richard Jaech, Southwestern Washington Synod, ELCA; and Bishop Kristen Kuempel, Northwest Intermountain (Eastern Washington-Idaho) Synod, ELCA.



Members of the LCS Northwest leadership team (from left) are: Heike Lake, Erin Williams Hueter, Mark Kachmarek (former board member), Jennifer Monteleone, Amy Converse, Sharon Gentry, Trudy Sorensen, David Duea, Steve Haviland, Tesha Gatewood, Jordan Robinson, Jake Fournier, Jessica Ruehrwein, Salah Ansary and Kate Gerken. Not pictured are Elliot Stockstad and Eric Ryan.

#### Lutheran Community Services Northwest Consolidated Financial Statements Review

July 1, 2018 - June 30, 2019 (sourced from audited financial statements)

#### Revenue

General: Consolidated financial results reflect a positive net margin of \$800,000. We are grateful for our funding partners, foundations and donors. Through professional management, our investments provided 7% of our total revenue.

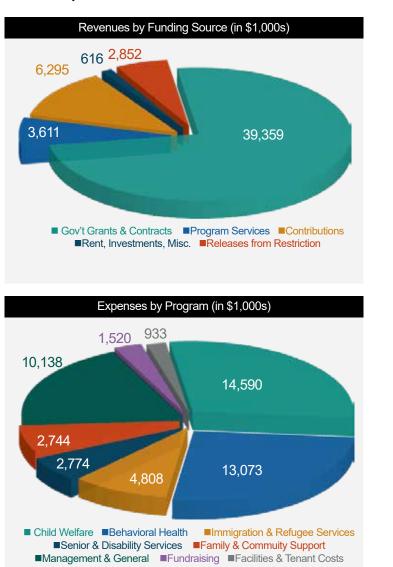
Contribution Revenue: Contributions in the current year and restricted contributions from past years provided 17% of total revenue. Of the contributions received in fiscal year 18-19, 8% of contributions will support refurbishing a building to serve as our new Senior Hub in Tacoma.

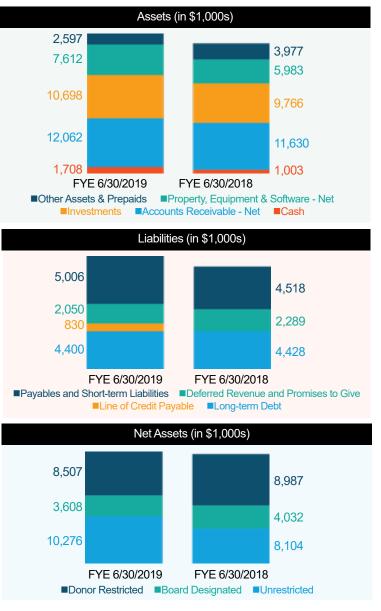
Contract and Program Services Revenue: Contracts with government agencies and payments to support program services comprise 75% of our total revenue. Through private insurers and workshop fees, clients contribute only 1% of total revenue.



Programs: We spend approximately 72% of total costs to pay agency staff to serve clients and build communities. Direct support of clients was 12% of total program expenses. Childhood preventative services and behavioral health are our two largest lines of service that represent 55% of our total expenses. About 10% of our expenses supported services to people who are refugees and immigrants. Senior services and family and community services each constituted about 5% of total expenses. Management and General, which supports all programs, is 20% of total program costs. **Balance Sheet** 

Our liquidity position is sufficient to support programs, operations and service debt. Higher accounts receivable at the end of the fiscal year resulted from shifting from one to four payment sources for two of our largest lines of service. The change in net assets reflect increases in donated restricted funds while reducing unrestricted net assets due to the net operating loss in fiscal year 18-19.





#### President's Circle Donors

#### July 2018 - June 2019

Our President's Circle members are friends of LCS Northwest who invest in our mission with annual giving of \$1,000 or more. This esteemed group provides a strong financial foundation that supports thousands of families each year throughout the Northwest.

#### Benefactor President's Circle

(Giving of more than \$10,000) Pastor Ladd Bjorneby Gustav & Janice Diem John & Mary Douglas Brian & Judy Elbert Jack Hatlen Kathleen & Thomas Jacobson Hal & Nancy Johnson Alice Kienberger Iverson Norbert & Christine Leupold Margaret Liebert Cliff Tvedten Dean & Jenny Winter

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#### **President's Circle Donors**

### July 2018 - June 2019

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\* In 2021 LCS Northwest will celebrate a century of service to Northwest communities. As we commemorate our Centennial and position ourselves to continue this vital work for the next 100 years, we will be elevating our President's Circle to annual giving of \$1,500 or more. This change will be rolled out January 1, 2021, and will be reflected in future reports to the community.

Susan Johnson

#### July 2018 - June 2019

"Whatever you do for one of the least of these, you do for me." Matthew 25:40 Members of our 25:40 club give \$300-\$999 annually to create Health, Justice and Hope.

#### **Beth Adams**

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To find more stories of health, justice and hope, go to:

lcsnw.org/our-stories/

More detailed versions of our 2020 Annual Report stories appear on the website.

Our ministry is made possible by congregations and church organizations across Washington, Oregon and Idaho through social outreach funding, benevolence support, special offerings and in-kind support. These are the congregations and church organizations that gave \$300 or more from July 2018 to June 2019.

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## **Adoption Dream Comes True for Refugee Youth**

In January 2010, Barbara and Jeremy Tantrum learned from LCS Northwest that six Congolese siblings needed foster homes. Another family could foster three children. The Tantrums, licensed foster parents, agreed to foster the other three, all girls, ages 2, 7 and 12. Their family of four became seven and transformed overnight.

The sisters spoke no English and arrived with few possessions. Using Google Translate, the Tantrums learned key words and phrases in Swahili, such as "chakula" (food) and "lala salama" (sleep peacefully) to communicate. "We were in survival mode for the first six months," Jeremy added.

Seven-year-old Nathalie was the shy one. She was healing from health issues and trauma, so it took time for her to feel safe and find her voice. As Nathalie's self-confidence grew, she worked hard in school. She considered Barbara and Jeremy as mom and dad. When she was 14 or 15, she asked to be adopted.

"I hated having to call myself a foster kid because in my eyes they were my parents," explained Nathalie.

As an unaccompanied refugee minor, Nathalie wasn't eligible to be adopted. But Nathalie's dream persisted. When she turned 18 in January 2020, Nathalie had a voice in this decision. In February, Barbara and Jeremy legally adopted Nathalie as their daughter. What does this mean to Nathalie?

"Permanence," she said. "I feel complete." Nathalie has her sights on new goals: earning a bachelor's degree in marketing from Seattle Pacific University, and working with her father at Google. Her proud parents have no doubts her dreams will come true.



Jeremy and Barbara Tantrum fulfilled a family dream when they adopted daughter Nathalie (right) after fostering her for 10 years. Nathalie holds a photo of her father carrying her at a summer picnic organized by the foster care program staff.

Since 1980, LCS Northwest has resettled Unaccompanied Refugee Minors (URMs) who arrive in the U.S. with no parents or guardians. Our Refugees Northwest program serves URMs in long-term foster homes around Puget Sound, and works with caregivers to ensure youth are educated, connected and building new lives. Spokane has a similar URM program.

Funding from foundations, corporations, small businesses, United Way and other organizations enables LCS Northwest to strengthen communities across our region. Each business, foundation and organization gave \$300 or more from July 2018 to June 2019.

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The 2019 Cinco de Mayo Queen and Scholarship Winner in Klamath Falls is Samantha Recino. She earned a \$1,000 scholarship that helped her attend Southern Oregon University. Our Hispanic Advisory Committee sponsors the scholarship each year.

#### **Circle of Hope**

The Circle of Hope recognizes those who have chosen to leave a lasting legacy of Health, Justice and Hope in our community by making a planned gift to LCS Northwest or the LCS Foundation.

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### July 2018 - June 2019

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## Donor Spotlight: Bruce Waltz and Ann Stevenson

Long before their stories intertwined, Bruce Waltz and Ann Stevenson's individual passions for child abuse prevention put them on a path that led them both to LCS Northwest. Ann, a former social worker, and Bruce, a former elementary school principal, have spent years partnering with LCS Northwest through their leadership, time and financial support.

Their involvement may look different during the COVID-19 pandemic, but their hearts are behind it all the same. They support their McMinnville community by collecting diaper donations, providing grocery gift cards, and sharing lists of essential needs with their network.

"We're trying to find ways to be supportive now that we don't see people," Ann said.

Bruce agreed. "Some people are blessed more than others, but I think the real gift is helping people who really need it," he said. "As I get older I just want to know what I can do to help other people, since so many people have helped me in my life and career."

# **Our Mission**

Lutheran Community Services Northwest partners with individuals, families and communities for health, justice and hope.

To learn how you, your congregation, business or organization can become involved in the work of LCS Northwest, please contact us.

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#### Idaho

Boise (208) 323-0996



Santa for Seniors (SFS) brings joy to isolated seniors with visits and gifts during the holiday season. We have fun and enjoy getting a variety of generations involved by volunteering. Started five years ago in Tacoma, SFS reached more than 2,700 seniors in five counties in 2019. We have bigger plans for SFS, as we've started reaching out to seniors throughout the year. Thanks to the William A. Looney Family Foundation for partnering with us to honor and recognize seniors as vital members of our community.



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