

2023 Report to the Community



Health. Justice. Hope.



Includes 2021-2022 Fiscal Year Review

Big, Hairy, and Audacious - The goal is in our sights!

We have many goals and objectives at LCSNW, the product of careful consideration and countless hours of discussion. You can read all about them in our [2022-2024+ Strategic Plan](#).

But there’s one goal in a class by itself. It is playfully referred to as our Big, Hairy, Audacious Goal, or “BHAG,” for short.

LCSNW will be the Employer of Choice among human service providers in the Pacific Northwest. That means hiring, developing and retaining the most capable talent to deliver on our mission of Health, Justice and Hope – on a sustainable basis for years to come.

There’s no doubt that the LCSNW mission is attractive to those who want to assist vulnerable people through life’s most difficult challenges. According to our 2022 employee engagement survey, more than 90 percent of our staff say they are proud of their work and can see how it makes a difference. The survey also showed 90-plus percent of our employees enjoy working with their teams, and that their supervisors and colleagues treat them with fairness and respect. Even better, those satisfaction rates are growing!



Our team is proud of the work we do.	93%	6%	1%	+2
I enjoy working with the people on my team.	92%	6%	1%	+2
I can see how the work I do makes a difference.	92%	6%	2%	0
My supervisor treats people with fairness and respect.	91%	6%	3%	+3
The people I work with treat me with respect.	91%	5%	3%	+1

And yet we are in the midst of an unprecedented workforce crisis, fueled by the “Great Resignation” that has outlasted the Covid pandemic. Social service workers across the U.S. are burning out and bailing out. Mental health worker shortages are especially tough; the Department of Health and Human Services says that by 2025, America will have 10,000 fewer of these pros than needed.

At LCSNW, we don’t just talk about becoming the Employer of Choice. We implemented behavioral health pay grade changes, foreign language pay and relocation assistance. This year we are switching to a health benefits plan with more choice and affordable premiums. We are investing in developing future leaders. We are training staff to be trauma-Informed, resiliency-oriented and equity-focused. In our 102nd year of operation, we are more mindful than ever that a noble purpose alone won’t keep employees satisfied and clients well served.

Calling a goal “Big, Hairy, and Audacious” might not conjure a pretty picture. Here in the Pacific Northwest, a Sasquatch may come to mind. But I prefer to imagine our BHAG as a buffalo. Among wildlife observers, buffalo are known for facing rough weather without fear or hesitation; they charge through a storm to get to the other side. At LCSNW, I give out occasional Buffalo Awards to leaders who embody these qualities.

Similarly, we will get to the “other side” of this workforce crisis – not by standing still, but by addressing it head on. We will be an Employer of Choice because our staff, our clients and our communities deserve nothing less.

Blessings,
David

David Duea, President and CEO



Use this QR Code to
see our Careers Page



Use this QR Code to
see our Strategic Plan

'We are a family again ... I am grateful'

Refugee & Immigration team impacts hundreds of lives

Mohammad Stanikzai knows the perils of political turmoil in Afghanistan, the pain of a two-year separation from his wife and three children, and the kindness of strangers who helped him start over in a new country. Our LCSNW staff in the Greater Puget Sound District (GPS), which serves the whole region from [north](#) to [south](#), are proud to be part of his support team.

Greater Puget Sound

Stanikzai – he prefers to use his last name – was visiting the United States in June 2021 when the pullout by U.S. and NATO forces from Afghanistan was imminent. He decided it was too dangerous for him to return. He applied for asylum in the U.S. immediately, citing fear of Taliban persecution back home, and was granted asylee status quickly.

That's when he set to work trying to reunite with his family by petitioning the U.S. government to allow his wife and kids to join him. Once they were approved, GPS staff came to their aid with an array of support services.

Stanikzai is one of hundreds of clients served by GPS. Last year, the Refugee and Immigrant Services team at SeaTac provided wraparound services to 1,769 clients, while the Legal Education and Advocacy Team supported 575 people with asylum applications.

After Stanikzai's family arrived in February 2023, GPS staff found them an apartment with rental assistance in Federal Way, Washington, south of Seattle, and helped them get settled. The GPS team also helped activate the family's food and cash benefits, enrolled the children in school, secured health insurance and established care with a family doctor.

Stanikzai is enrolled in LCSNW's employment services program. In Afghanistan, he helped companies negotiate international contracts. He plans to pursue a Master's degree in public administration.

"This is the land of opportunity. People around the world say that a lot, but it's so true. No one can restrict you when you work hard and do your best," he said. "And with kind people like Lutheran Services, I'm not doing that alone. We are a family again. We are together. I am grateful."



Mohammad Stanikzai (right) and two of his three children sit at his apartment with Heather Brandt, Refugee and Immigrant Services Program Manager, and Farooq Noorzai, the family's Case Manager.

MEASURING OUR IMPACT



300 Families provided with Housing Stabilization Services*



75,842 Total volunteer hours



120 Unaccompanied Refugee Minor clients



25,544 Client visits to Community Resource Centers in Everett, Angle Lake and Port Angeles



310 Behavioral Health clients served



13,606 Santa for Seniors gift recipients

* Partnering with Washington Office of Refugee & Immigrant Assistance

Safe Route Immigration is new name, same trusted legal resource

LCSNW has provided empathetic, accessible legal guidance to immigrants and refugees since 1979. In March 2023, we introduced a new logo, a new look, a [new website](#) and a new name for the legal services program – Safe Route Immigration.

But make no mistake, we remain the same trusted resource for humans seeking refuge. Last year the team served 5,264 clients from 120 countries.



The Safe Route Immigration team including Director Alma Jean (right) gather for their rebrand launch on March 1.



Use this QR Code to see our new Website

Safe Route replaces the program formerly known as Immigration Counseling and Advocacy Program (ICAP). The rebrand seeks to reduce confusion and better reflect the collective work of Director Alma Jean and his team of 24 legal advocates in Portland, Beaverton, McMinnville, and Salem, Oregon, and Vancouver, Tacoma, Seattle and SeaTac, Washington.

LCSNW President and CEO David Duea met with the Safe Route team at their launch event in Portland. He said uniting

several formerly separate immigration legal offices under one banner has already stabilized program funding over the past year.

The sub-brand is compatible with the look and feel of the larger LCSNW brand. It's also in line with our mission and vision as an organization. The fact that Safe Route is a program of LCSNW will be a point of emphasis.

As a whole, the changes represent the program's ability to meet clients where they are in their immigration journey and to provide them with the appropriate legal guidance.

"The rebrand as Safe Route Immigration allows us to show the shared humanity in immigrants and refugees, and effectively fight for their rights," Alma said.

MEASURING OUR IMPACT



459 Citizenship and Naturalization Applications



596 Green Card Applications and Visas



82 Asylum Applications



472 Family-Based Petitions



205 Deferred Action for Childhood Arrivals (DACA) Requests

Documents filed in 2022

Mental Health team enters schools to support youth wellness

Three staff members of [LCS Northwest Tri-Cities](#) roam the halls of local Richland Schools, bringing a more accessible and individualized level of mental and behavioral health care to students and families.

Tri-Cities

Over the past several years, our communities have had long wait times for mental health resources, leaving many at-risk youth to struggle with often-undiagnosed challenges alone. With a tragic increase in youth suicides, LCSNW and the Richland School District (RSD) united to ensure local youths have equitable access to these resources.



Selena Fraga (left) and Elizabeth Placido are part of our school-based behavioral health team.

In 2022, LCSNW hired two Mental Health Clinicians and placed them inside Hanford High School and Richland High School. Two Case Managers were also brought on board to be available to the entire K-12 school district. Barriers are broken for families to access resources, and therapeutic support is provided to students with high-intensity needs.

Clinician Elizabeth Placido conducts therapy sessions with up to 30 Hanford High School students on a weekly/bi-weekly basis. Students and teachers know that she is available to support them, whether she is presenting to a classroom or responding to a personal crisis.

"It's hard but fulfilling work," Case Manager Selena Fraga said. "And the fact that we are part of the LCSNW team and the RSD team means we are doubly supported." LCSNW Tri-Cities has a total of six programs, including school-based behavioral health, to empower families and strengthen communities. The other five are:

- Mental health care in partnership with Juvenile Justice Detention Center
- Wraparound with Intensive Services (WiSe)
- Stabilization and Wellness in Families Together (SWIFT)
- Transition Age Youth Support Services
- Mental Health First Aid (community education)

The school-based behavioral health team members plan to maintain contact with youth during summer break to ensure they receive the resources and support they need. By offering care options within schools, available all year, LCSNW Tri-Cities ensures youth don't have to face a crisis alone.

MEASURING OUR IMPACT



300+ Vulnerable youth and their families served across all six programs



147 Community members trained in Mental Health First Aid to better assist youth in crisis



31% - WiSe youth clients who report a **DECREASE** in suicidal thinking within 6 months



57% WiSe youth clients who report an **INCREASE** in ability to manage big emotions

Young survivors receive care far beyond the courthouse

When children witness or are direct victims of a crime, they need as many people in their corner as they can get. That's why, at [LCSNW Spokane](#), our Advocates and Mental Health Clinicians work so closely together.

The team is committed to improving the well-being of young survivors like six-year-old "Clayton".

Spokane

Recently, an LCSNW Advocate provided support for Clayton during a forensic interview after the boy witnessed the murder of a family member. Advocates regularly attend interviews with child victims at the local Child Advocacy Center. Our 35 staff and volunteer Advocates are available to victims and their families before, during and after each interview.

During his interview, Clayton disclosed physical abuse at the hands of the alleged murderer as well as having witnessed domestic violence at home.

After the interview, Clayton's family chose to engage in ongoing services through LCSNW. They met their Advocate at our office in Spokane to learn about their rights in the criminal justice process and to create a safety plan around any attempted contact by the abuser/alleged murderer while in jail.

The Advocate served as the point of contact between the Prosecutor's Office and the family, attending legal hearings, defense interviews and meetings. This created a buffer for the family and relieved them from attending difficult, potentially re-traumatizing events.

As a result of the initial trauma, Clayton had begun to display concerning behaviors at home and school. The family's Advocate connected Clayton and his family with our Clinical Program for enrollment in outpatient mental health services.

After learning of this family's circumstances, our Clinical Intake team enrolled Clayton and his family in ongoing therapy using a gold-standard, evidence-based approach called Parent-Child Interaction Therapy (PCIT). The Spokane office currently has 15 therapists available to help kids and families.

Our Clinical and Advocacy Programs are housed in the same building in downtown Spokane. The familiarity of surroundings helped Clayton and his family feel more comfortable and able to engage in clinical services more readily.

Over the life of this case, the Mental Health Clinician has worked collaboratively with the Advocate to align treatment, legal advocacy and safety and ensure holistic services for Clayton and his family.



Advocates, Clinicians and other staff gather outside the downtown Spokane office.

MEASURING OUR IMPACT



282 Victims of crime served in the last year



99% Advocacy clients who reported an increased awareness of community resources available to them



1,836 Legal advocacy hours provided



698 Individuals and families who received outpatient mental health counseling

Portland team adds substance use recovery services

Our long-established Behavioral Health Team in Beaverton and Portland has grown to include treatment and recovery for Substance Use Disorder (SUD). In 2021, they received initial funding for these services and began building the program – the second one that LCSNW currently operates. The other is in Klamath Falls, Oregon.

Multicultural Community Services

The newest SUD program is part of LCSNW's Multicultural Community Services District (MCS). A chief emphasis is to be culturally and linguistically responsive to the immigrants and refugees we reach through a broad range of behavioral health and other MCS programs. This emphasis extends to clients who are Black, Indigenous and/or People of Color.

"Not only do we look like our clients and know their cultures first-hand, but we've walked in their shoes culturally, as well as in experiencing SUD and working to heal from it," said Mahad Hassan, Program Manager for SUD and a refugee from Somalia.

The program is offered free of charge. No insurance or proof of citizenship is needed.

Mahad credited the Klamath Falls SUD team for providing in-depth expertise and technical assistance.

The Portland area SUD team has 14 staff members who currently serve 55 clients. They plan to expand capacity in the Portland metro area, in part by

training people to become certified as "culturally specific recovery mentors." Since March 2022, 72 community members have received this certification.

The team has spent more than 840 hours serving clients and building awareness in the community. They have held 46 events where they've collectively reached roughly 1,500 people.

Their focus on providing treatment and recovery to clients from historically marginalized communities "makes us quite noteworthy," said SUD Clinical Supervisor Larry Jay, who's recovered from SUD and is an addiction counselor.

"People who aren't represented within dominant culture systems tend to struggle with access to treatment and available resources, too often resulting in fatalities that could have been prevented with access to culturally and linguistically responsive SUD services," Larry said.



Members of our Portland area Substance Use Disorder Treatment team gather at Banfield Plaza in Northeast Portland, where one of their SUD programs is based. The team also delivers services in parks or other community settings where clients would like to meet.

MEASURING OUR IMPACT



1,040 Refugees resettled in Portland, Vancouver and Tacoma areas



12 Number of countries from which refugees fled



123 Participants in Substance Use Disorder classes



921 Participants in Citizenship classes



2,500 Total number of clients receiving MCS services

Walking alongside families in crisis

There are many paths to receive services at [LCSNW Yamhill County](#), and sometimes those paths intersect. It's amazing to see how our emergency care, relief nursery, and community mental health programs can join together and lead families into a brighter future.

Yamhill County

Consider "Trinity" and her two young children. Trinity arrived at our office in McMinnville, Oregon, in a non-typical way. An LCSNW staff member found Trinity on the front steps of a local church after having slept there the night before.

The staff member offered food and a listening ear.

Trinity was in tears as she shared that she had lost her apartment, her children were staying with friends, and state authorities were going to place them in foster care in five days if she couldn't find a stable place for them.

The LCSNW team began working on ways they could meet the family's needs. Within the first 48 hours, the kids were placed in a host home through our [Safe Families for Children program](#). LCSNW also partnered with Yamhill County to place Trinity in treatment for her fentanyl addiction.

In time, the Oregon Department of Human Services marked Trinity's case as stable, and she no longer had to fear losing custody of her children. When Trinity completes treatment, the LCSNW interventions team has arranged placement of the children at LCSNW's therapeutic relief nursery, [A Family Place](#), as well as the program's robust parent education classes and support groups. Once in the program, Trinity will have access to 1:1 parent coaching, assistance with goal setting, and wraparound support to maintain her children's long-term stability.

Once Trinity completes treatment, our mental health clinicians will help her work on goals of maintaining her sobriety and healing from her underlying trauma experience. Her older child will work with our school-based mental health team based at a local elementary school.

And to think all of this began with a chance encounter on the steps of a local church.

We are delighted to see how one family was able to connect with several of our programs in Yamhill County -- and how they were able to find a new lease on life.



MEASURING OUR IMPACT



168 Combined overnight and daytime Safe Families host visits



109 Children served at Relief Nursery



1,219 Diaper bank visitors



3,600+ Hours of outreach support to families



6,719 Mental health clinic hours



4,954 School-based mental health hours

Relief Nursery makes a difference in Southern Oregon

Staff at [LCSNW Klamath Falls](#) shared a triumphant moment with the community in August 2022. They dedicated a new relief nursery space designed to keep vulnerable families together and help their children blossom. [A Family Gathering Place](#) is one of the newest of the 40-some relief nurseries in Oregon, and one of two operated by LCSNW; the other is A Family Place in Yamhill County.

Klamath County

Relief nurseries provide a holistic, strength-based model for child and family development. They do it through case management, home visits, parent education, and, of course, plenty of safe, structured, therapeutic playtime and learning for the little ones. Diapers, wipes and food boxes are also available.

When the relief nursery started services in Klamath County at its old site three years ago, it served one class of six preschoolers, along with a handful of families through the outreach side of the program. Over the last year, the team has grown and now runs three therapeutic classes including infants (6 weeks - 12 months old), wobblers (12 - 24 months old) and toddlers (24 - 36 months old). Bringing aboard a second outreach Interventionist will double the potential number of families

served on the outreach side to 36 total. In all, that means the capacity to serve up to 56 families at any given time.

The team at A Family Gathering Place isn't stopping there; they are actively working on plans to further expand services over the next two years, with hopes to add two more classes and a third outreach position. Classroom slots are already near capacity, and referrals continue to come in.

Thanks to the amazing support and collaboration with community partners, the relief nursery is already making a solid impact to help change the trajectory of childhood maltreatment in Southern Oregon. Just think what it will look like in the next few years.



The Klamath Falls Relief Nursery team enjoys Pajama Day with their toddler class.

MEASURING OUR IMPACT



1,239 Total clients served



334 Total youth served (18 years and under)



3,602 Substance Use Disorder sessions



6,494 Mental Health client appointments



507 Medication Management services



44 Children served at Relief Nursery



32 Families served at Relief Nursery

When families reach out for help, we provide safety and warmth

Wrapping around families during times of crisis can come in many forms, such as house cleaning, school transportation and overnight childcare. Sometimes it may even come in the form of a warm, homemade quilt.

Boise

Since LCSNW reopened its doors in Idaho in 2021, our small team has operated Safe Families for Children in the Treasure Valley. They couldn't do it if not for a big lift from college interns, Southwest Idaho churches, and volunteers such as the women's quilting group from Redeemer Lutheran Church.

In early 2023, for example, they sprang into action for a family who was new to the U.S. They set up a meal train after mom delivered her child, they babysat, and they helped with a baby shower.

The national Safe Families prevention model focuses on keeping children safe during a family crisis, strengthening parents by building relationships and providing resources. The State of Idaho passed legislation in 2021 that enables parents to access care through our volunteer networks. A key component is that parents can seek help without relinquishing their custody rights.

Our team has built an impressive safety net for families in partnership with Southwest Idaho churches. With 120 trained volunteers, they are caring for children and walking alongside families who need love and compassion. This year they have served more than 25 families.

One of those families is headed by "Melanie," a single mother of one and a survivor of domestic violence. Melanie is fighting to put her life back together. She initially requested occasional childcare so that she'd have time to search for employment or attend counseling appointments. Volunteers quickly established relationships with Melanie and recognized that more was needed for her and her child to thrive.

In addition to help with cleaning, laundry, food, and appointments, volunteers raised money to send Melanie's son to full-time daycare, giving her the space she needed to heal from her trauma and move forward.

For the first time, Melanie said, she felt her family had hope.



Safe Families team members deliver donated quilts to an elementary school in Nampa, Idaho.

MEASURING OUR IMPACT



60 Families served since 2021



1,600 Hours of respite care



130 Nights of overnight crisis care



23 Approved volunteer host homes



2,000 Hours of parent coaching and mentorship

Families gets a place to live, heal and 'breathe'

When Eli first saw Jackie at a bus stop over three decades ago, he knew "that is my life." What he didn't know is that in the years ahead, he'd find himself fighting for Jackie's life while falling into homelessness with two children to care for.

Compass Housing Alliance

Eli and Jackie married a few years after they met. Both had good jobs. When Jackie was diagnosed with advanced kidney disease in 2010, their stable life disappeared. Jackie couldn't work. Eli had to cut back his hours to care and advocate for her. Within months Eli, Jackie, and their two kids had lost their housing and were living in a hotel.



Fortunately, Eli found Compass Housing Alliance, which is LCSNW's affordable-housing affiliate agency, serving Seattle and the Greater Puget Sound region. As a Navy Veteran, Eli qualified to move his family into the Renton Veterans Center (RVC) when it opened over a decade ago. Having the stability of a permanent home and support of Compass's staff became vital as Jackie's condition worsened.

"When you reach end-stage renal disease, you have to start dialysis," Jackie said. "My doctor said 'do it at home. It's more natural. This is what you need to do.'"

When Jackie needed accommodations for at-home kidney dialysis, Compass staff sprang into action. They put in fixtures and made changes so that their apartment was up to the level



Jackie and Eli overcame medical and financial setbacks.

necessary for the Kidney Center to allow Jackie four hours of dialysis every day.

Eventually, Jackie was able to receive a successful kidney and pancreas transplant. Since then, she and the rest of the family have attended college together and all earned degrees. Jackie went on to earn her master's in social work and now works for Veterans Affairs (VA) helping other Veterans and their families find help to get back on their feet.

"This place gives you the hope that something is going to be better," Eli said. "You can sit up here and heal yourself if you are broken. Being here, not having that pressure. There are people who just need to breathe. And this is a place that they can breathe."

MEASURING OUR IMPACT



684 Affordable housing units maintained



829 Emergency shelter guests



46,315 Pieces of mail processed for residents



1,285 Monthly average number of residents housed



158 Residents who exited to a permanent living alternative



32 Residents who exited to a temporary alternative or to homelessness

War veteran's sister shares a gift of the heart

** trigger warning, suicide*

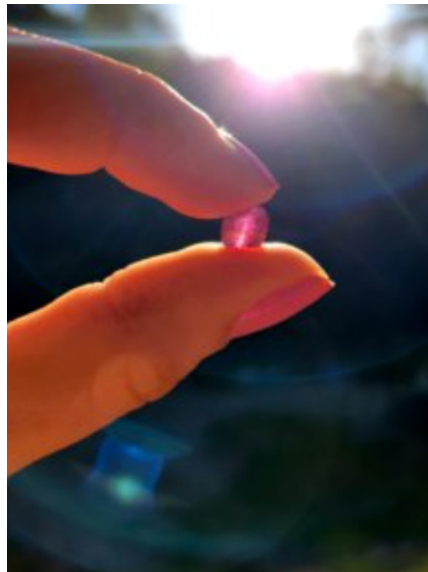
Angela Fairless's brother, Curtis, was a United States Marine and Oregon National Guardsman who served two tours in Iraq and Afghanistan. When Curtis Fairless returned home to Oregon, he struggled to re-enter civilian life and grappled with the war-time role he had played.

Donor Profile

"Captain America is the stereotype of what my brother wanted to be," Angela said, noting that he had the desire "to help people and not hurt people."

In 2018, Curtis took his own life.

When Angela learned about the work of LCSNW to support refugees as they resettle in the United States, she was moved. She had an idea to offer support for newcomers and



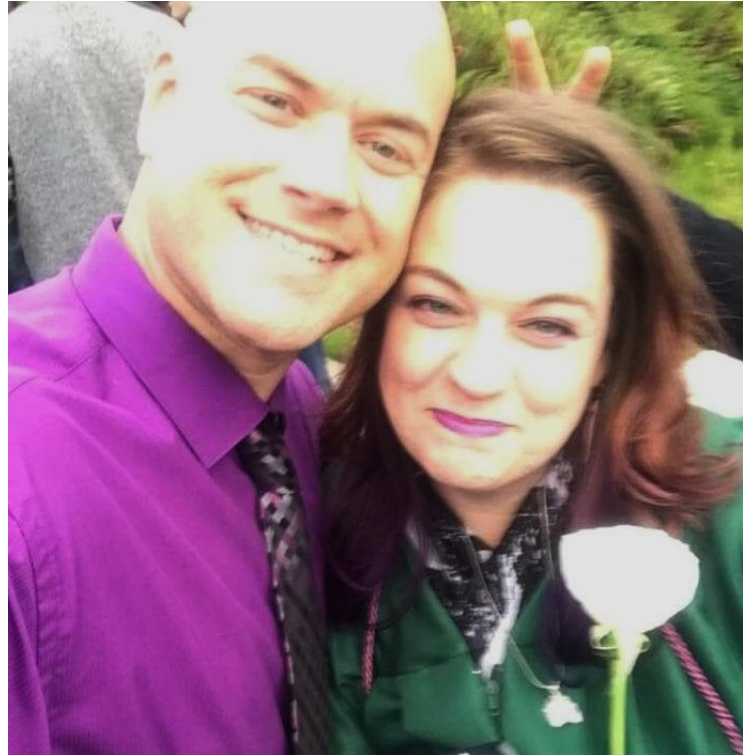
help heal the ache left by the loss of her brother. While Curtis was in Afghanistan, he had purchased gemstones and stone carvings for his loved ones.

Angela contacted LCSNW to share her idea: to raffle a small ruby to raise funds and to create awareness for the challenges faced by veterans, as well as bring further attention to the needs of

refugees in the area, many of them from Afghanistan.

Alongside our Portland area fundraising team, Angela accomplished her goals, raising money to support refugees. The winner of the stone was a Vietnam veteran named Lee.

Angela's gift helped her to honor her brother's sacrifice to this country, as well as process some of her own pain. With her brother's ruby, she changed the narrative of Curtis's legacy. She is an example of following your heart's convictions for what is right.



Curtis and Angela Fairless in 2018.

MAKE A DIFFERENCE

Thanks to your tax-deductible gifts, lives are saved and communities are enriched by the diversity and strengths of people who have triumphed over adversity. Health, justice and hope become a reality for entire communities, and for future generations. You can:



[Donate](#)



[Leave a legacy](#)



[Attend an event](#)



[Volunteer](#)

Diversity Equity & Inclusion



Back row: Ron Weaver (MCS); David Duea (Executive Team); Garrick Jackson (Klamath Falls). Front row: Kira Barsotti (HR, Yamhill); Kerrisan Meyer (Executive Team); Anahi Rodriguez (Tri-Cities); Julia Sheafor (Spokane). Not Pictured: Hazrat Khan (GPS); Sherri Walker (Shared Services); and Ilias Alami (Advancement).

OUR DEI COMMITMENT

Structural inequities, unconscious bias and institutional racism are prevalent in our society. We are committed to incorporating Diversity, Equity and Inclusion (DEI) into our core values of Health, Justice and Hope. We understand that hearing and representing voices is not a finite path and cannot be perfect. This will be an evolving process.

Goal 1: We prioritize DEI to increase awareness and provide culturally-appropriate and responsive services to communities we serve. We will advocate for changing systemic oppression in our communities.

Goal 2: We will intentionally reflect on and demonstrate DEI practices in our everyday organizational systems, structures and actions.

2021 - 2022 Action Plan Highlights

May 2021 - Expanded DEI Committee to include District and Shared Service representatives

October 2021 - Created/established a local DEI committee and assess for local needs and priorities

June 2022 - Participated in agency-wide Building Movement Race Equity Assessment

June 2021 - Created a system to clearly and consistently update staff on the DEI Committee's activities and impact.

January 2022 - Launched a DEI-specific webpage within our internal Intranet

December 2022 - Launched an external review of agency policies with a DEI lens to be completed in 2023.



New Greater Puget Sound Director is familiar face

Najib Nazhat, an LCSNW employee in the Seattle area since 2015, took the reins as Director of the Greater Puget Sound District in January 2023. He had been serving as Associate Director since the previous fall.

Najib has responsibility for LCSNW's largest geographic territory, stretching south to Tacoma, west to the Olympic Peninsula, and north to Seattle and Everett. At full staff, GPS has 130 employees.

His promotion to District Director sends two important messages, Najib said: LCSNW provides growth opportunities for hard-working staff members, and it values the skills and experience of immigrants and refugees. Originally from Afghanistan, Nazhat came to the U.S. eight years ago on a Special Immigrant Visa.

Heike Lake, the agency's Chief Operating Officer, says Najib has developed from a part-time case manager into a reliable leader. "He helped guide staff in the SeaTac office through the challenging years of the COVID pandemic. He has been instrumental in recent months as the North and South Puget Sound teams have joined forces" into a unified GPS District.

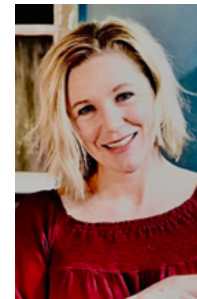


Najib Nazhat

Child welfare champion takes charge in Spokane

The leadership torch of the Inland Northwest District was passed this year from one long-serving LCSNW Spokane employee to another.

Shelly Hahn stepped into the District Director's job in January 2023, the culmination of her 19 years at the Spokane office. She started as a child therapist and was promoted to Director of Child Welfare Services in 2016. Shelly's background has prepared her well to lead a district of more than 70 employees who specialize in trauma recovery and assisting crime victims through the court system.



Shelly Hahn



Erin Williams Hueter

Shelly replaces Erin Williams Hueter, who served the Spokane community at LCSNW for more than 20 years. Erin is now Executive Director of the Health Sciences and Services Authority of Spokane County.

"I have every confidence that Shelly will build on the strong foundation laid by Erin – and build a strong legacy of her own," said Heike Lake, LCSNW's Chief Operations Officer.

Portland-Vancouver leader is 'humbled but excited'

When Peter Vogelaar became Director of Multicultural Community Services (MCS) in December 2022, he wasn't only welcomed to the LCSNW team. He was also welcomed back to the United States after a 10-year absence.

Peter leads the agency's largest office, responsible for all programs in the Greater Portland-Vancouver area, plus all refugee resettlement services in Washington and Oregon.

He arrived from Istanbul, Turkey, where he led cultural training and orientation for the Resettlement Support Center for Turkey and the Middle East. Before that, he spent 10 years as Executive Director of the Mohawk Valley Resource Center for Refugees in Utica, New York. Whether in the U.S. or abroad, his life's work is helping refugees and immigrants find safety and stability.

The same holds true for the Director whom Peter replaced – Salah Ansary, a mainstay at MCS since the 1980s. Ansary is now LCSNW's Senior Director of Advocacy and Government Affairs.

"I'm humbled to walk in Salah's footsteps but excited to take the reins of what he helped create," Peter said of his long-time friend.



Peter Vogelaar (left) and Salah Ansary

New CFO commits to financial transparency and building trust

Nicholas Lee joined LCSNW as the agency's Chief Financial Officer in September 2022 and immediately went to work practicing his core values of transparency and being a good listener. Lee arrived after five years as Finance Director at the King County Library System, one of the busiest library systems in the U.S.

"Building trust is paramount for a finance team, and that means giving people a sense of inclusion," said Nicholas, a resident of Issaquah, Washington. "Transparency is a function of inclusion. We don't want to be the only ones who know the answer to a given question."

Nicholas previously served two years as CFO for the City of Snoqualmie. Before that, he was Finance Manager for King County and Senior Budget Analyst for the City of Bellevue.

Just as important as his financial skills is the heart he shows for LCSNW's mission in his non-work life. Nicholas and his family hosted an asylum-seeking Ukrainian family of three who fled the war with Russia last year.

"It's definitely been worth it for us," he said. "Hosting a family is a great way to connect with humanity at a different level. We are committed to their success."



Nicholas Lee

HR leader has deep roots in senior care and refugee experience

When Aija Stapars was hired to lead LCSNW's Human Resources Department, it was a clear statement of the agency's top strategic goal: To be a regional employer of choice.

Aija started as LCSNW's Chief People and Culture Officer on Oct. 31, 2022, after working 25 years in Pacific Northwest senior living communities and other nonprofit healthcare settings.

Aija (pronounced AYE-yah) spent more than a decade with Wesley, a faith-based network of housing and healthcare facilities for older adults, where she served as Vice President of Human Resources. In early 2021, she joined the Hearthstone at Green Lake, a Seattle retirement community with Lutheran roots – first as Chief Human Resources Officer, then as interim CEO.

A resident of West Seattle, Aija was raised by parents who fled Latvia after World War II. This instilled her with a natural empathy for LCSNW's many clients – and employees – who have endured trauma as refugees and immigrants.

"I believe employees are the most valuable asset that an organization has," she said, "If you don't have good employees in a good culture and a good environment, you really don't have the ingredients for a successful organization."



Aija Stapars

Technology chief aims to upgrade tools and training

Sergio Razo brought more than 20 years of information technology and business management experience into his new role as LCSNW's Chief Technology Officer.

Sergio, who started with the agency on Nov. 3, 2022, worked most recently as the Director of Information Technology Services with the King County Library System. He served previously as the IT Director for the Walla Walla School District and started his professional career at Central Washington University.

He and his family moved from Eastern Washington to the Sammamish area in the North Puget Sound region during the COVID pandemic to be closer to relatives.

Sergio was attracted to LCSNW because of the broad range of programs the agency provides to the community. He wants to contribute to the organization's mission and help marginalized communities live better lives. He also wants to give agency staff better tools to do their jobs.

"Technology constantly evolves and it's critical that employees have access to continuous training resources so that they can stay current and effective with the tools that serve our clients," he said.



Sergio Razo

LCS Northwest Leadership

Board of Directors 2022

Chair: Roger Chase, Spokane, WA
Vice Chair: Greg Gilbert, Gig Harbor, WA
Secretary: Lisa Kraft, Eagle, ID
Mark Kachmarek, Olympia, WA
Jean Paul Mugisha, Portland, OR
Anna Meekisho, Beaverton, OR
Cathy Neer, Kennewick, WA
Kim Nelson, Spokane Valley, WA
Carla Spaccarotelli, Olympia, WA
Amina Suchoski, Seattle, WA
Rev. Kirby Unti, Renton, WA

Ex-Officio Board Members

Bishop Laurie Larson Caesar, Oregon Synod, ELCA
Bishop Richard Jaech, Southwestern WA Synod, ELCA
Bishop Kristen Kuempel, Northwest Intermountain Synod, ELCA
President Paul Linnemann, Northwest District, LCMS
Bishop Shelley Bryan Wee, Northwest WA Synod, ELCA



Special thanks to the Rev. Mike Wilson and Barb Smithson. Each served six years on the Board of Directors before leaving at the end of 2022.

District Directors

Nora Foster, Klamath Falls, OR
Sharon Gentry, Tri-Cities, WA
Shelly Hahn, Spokane, WA
Alma Jean, Safe Route Immigration (OR and WA)
Najib Nazhat, Greater Puget Sound, WA
Jordan Robinson, Yamhill County, OR
Jessica Ruehrwein, Boise, ID
Peter Vogelaar, Multicultural Community Services (OR and WA)

Shared Services

David Duea, President and Chief Executive Officer
Heike Lake, Chief Operating Officer
Jaimie Fournier, Chief Advancement Officer
Nicholas Lee, Chief Financial Officer
Sergio Razo, Chief Technology Officer
Aija Stapars, Chief People and Culture Officer
Kerrisan Meyer, Executive Assistant
Salah Ansary, Senior Director of Advocacy and Government Affairs
Amy Converse, Director of Organizational Excellence
Olivia Dugan, Director of Grants
Hannah Hand, Director of Human Resources Operations
Matt Misterek, Director of Communications
Geoff Schmidt, Director of Financial Planning and Analysis
Kari Young, Director of Donor Relations



Health. Justice. Hope.

LCS Northwest Annual Report 2023

Lutheran Community Services Northwest Consolidated Financial Statements Review

July 1, 2021 - June 30, 2022
(sourced from audited financial statements)

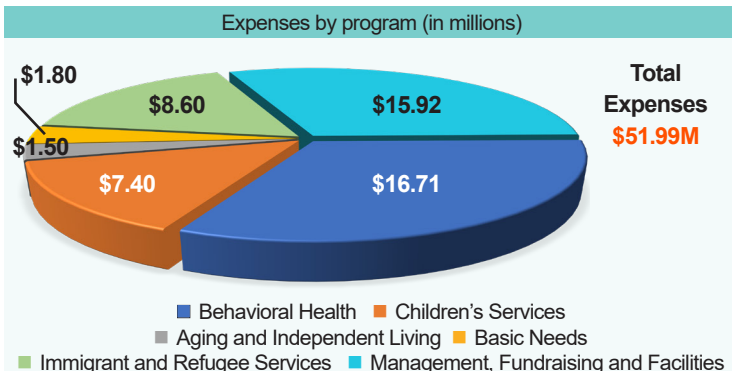
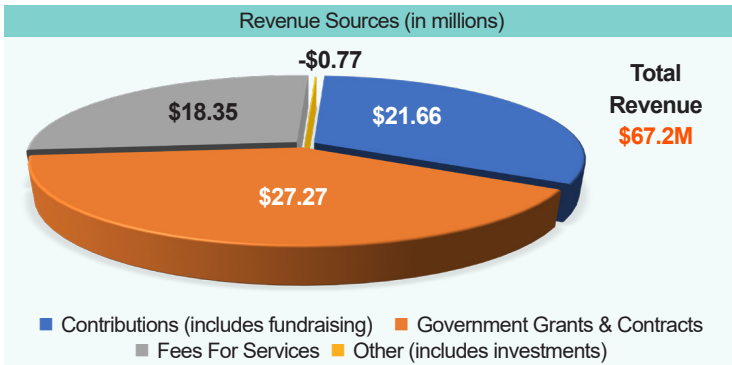
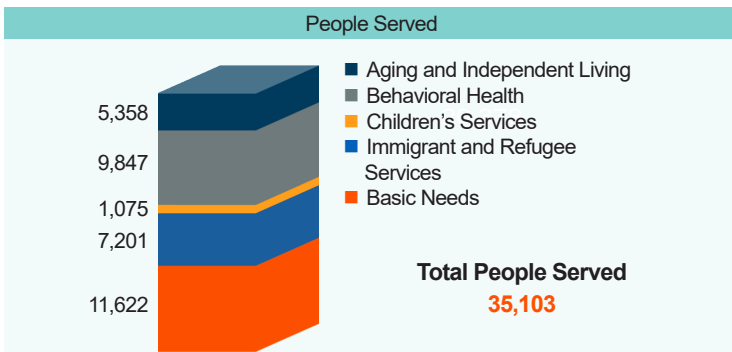
REVENUE

General: Consolidated financial results reflect a positive net margin of \$21.1 million. This larger than normal net margin reflects a generous gift from the William A. Looney Family Foundation (WALFF) of \$15 million and proceeds from the forgiveness of our federal Paycheck Protection Plan (PPP) loan of \$5 million. We are profoundly grateful for our funding partners, donors and foundations.

Contribution Revenue: Contributions in the current year and restricted contributions from past years provided 32% of total revenue. Contributions supported our services across the organization. This includes capital funding, behavioral health services, housing, and client assistance.



Bill Looney



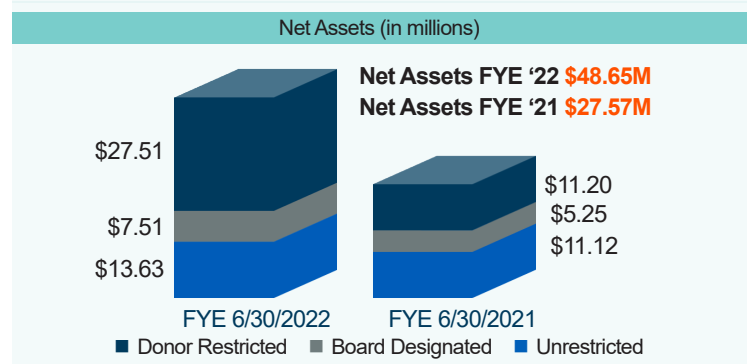
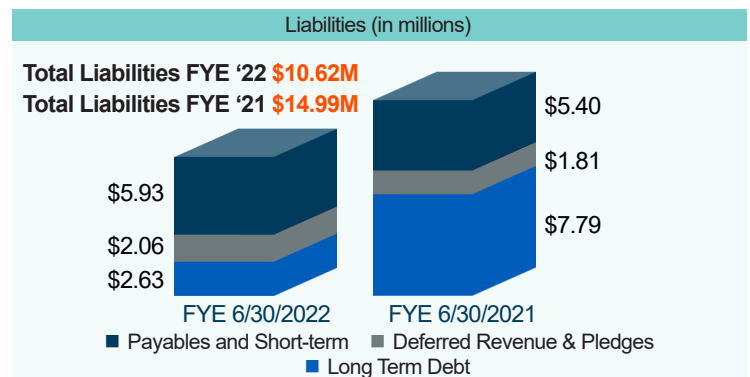
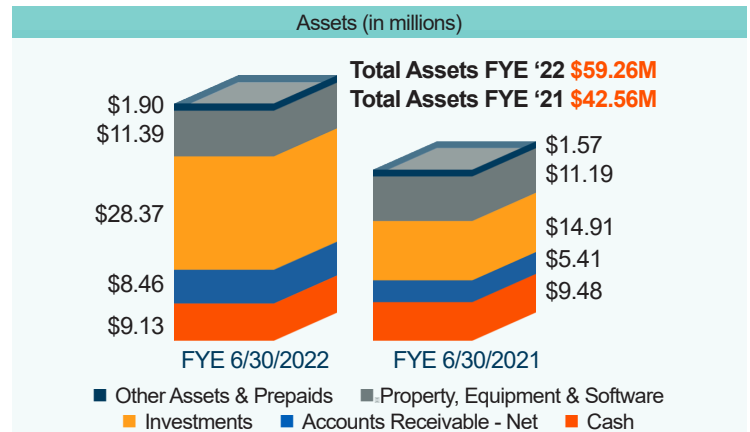
Contract and Program Services Revenue: Funding from local, state and federal agencies provided 68% of our total revenue in this period. We value our relationships with agencies that provide funding for services to the most vulnerable.

EXPENSES

Programs: We spent 65% of total costs to pay agency staff to serve clients and our communities. Our two largest lines of service, which represent 53% of our total expenses, are Child, Family, and Senior Services and Behavioral Health. About 17% of our expenses supported services to people who are refugees and immigrants. Management and General, which supports all programs, was 25% of total program costs.

BALANCE SHEET

Our liquidity position is sufficient to support programs and operations along with servicing debt. Our net assets increased \$21.1M due to an operating surplus driven by the WALFF donation and the PPP loan forgiveness.



Our Mission

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

To learn more about
our work, click the
location below.

[Oregon](#)

[Beaverton](#)

[Klamath Falls](#)

[Portland](#)

[Salem](#)

[Yamhill](#)

[Washington](#)

[Compass Housing](#)

[North Puget Sound](#)

[Spokane](#)

[South Puget Sound](#)

[Tri-Cities](#)

[Vancouver](#)

[Idaho](#)

[Boise](#)

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SeaTac, WA 98188-5070
(206) 901-1685

lcsnw.org



LCS Northwest services are provided without regard to race, ethnicity, national origin, religious belief, gender, gender identity or expression, sexual orientation, age, marital status, ability, military or veteran status, source of income or political affiliation.

