

THE POWER OF HOPE

2004 ANNUAL REPORT



MAJOR FUNDERS AND COLLABORATIVE SERVICE PROVIDERS

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ChildNet, Inc.

Children's Services Council of Palm Beach County

City of Cape Coral

Evangelical Lutheran Church in America (ELCA)

Florida Department of Children and Families

Florida Department of Education

Florida Department of Health

Florida Department of Juvenile Justice

Florida Network of Youth & Family Services

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Hillsborough County Health Department

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Lutheran Disaster Response

Lutheran Immigration & Refugee Services

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Okaloosa County

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Sarasota County

South Florida Workforce

Thrivent Financial Services for Lutherans

United Way

University of South Florida, Chiles Center

University of South Florida, College of Public Health

U.S. Department of Health and Human Services



Healing

IN RESPONSE TO GOD'S LOVE IN JESUS
CHRIST, LUTHERAN SERVICES FLORIDA, AS AN
AGENT OF ITS PARTICIPATING CHURCH BODIES.

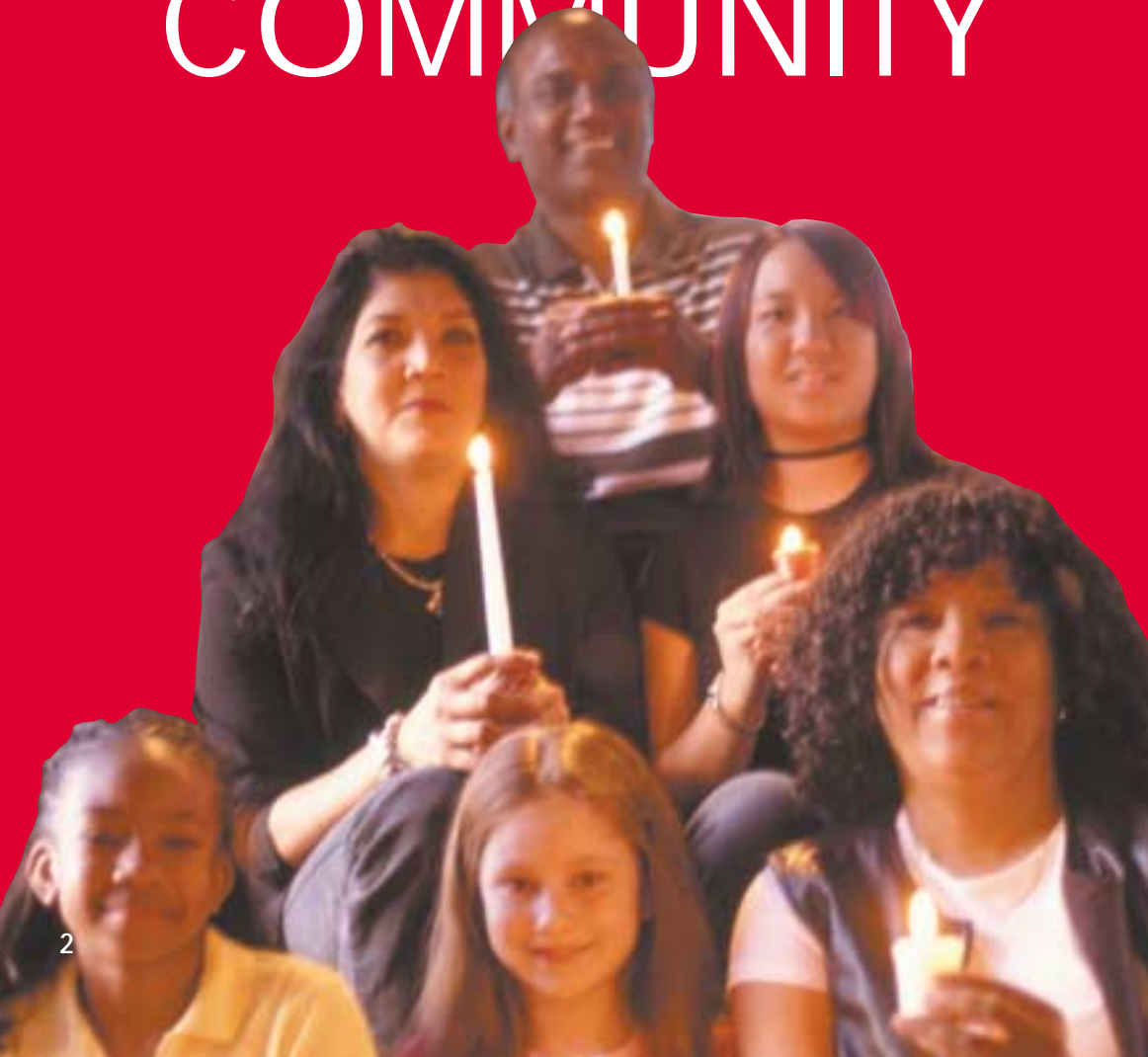


Hope

SERVES TO BRING GOD'S
HEALING, HOPE AND HELP TO PEOPLE
IN NEED.

Help

PEOPLE THE POWER OF COMMUNITY



WHAT IS LSF?

Lutheran Services Florida (LSF) is a statewide, human care, non-profit agency established in 1982 to provide social services to people in need throughout Florida regardless of religious affiliation, age, or national origin.

WHERE IS LSF?

Lutheran Services Florida (LSF) operates more than 60 programs located across the state from Pensacola to Miami, Ft. Myers to Ft. Lauderdale, and in the Tampa Bay, St. Petersburg, and Orlando areas, including:

- **Refugee and Immigration Programs:** Miami, Tampa, Orlando
- **Housing Programs:** Miami
- **Youth Shelters and Counseling Programs:** Pensacola, Ft. Myers, Ft. Lauderdale
- **Protective Supervision, Foster Care, Adoptions:** Ft. Myers
- **Guardianship Programs:** Tampa, Pensacola, Sarasota, Venice
- **Head Start Program:** Belle Glade
- **Child Care Food Program:** Tampa
- **Church and Community Relations Programs:** statewide
- **Disaster Response Programs:** statewide

WHO IS SERVED BY LSF?

During the past 22 years, more than 700,000 people in need—refugees and immigrants, at-risk, preschool children from low-income families, troubled youths and families in crisis, the frail elderly, homeless families with young children, and survivors of natural disasters, such as hurricanes, tornadoes, and floods—have received assistance from LSF Programs.

FUNDING SOURCES

Lutheran Services Florida (LSF) is supported by:

- The Evangelical Lutheran Church in America (ELCA)
- Lutheran Church Missouri Synod (LCMS)
- Florida-Georgia District (LCMS)
- Florida-Bahamas Synod (ELCA)
- Lutheran Congregations
- Local, State, and Federal Government Grants
- United Way
- Civic Organizations
- Private Foundations
- Individual Donors

Dear Friend,

As I reviewed the past year and thought about the best way to measure the agency's performance, I found myself focusing on "The LSF Family" —that unbeatable team comprised of special people—our dedicated staff, compassionate volunteers, and our caring partners in the congregations. The more I thought about the members of this extended family, the more I realized how significant their contributions are to the agency's success, because they are the ones who deliver our high quality services to help our clients—children and families in desperate need—improve their lives.

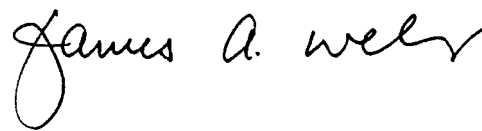
I am pleased to report that the agency achieved great success during the past year, as evidenced by the following:

- LSF provided vital services to more than 31,000 people in need, including at-risk, preschool children, the frail elderly, homeless families with young children, refugees and immigrants, and youths and families in crisis
- LSF provided Refugee Resettlement, Immigration, and Employment Services to over 10,000 people who now live and work in freedom
- LSF fed and cared for more than 5,500 at-risk, preschool children enrolled in its P.E.P.P.I. Head Start Program and its Child Care Food Program
- LSF was chosen as the Case Management Organization for Central and Southern Lee County—serving a population of more than 430,000—in the state's privatization of all child welfare services
- LSF received exemplary monitoring reviews—"Special Deemed Status" or "Deemed Status"—for all LSF Youth Shelters

- LSF spread its message "Helping children and families in need" by expanding publicity—the agency was featured more than five (5) times per month in the media (both Lutheran publications and secular print and broadcast)
- LSF implemented a formalized Advocacy & Public Policy Program to speak on behalf of its clients who often have no voice of their own and to advocate on issues that directly affect clients' lives
- LSF improved and expanded relationships with congregations
- LSF served more than 5,200 people through its Church & Community Relations and Disaster Response Programs
- LSF received a clean audit report

Yes, we have accomplished much during the past year, but there is still so much more to be done. Our challenge for the future is to ensure that we continue to build on our accomplishments by finding new opportunities to expand our services and carry out our Mission to "Bring healing, hope, and help to people in need." We look forward to meeting that challenge in the coming year.

Sincerely,



James A. Wells
President and CEO



REFUGEES

THE POWER OF FREEDOM



CULTURE SHOCK

Sharif, his wife, Daynab, and their four children (6 months to 9 years), suffered violent political and religious persecution before fleeing to safety in Kenya where they lived in a refugee camp for years. Until they came to the U.S. in January of 2004, they had never known what it was like to live in freedom. While all refugee resettlements require major life adjustments, this one required more than most and provided a real lesson in “culture shock” because these Bantu refugees discovered that life in America is vastly different from the life they had known in Africa.

Historically, the Bantu people had been slaves in their own country and excluded from mainstream society. They were denied an education, so they were illiterate and could communicate only in their native language—Maay Maay. They lacked job skills useful in a modern, urban environment because they had lived a simple, rural life farming the land. Also, they were unfamiliar with Western housing or common conveniences such as electricity, flush toilets, telephones, or kitchen and laundry appliances.

LSF arranged for the Bradenton Christian Reformed Church to sponsor the Bantu family, and a group of church volunteers joined LSF staff welcoming the refugees with open arms as they arrived at the airport. Since children everywhere seem to speak a universal language, in no time at all the Bantu children were happily playing with the volunteers’ children and grandchildren. The adults, however, needed help from Mohammed, the LSF interpreter who spoke both Maay Maay and English.

In less than a year, the refugees have made good progress. Sharif works full-time at a landscape business, the older children are enrolled in school, and both Sharif and Daynab take English classes. The volunteers continue to help the family with transportation to medical appointments, grocery shopping, English tutoring, and managing finances.

LSF staff and volunteers have met every challenge with love and kindness, and this family now is looking forward to a promising future and becoming self-sufficient.




“The Bantu children were happily playing with the volunteers’ children and grandchildren.”

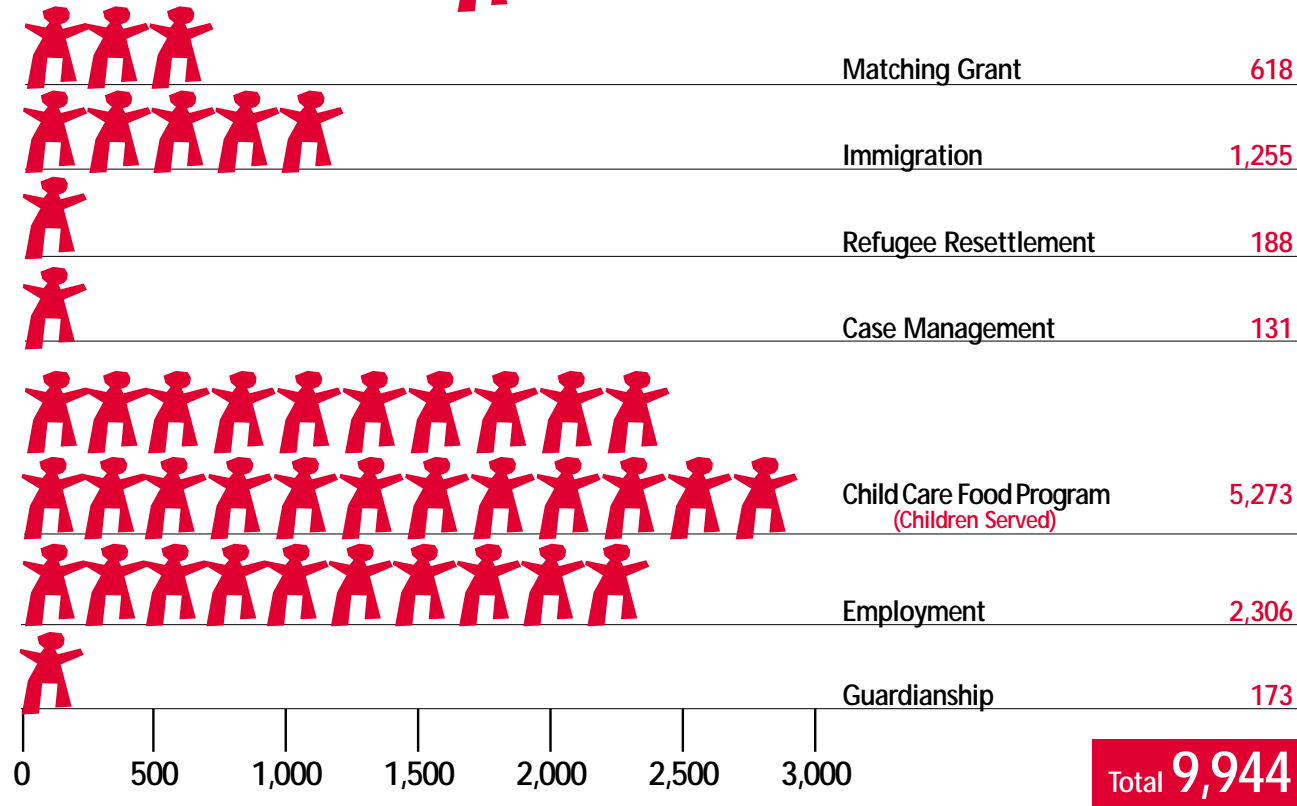
The **LSF Tampa Bay Region** serves children, the frail elderly, families, refugees and immigrants in need in Hillsborough, Pinellas, Pasco and Orange Counties. LSF staff members help

refugees build new lives, care for the incapacitated, and ensure that children from low-income families in licensed home day-care programs receive nutritious daily meals.

People Served in 2004

 = 250 or fewer

Programs



For more information, please call (813) 877-9303



YOUTH & FAMILY

THE POWER OF CARING



A TROUBLED YOUTH

Bobby, 16, was struggling at school. Despite ranking in the 98th percentile on the state's comprehensive assessment test (FCAT), Bobby's grades had recently dropped from A's and B's to D's and F's and he was often absent. He had started using marijuana and alcohol and had developed serious behavioral problems causing conflict with his peers and teachers.

When the school social worker was called in, she learned that Bobby's parents had recently divorced, his mother was having financial problems, and Bobby was under continual stress. She was concerned that he was headed for major problems at school and at home, so she referred him to the local LSF family counseling program for assistance.

The LSF Counselors met with Bobby and his parents and assessed their immediate and long-term needs. They determined that Bobby felt helpless and frustrated because his family was falling apart. He wanted his parents to stay together, but he felt powerless to do anything to make that happen. Bobby was experiencing severe mental distress and the LSF case managers said that he needed regular counseling sessions with his parents.

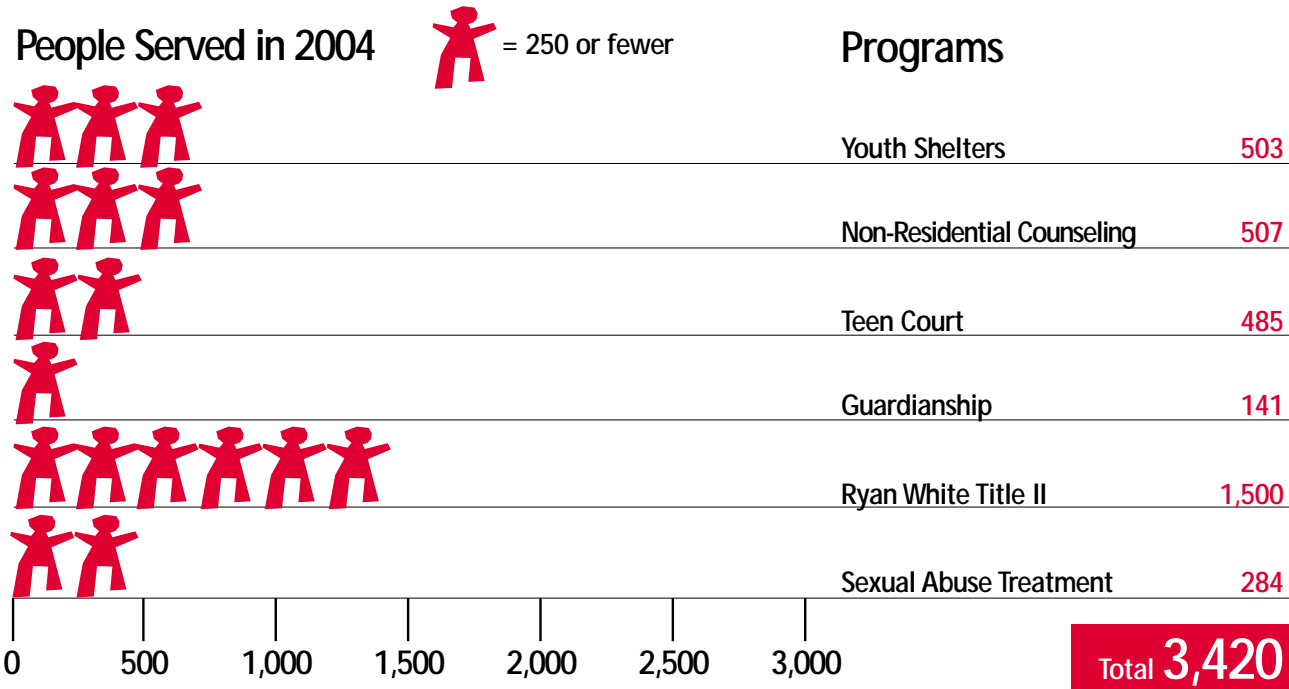
Eventually, with the help of the LSF Counselors, Bobby learned that he could control his life and have a better future by staying in school and working hard. It took months, but Bobby was able to get back on the right track. His grades improved, and he is once again looking forward to college.



“Bobby learned that he could control his life and have a better future by staying in school and working hard.”

Since 1990, the **LSF Northwest Region** has helped thousands of people in need in the greater Pensacola area, including Escambia, Santa Rosa, Okaloosa, and Walton Counties. The Region offers diverse programs and services to help at-risk children, troubled youths and teen runaways, families in crisis, and the frail elderly.

LSF is the designated Safe Place provider in the greater Pensacola area. Safe Place is a network of voluntary community sites where teens in need of help can go for safe refuge.



For more information, please call (850) 453-2772



FRAIL ELDERLY THE POWER OF PROTECTION



A BETTER LIFE

Jenny, 85 years old, had lived alone in a small apartment in Tampa for many years. She and her husband, Walter, had moved to Florida 20 years ago when they retired. They had never had children and all of their family lived in Iowa, but they had made friends with their new neighbors and enjoyed a happy life for many years, until Walter passed away.

After her husband died, Jenny became withdrawn and spent most of her time alone. Over the years, the neighbors moved away and Jenny became isolated. The landlord realized that Jenny could no longer care for herself and he knew that she needed daily assistance, so he contacted the Department of Children and Families and LSF was appointed as Jenny's Guardian.

When the LSF Guardian went to her apartment, Jenny answered the door looking disheveled and disoriented. The Guardian noticed that the apartment hadn't been cleaned in months, there was no food in the refrigerator, and the few pieces of clothing Jenny had were dirty and torn. She knew she had to take quick action, so she contacted an Assisted Living Facility in the area and drove Jenny there that afternoon. She introduced Jenny to the people in her new home and then went shopping for new clothing and personal care items for Jenny.

When the LSF Guardian returned just two hours later, she walked through the living room and asked for Jenny. The nurse on duty told her to turn around because Jenny was sitting in the recliner talking to another resident. The LSF Guardian hadn't recognized Jenny because in just two hours, she had been given a shower, had her hair shampooed, had been given clean clothes to wear, and was eating a hot lunch. She looked like a different person.

The LSF Guardian was amazed at Jenny's transformation in such a short time. When she told Jenny how pretty she looked, Jenny said, "I'm so happy from the heart to be here. Now I have friends." Jenny is thriving in her new surroundings and looks forward to the regular visits from her LSF Guardian.




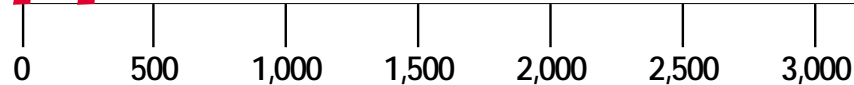
*"I'm so happy from the heart to be here.
Now I have friends."*

The **LSF Southwest Region** serves Collier, Lee, Hendry, Glades, Charlotte, DeSoto, Manatee and Sarasota Counties. The programs and services help at-risk children, troubled youths and teen runaways, families in crisis, and the incapacitated—mainly the frail elderly.

LSF is the designated Safe Place provider in the six-county area. Safe Place is a network of voluntary community sites where teens in need of help can go for safe refuge.

People Served in 2004

 = 250 or fewer



Programs

Youth Shelters **398**

Non-Residential Counseling **720**

Family Preservation **179**

Protective Supervision **1,018**

Adoptions and Foster Care **997**

Guardianship **455**

Total 3,767



For more information, please call (239) 275-1126

CHILDREN

THE POWER OF LAUGHTER



KIDS HELPING KIDS

When Janet Janke first learned about the children in the P.E.P.P.I. Head Start Program in Belle Glade, she knew she wanted to help so she collected school supplies, donated by her fellow parishioners at Faith Lutheran Church in North Palm Beach, and delivered them to the P.E.P.P.I. children every Monday.

Mrs. Janke taught English as a Second Language to 3rd, 4th, and 5th grade students at Glade View Elementary School in Belle Glade and also was the representative for the RIF Program (Reading Is Fundamental). She knew it was vital that all children learn to read well, and she thought that her students could help the children at P.E.P.P.I. and also learn a valuable lesson from the experience.

She received small grants to purchase books and began taking her students to P.E.P.P.I. Head Start to read to the pre-school children. She knew that both groups of students would benefit. "I just stood back and watched them—children reading to children. They learned from each other. The P.E.P.P.I. children listened to the older children, and my students had to practice reading the books before I would allow them to read to the younger children," she said. "We also left extra books in each of the ten classrooms at P.E.P.P.I. so the children could read the stories on their own," she added.

"My students looked forward to reading to the younger children," said Mrs. Janke. "They really listened to us and respected us. I practice every day and night so I can read to the little kids," said one of her students. "This project improved my students' language abilities and the P.E.P.P.I. children loved being read to by the older children," she said.

This project has made a positive difference in the lives of hundreds of children and created special memories that will last throughout their lives.




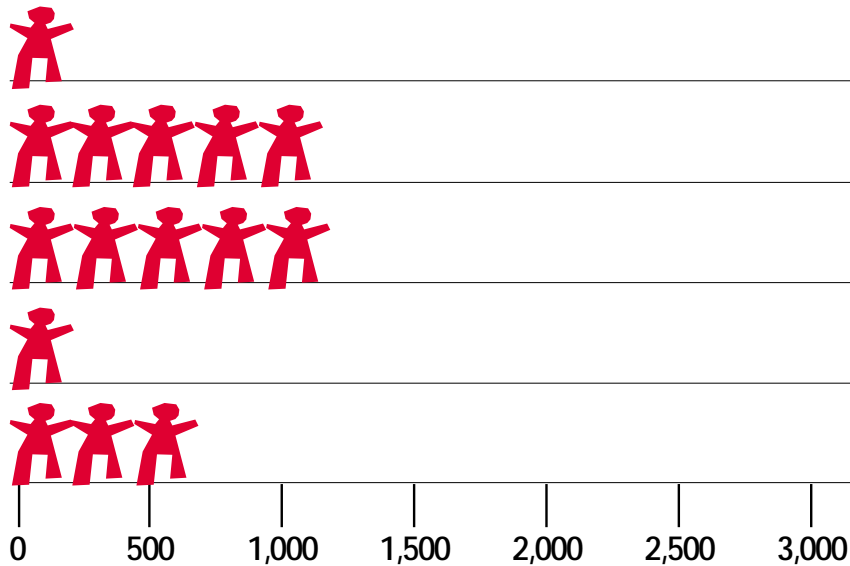
“I just stood back and watched them—children reading to children. They learned from each other.”

The **LSF Southeast Region** serves people in need in Broward and Palm Beach Counties. The programs and services are designed to meet the diverse needs of at-risk children, troubled youths and teen runaways, families in crisis, refugees, and the unemployed.

LSF is the designated Safe Place provider in the Broward County area. Safe Place is a network of voluntary community sites where teens in need of help can go for safe refuge.

People Served in 2004

 = 250 or fewer



Programs

Youth Shelter **197**

Family Builders **1,103**

Employment **1,082**

P.E.P.P.I. Head Start **237**

Non-Residential Counseling **518**

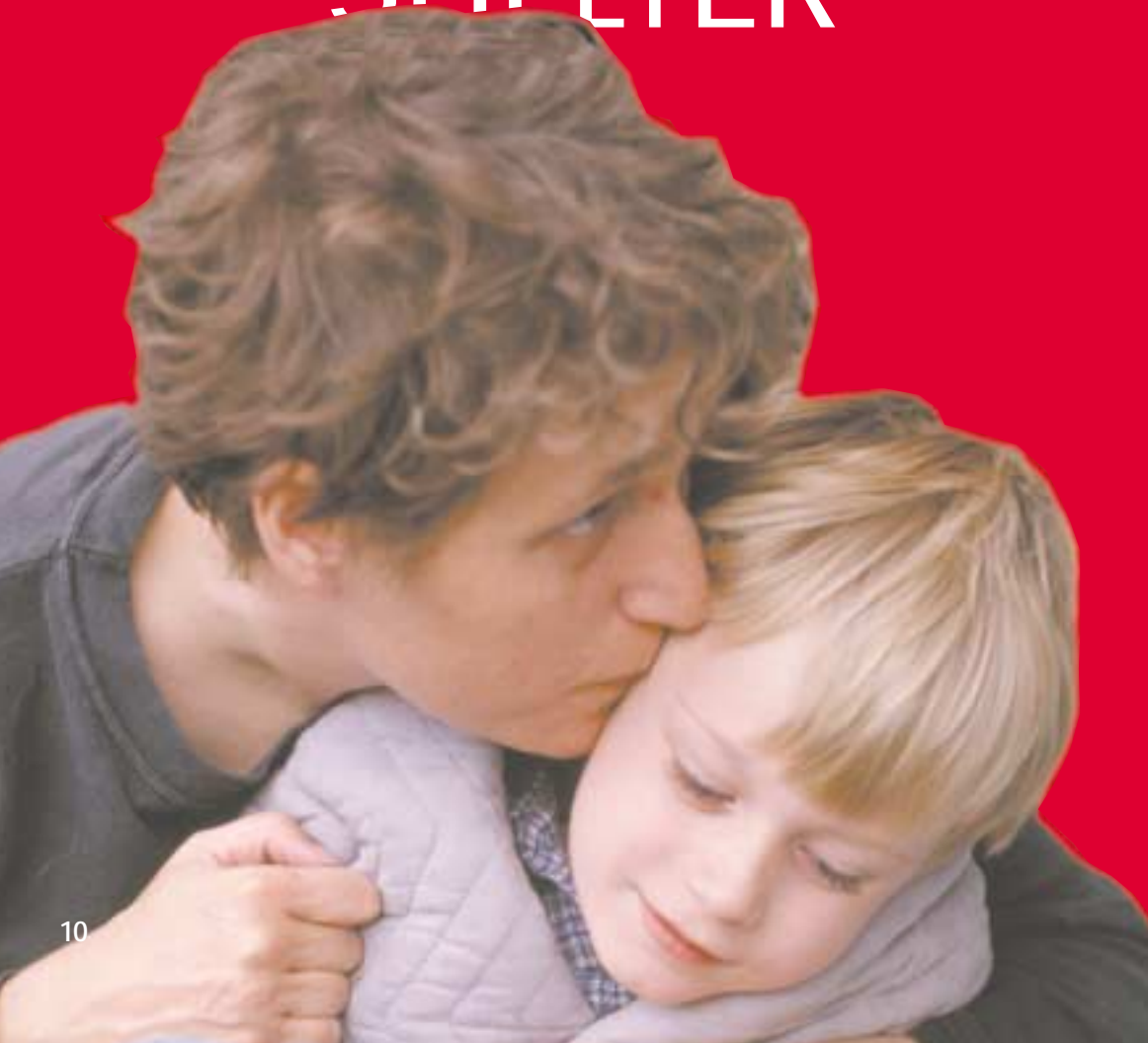
Total 3,137



For more information, please call (954) 486-4222

HOMELESS

THE POWER OF SHELTER



A HOME OF THEIR OWN

This is a story about the triumph of the human spirit. When Marianne came to the U.S. from Haiti 20 years ago, she came with the hope of raising her children in freedom. Her life had been filled with poverty and violence, and she wanted her children to have a better life.

Although Marianne couldn't read or write or speak English, she found a cleaning job shortly after arriving and she kept her job for many years until becoming seriously ill. After having surgery, she could no longer work and was forced to apply for Miami-Dade Public Housing. She was later referred to the LSF Transitional Housing Program that provided a temporary home for her and her family.

While her chronic illness prevented her from holding a full-time job, she still worked hard picking vegetables in the Homestead fields whenever she could. Her LSF Case Manager helped Marianne with transportation, food, clothing, and also with managing her meager income. Marianne passed her strong work ethic on to each of her children who began working during high school. After graduating, they all found full-time jobs. The four younger children who are still in school help their mother at home. Her 17 year-old son, Jean, is learning skills to support the family at Job Corps and her 20 year-old daughter, Lucy, is her mother's right hand—always ready to do whatever is needed.

LSF Case Workers helped Marianne apply for HUD housing and, after being on the waiting list for seven long years, the family recently moved into a permanent home of their own. Her entire life has been a struggle, but Marianne is truly grateful for what she has and she is always willing to help others in need. After Hurricane Ivan hit Haiti, she gathered donated supplies to send to the victims.

Marianne has achieved her dream to create a better future for her family. She is an inspiration!




“The four younger children who are still in school help their mother at home.”

The **LSF Miami-Dade Region** serves homeless families with young children, refugees, and immigrants. LSF Case Managers help refugees find homes, jobs, and become U.S. citizens.

The LSF Housing Programs provide emergency shelter at Esperanza Center, as well as temporary and permanent housing for eligible families.

People Served in 2004

 = 250 or fewer



0 500 1,000 1,500 2,000 2,500 3,000

Programs

Housing Services **1,564**

Refugee Resettlement **61**

Matching Grant **769**

Immigration **1,217**

Employment **2,650**

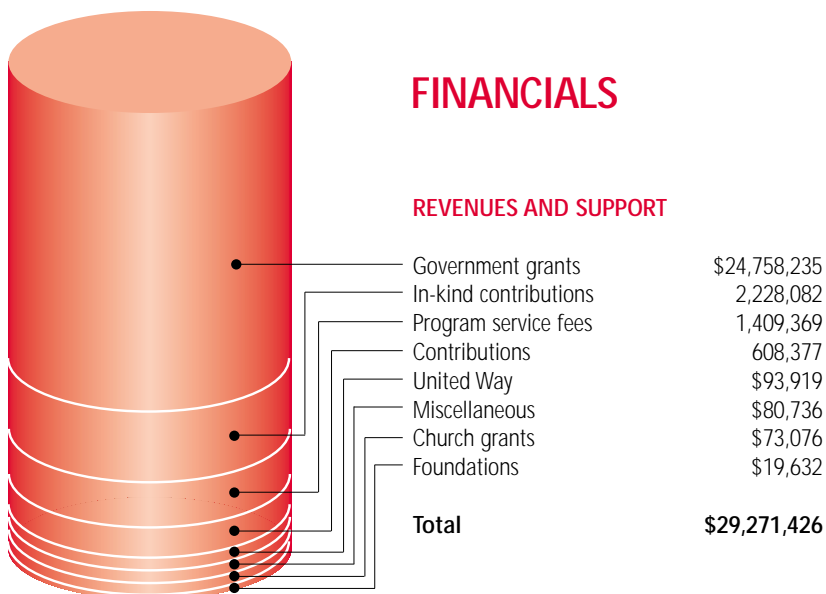
Total 6,261



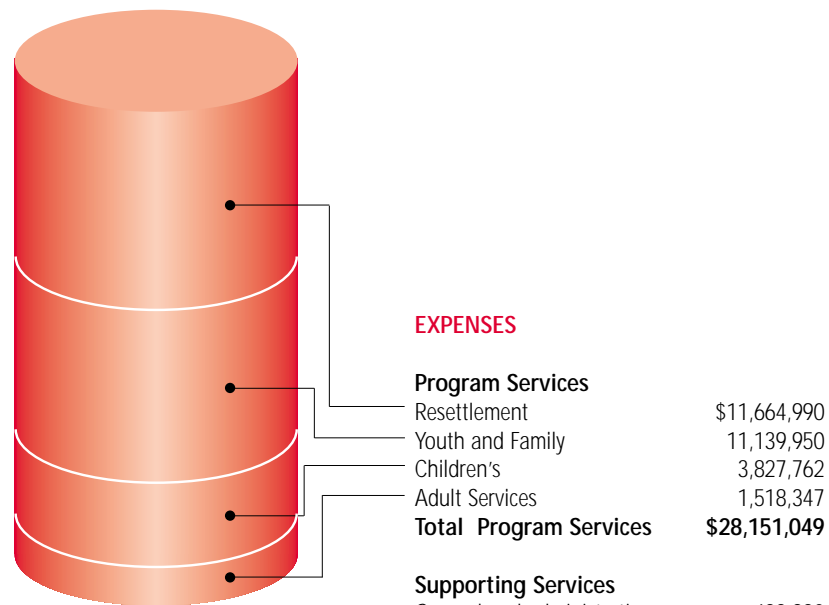
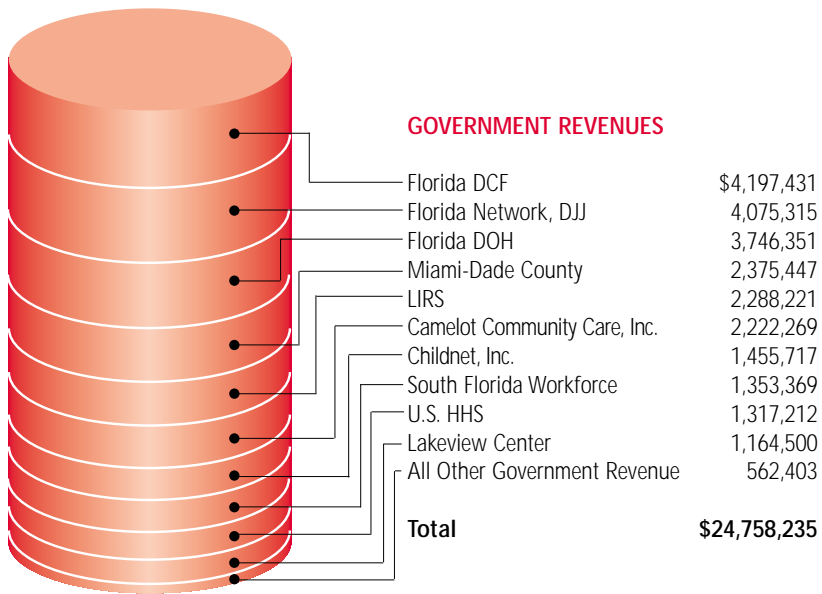
For more information, please call (786) 293-6110

FINANCIALS

REVENUES AND SUPPORT



GOVERNMENT REVENUES

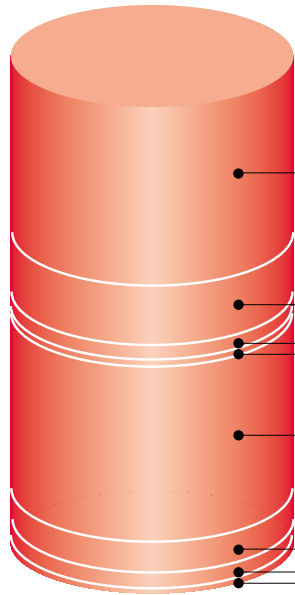


NET ASSETS

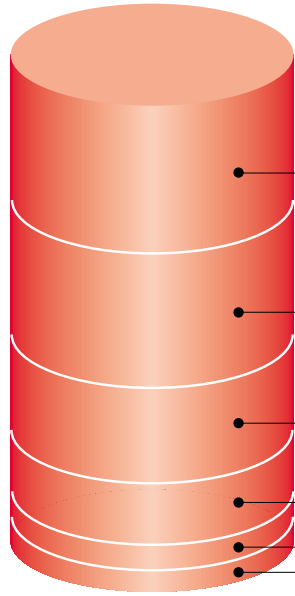
Change in net assets	425,669
Net assets, beginning of year	3,713,144

Total Net Assets, end of year \$4,138,813

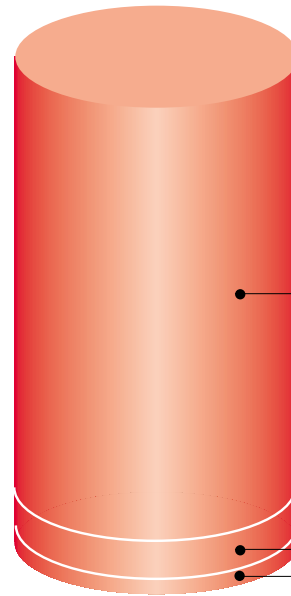
STATEMENT OF FINANCIAL POSITION



ASSETS	2004
Land, buildings and equipment, net of accumulated depreciation	\$3,046,928
Cash and cash equivalents	1,130,380
Prepaid expenses and other assets	247,715
Investments	68,754
Receivables:	
Grants	3,845,211
Program fees, less allowance for possible losses of \$99,400	552,458
Pledges, net	192,907
Other	34,297
Total	\$9,118,650



LIABILITIES	
Refundable advances	\$1,798,587
Accrued payroll expenses	1,471,390
Accounts payable	908,118
Long-term debt	414,094
Other accrued expenses	195,255
Accrued program expenses	192,393
Total	\$4,979,837



NET ASSETS	
Unrestricted	\$3,666,218
Temporarily restricted	328,841
Permanently restricted	143,754
Total	\$4,138,813

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**SPECIAL THANKS
TO OUR
GENEROUS VENDORS**

Whose In-Kind Contributions Made it Possible
to Produce This Year's Annual Report in Color
Highlighting the Beautiful Photographs of Our Clients

- Photography: Andy Clingempeel, ShowPig Studio
- Graphic design: Paul Wright, Wright Brothers Design
- Printing: Roberts Printing



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Changing Lives Daily

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