

THE
face
OF
LUTHERAN
SERVICES
FLORIDA



2 0 0 5 A N N U A L R E P O R T

DISASTER RESPONSE

After four hurricanes (Charley, Frances, Ivan, and Jeanne) hit Florida in a six week period in August and September of 2004, followed by Hurricanes Dennis, Katrina, Rita, and Wilma that slammed into FLorida and the Gulf Coast in 2005, Lutheran Services Florida was there, in partnership with Lutheran Disaster Response, the churches of the Lutheran Church Missouri Synod (LCMS) and the Evangelical Lutheran Church in America (ELCA), and Thrivent Financial for Lutherans, helping the victims recover, rebuild, and start over.

Through the agencies cited above, Lutherans around the world responded to the disastrous hurricanes by raising over \$20 million to support the disaster relief efforts. This generous response has made a difference in the lives of thousands of children, the elderly, and families who lost loved ones, homes, and property. We thank you for your generosity.

Following the hurricanes, Lutheran Services Florida and its partners helped thousands of victims by:

- Providing hardship grants
- Providing Pastoral Care and Counseling Services
- Hosting FEMA/SBA workshops to train volunteers
- Providing Disaster Preparedness Training throughout the state
- Sponsoring Camp Noah – one week of therapeutic summer camp at no charge for children suffering trauma from the hurricanes – at 25 sites across Florida

The recovery effort continues to provide assistance to Florida's hurricane victims and there is still much to be done. The recovery is far from over.

People Served During the Past Year

Disaster Response and Church & Community Relations Programs — approximately 9,200



Sometimes good people need a little help to make their lives whole. They come seeking relief from desperate poverty, political oppression, and family abuse or neglect. We see them every day, disguised as mind-numbing, impersonal statistics. Sometimes it's all too easy to forget that there are people hidden behind the numbers. And the only real way to create change, to help create better lives, to penetrate the fog of the statistics, is one person at a time.

Lutheran Services Florida has been doing just that for over twenty-three years. We have hundreds of staff and volunteers who have dedicated their lives and careers to helping create change. Each of them knows that although LSF, the organization, provides the foundation and support they need, it is up to them as individuals, one on one, to truly make a difference.



Amalia Rivera
LSF Resettlement Specialist



Mokhtar Maki Mogtaba
Sudanese Refugee



THE FACE OF freedom

Mokhtar Maki Mogtaba is one of the Lost Boys of Sudan. He suffered persecution and fled his homeland fearing for his life, but he says “I’m one of the lucky ones, because so many others are still suffering in Sudan.” Still a young man, Mogtaba has experienced more cruelty and sorrow in the past six years than most people have in a lifetime.

He was a student at the University of Khartoum when the government of Sudan was overthrown and the country became engulfed in a civil war – Muslim Arabs in the north were fighting Christian, black Africans in the south. One night soldiers came and took Mogtaba’s father, part of the old government, away. He was thrown in prison and tortured. Knowing they’d be back, Mogtaba escaped alone in the middle of the night with nothing but the clothes he was wearing.

He hid during the day to avoid the soldiers and traveled at night on foot and stowed away on trains when he could. Finally he reached Egypt where he found safety in a crowded refugee camp. He had survived, but he had lost everything – family, friends, home, and country. The only thing he had left was his dream that one day he and his family would be reunited and live in freedom in the United States and he was determined to make that dream a reality.

Nearly two years later, on February 1, 2001, Mogtaba arrived in the United States. He was alone and had nothing, but he was thankful for the chance to build a new life in

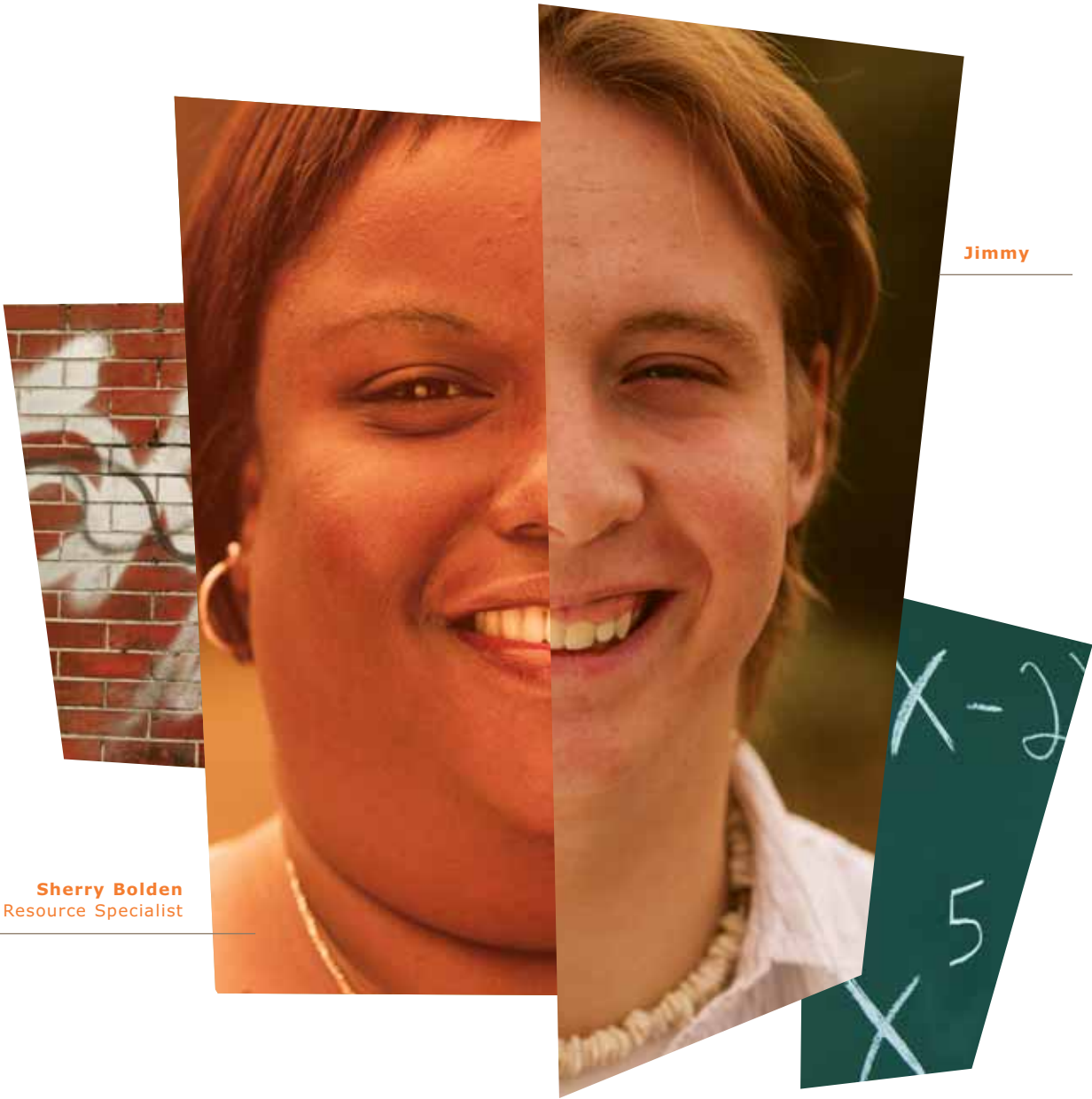
freedom. The LSF Refugee Resettlement Specialists found him a furnished apartment, enrolled him in English classes, and helped him find a job. Mogtaba worked hard, saved his money, studied English at night, and soon started classes at Hillsborough Community College. He also started a search to find his family.

When he finally learned his family was living in the refugee camp in Cairo, he began sending money to them every month. He also asked LSF to help him bring them to the U.S. In March of 2005, Amalia Rivera, LSF Resettlement Specialist, was with Mogtaba at the airport when his father and three sisters stepped off the plane. Amalia continues to work with the family in the resettlement process and they are now eagerly awaiting the day when their mother and other siblings arrive.

Mogtaba graduated from Hillsborough Community College and is now a student at the University of South Florida where he is studying to become a dentist. He still works full-time while attending classes. He is truly a shining example of what determination and hard work can accomplish.

People Served During the Past Year

Guardianship	152
Child Care Food Program	6,000
Refugee Resettlement	651
Match Grant	1016
Immigration	2,379
Case Management	105
Employment	1,951



Sherry Bolden
LSF Resource Specialist

Jimmy

THE FACE OF promise

When Jimmy came to live at Currie House, a short-term, residential youth shelter run by Lutheran Services Florida in Pensacola, he was only 15 years old, but he had been in and out of the state’s juvenile justice system many times. His family life had been extremely disruptive and he had started getting into trouble with the law when he was just nine years old. In the next few years, Jimmy’s behavioral problems increased significantly. He was continually truant, arrested twice, placed on probation, and sent to a group home where he lived for several years.

Within a few months of leaving the group home to live with his grandmother, Jimmy dropped out of school and was arrested again. He was on the fast track to nowhere! Then he was court ordered to live at the LSF Currie House Youth Shelter. That was when he began to turn his life around. “I didn’t think anyone cared about me, but I learned from the staff that there are people who love me and there was no reason to stay angry at the world. I learned that life could be a lot better,” said Jimmy. After his stay at Currie House, Jimmy was placed in Safe Haven, another youth shelter Lutheran Services Florida operates in Pensacola where teens stay for as long as six months.

Jimmy developed strong relationships with Miss Bolden and all of the staff at Safe Haven. As he learned to control his

anger, he also began to develop good relationships with his peers as well. “I learned to just take a deep breath and walk away when things start bothering me. They all had a huge impact on my life,” said Jimmy. After spending six months at Safe Haven, Jimmy went home to live with his mother, returned to high school, and enrolled in an on-the-job training program to become a certified welding instructor.

His days are full – he attends school in the mornings and spends afternoons in the job training program. After he graduates from high school with a diploma in the spring, he plans to enroll in a local junior college. He also plans to volunteer at Safe Haven to help other troubled teens. “I want to do something to help others to show how much I appreciate the help I received at Safe Haven. Kids need to give Safe Haven a chance because it can help them change their lives – I know,” said Jimmy.

People Served During the Past Year

Guardianship Program	153
Outreach	4,310
Teen Court	465
Youth Shelters	337
Non-Residential Counseling	458
SATP (Sexual Abuse Treatment Program)	207
Ryan White Program	1,280



Jolene DiRocco
LSF Guardianship
Case Worker



Susan



THE FACE OF **compassion**

Of the more than 800 individuals for whom LSF served as guardian during the past year, the majority were incapacitated and incapable of making decisions for their own well being. However, a small number of people in the program do retain many of their rights and LSF serves only as the Representative Payee assisting them with financial affairs. Susan is one of these individuals and she says "The day I met the LSF Guardianship Case Worker was my lucky day."

Although Susan is competent, she is disabled. She suffers from serious mental and physical problems and it had become increasingly difficult for her to manage her daily financial affairs. When Susan came to LSF several years ago, she was about to be evicted because a "friend" who supposedly had been helping her was taking her income from Social Security, but wasn't paying her bills. Susan was overwhelmed and afraid she would soon lose the only home she had. She didn't know where to turn for help until the day she met Anne, the Director of the LSF Sarasota Guardianship Program. Anne took the time to listen to Susan and then reassured her that LSF would help. Just knowing that someone understood meant everything to Susan.

Anne immediately contacted the Social Security Office and arranged to have LSF named as Susan's official Representative Payee. Next, Anne and the other LSF Case Workers found a new,

clean, and safe apartment for Susan and furnished it with donated furniture and household goods so she would have a secure and comfortable home. Then they established a bank account for Susan, arranged for her Social Security checks to be deposited into the account, and set up a system to pay her monthly bills. They also established a savings account for her.

Additionally, LSF arranged to become the Designated Payee for Medicaid on Susan's behalf. Initially, the LSF Case Workers took Susan to appointments with physicians and made certain she had correct medications, but within a short time Susan was able to manage the appointments on her own.

Susan now meets with Jolene, her case worker, on a regular basis. She says, "My friends at LSF are like family to me." Since she met Anne, Jolene, and the other Guardianship Case Workers, her life has stabilized. Susan no longer worries about being exploited or evicted from her home. "I don't know what I'd do without my friends at LSF. My life is so much better now," said Susan.

People Served During the Past Year

Guardianship	502
Youth Shelter	190
Non-Residential Counseling	363
Outreach	9,292
Protective Supervision, Adoptions & Foster Care	1,198
Family Preservation	151



Djenane Saintyl
4-year-old student at
LSF PEPPi Headstart Center

Miss Rose Gooden
Teacher, LSF PEPPi Headstart Center

THE FACE OF hope

The first day that Djenane Saintyl, 4, walked into Miss Gooden’s classroom she was very quiet. She avoided all contact with the other children and wouldn’t even speak.

Djenane had come to the United States from Haiti with her parents just one month before starting pre-school at PEPPI and she spoke only Creole. She didn’t speak or understand any English. “She was extremely shy, but I knew I’d reach her,” said Miss Gooden, a dedicated teacher who has taught hundreds of children in the 16 years she has been at PEPPI Headstart Center in Belle Glade. She had a plan and she also had a secret weapon – Jossette Jean Jacques, her teacher’s aid who was also from Haiti and spoke both Creole and English.

Miss Gooden arranged her schedule so that she and Jossette had time at the end of the day to review the areas she wanted to work on with Djenane the next morning. Every afternoon they’d go over the lesson plans in both Creole and English until Miss Gooden felt she was ready to communicate effectively with her young student. Then, the next morning at 10:00 a.m., while the other children were involved in activities at the learning center, Miss Gooden would devote special one-on-one time with Djenane going over her lessons and helping her learn basic English.

Miss Gooden followed her plan faithfully and within a few short weeks she could tell that Djenane had made good progress. “I learned a few things myself,” she said.

“Djenane taught me how to say all the colors of the rainbow and to count from 1 to 30 in Creole,” she added.

Once she learned to speak in English, Djenane began to join in activities with the other children. She would run home at the end of the day and tell her mother – in English – what she had done in school and she insisted that her mother also speak to her in English. After only four months, both Djenane and her mother were speaking English most of the time. Since she learned to speak English, Djenane has become much more outgoing and has made many new friends in her class. She also has a very special relationship with Miss Gooden.

“PEPPI Head Start and Miss Gooden have made all the difference in helping my daughter adjust to life in her new country,” said Djenane’s mother. “Next year she’ll be ready to start Kindergarten at the local elementary school and Miss Gooden says she’ll do very well, but I don’t think she’s prepared to have a new teacher,” she added. Miss Gooden has already reassured Djenane that she’ll come by “The big school” to visit her and make sure she’s still speaking English and doing all her homework.

People Served During the Past Year

Youth Shelters	177
Non-Residential Counseling	526
Outreach	6,722
Family Intervention	517
PEPPI Head Start	239
Functional Family Therapy	96

The Fortune Family



Mike Martin
LSF Case Manager



The Fortune Family



THE FACE OF family

To learn the true meaning of family one need only meet the Fortunes, a family of 11 Haitian/American siblings ranging in age from 8 to 24 years old. They all lived together with their mother – the real “glue” of the family. Their lives had been a constant struggle financially and they had never had much, but they took comfort in knowing they always had each other. They were happy until one terrible day last summer when their mother suddenly died. Her death was a terrible shock.

The three oldest siblings, Margy, 24, Muracin, 23, and Vital, 22, have jobs and already had been contributing to the family’s income. The others all are enrolled in school. Ricardo, 8, and Markinson, 10, attend elementary school, Stephanie, 12, and Benjamin, 14, are in middle school, and Marie, 16, Saint John, 17, and Bernadette, 19, are in high school. Emmanuel, 20, attends the University of Florida on a Silver Knights scholarship.

After their situation came to the attention of *Neighbors for Neighbors*, a local television news program, the producers referred them to the Lutheran Services Florida Housing Program. When LSF CHANCE (Children Having A New Choice Every Day) Supervisor, Chaun Brown, and Case Manager, Mike Martin, met with them to determine what they could do to help, they were fearful, anxious, and in a state of despair. The family had been completely unprepared for the sudden and tragic loss and the change it would

cause in their lives. They didn’t know how they would manage, but they were determined to stay together.

The first thing the LSF staff did was to help the family find a more affordable home with five bedrooms and a large backyard for the younger children. With a donation from Thrivent Financial for Lutherans, LSF provided all moving costs, including the first and last month’s rent, the security deposit, and a two-month rent subsidy. LSF continues to provide case management and support services for the family, including food baskets during the holidays, toys for the children at Christmas, and donated furniture.

Mike Martin, LSF Case Manager, said “It has truly been an honor to be a part of this family. They are creating their own world and I’m glad I could come along for the ride.”

People Served During the Past Year

Housing Programs	1,203
Food Pantry	1,280
Employment	2,850

STAKEHOLDERS' LETTER



Dear LSF Stakeholders,

We are pleased to report that 2005 marked another year of Lutheran Services Florida "Bringing God's healing, hope and help to people in need." During the past year we faced many challenges and experienced great success, including:



James A. Wells
President and CEO

- We served more than 53,000 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.
- On February 28, 2005, LSF received accreditation from the Council on Accreditation (COA), the internationally recognized accrediting agency for social service and behavioral healthcare organizations. The COA community is deeply committed to promoting best practices and championing high quality services for our most vulnerable – at-risk children, incapacitated individuals, seniors, and families in crisis.
- As a new member of this "Community of Excellence," LSF implemented a Continuous Quality Improvement program throughout the agency to ensure that best practices and high quality services are maintained.
- LSF, in partnership with the Florida-Georgia District of LCMS, Florida-Bahamas Synod of ELCA, and Thrivent Financial for Lutherans, supported the rebuild and recovery efforts from the four 2004 hurricanes. The agency also began recovery work following this year's Hurricanes Katrina and Wilma. Generous donors have contributed over \$3 million towards this effort.
- Our youth shelters in Pensacola, Crestview, Ft. Myers and Ft. Lauderdale again received "Deemed" or "Special deemed" status.
- LSF successfully spread its message "Helping children and families in need" and was featured in the media an average of more than six (6) times per month.
- In partnership with the Florida-Georgia District of LCMS and the Florida-Bahamas Synod of ELCA, LSF is sponsoring the Senior Inventory Survey which provides data to congregations about vital services required by the elderly. We encourage all Lutherans over age 50 to take the inventory.
- LSF is supporting part-time community based outreach workers at Hospital del Alma in Homestead and at St. John's in Lake Park as these churches continue to expand human care ministries in their local communities.



Roger F. Sellw
Chairman

Some of the challenges we will face during the coming year include:

- Securing adequate funding for our Guardianship Program. Over two-thirds of our Guardianship clients are indigent. Because we do not receive funding to support the services we provide to the indigent, we rely upon contributions from generous donors, but often the need is greater than our resources.
- Continuing to support victims of the 2004 and 2005 hurricanes. As the Lutheran Disaster Response affiliate in Florida, LSF will:
 - Provide hardship grants
 - Support case management and rebuild efforts
 - Coordinate volunteers
 - Partner with Lutheran Counseling Services to provide emotional and spiritual care to church workers, pastors, and the community

Being a voice for our constituents to not only "Bring healing, hope and help," but also justice to address problems, such as:

- Youths who leave the foster care system at age 18 need support services as they often become homeless very quickly.
- The increasing number of elderly will require many more services.
- Affordable housing for our most vulnerable – the elderly and low-income families.
- Providing counseling to help more troubled youths and families in crisis resolve conflict. There is a great need and many people are not served. More than one third of youths and families in crisis in Florida who seek help, do not receive it. Clearly, there is a need to expand services.

LSF has been blessed with a wonderful board of directors, dedicated staff, and compassionate volunteers who are committed to our mission to "Bring God's healing, hope and help to people in need." We thank all of our supporters for their generous gifts of time and their financial contributions. It is because of you that we are able to help so many in need.

Yours in Christ,



James A. Wells
President and CEO



Roger F. Sellew
Chairman

FINANCIALS

STATEMENT OF ACTIVITIES

June 30,	2005	2004
Revenue and Support		
Government Grants	\$ 26,187,925	\$ 24,811,384
In-Kind Contributions	1,477,691	2,228,082
Church Grants	209,974	73,076
Foundations	2,000	19,632
United Way	125,973	93,919
Program Service Fees	1,397,500	1,367,963
Miscellaneous	121,553	80,736
Sub Total	\$ 29,522,616	\$ 28,674,792
Expenses		
Program Services	\$ 29,578,444	\$ 28,151,049
Operating Surplus (Loss)	(55,828)	523,743
Less: Supporting Services		
General & Administrative Expenses	156,087	423,820
Fundraising Expenses	321,005	270,888
Plus:		
Contributions	2,586,723	596,634
Change in Net Assets	\$ 2,053,803	\$ 425,669
Change in Net Assets		
Unrestricted Net Assets	\$ 735,656	\$ 358,962
Temporarily Restricted Net Assets (To be used for hurricane recovery after June 30, 2005)	1,233,814	19,233
Permanently Restricted Net Assets	84,333	47,474
Change in Net Assets	\$ 2,053,803	\$ 425,669

PROGRAM EXPENSES



	Percent	Total
■ Youth and Family	36.3	\$ 10,922,593
■ Resettlement	27.3	8,204,055
■ Adult	17.7	5,313,461
■ Children	14.0	4,197,355
■ Disaster Response	3.1	940,980
Sub-Total	98.4	\$29,578,444
■ Fundraising	1.1	321,005
■ General & Administrative	0.5	156,087
Total Expenses	100.0	\$30,055,536

STATEMENT OF FINANCIAL POSITION

June 30,	2005	2004
Assets		
Cash and Cash Equivalents	\$ 2,709,330	\$ 1,130,380
Assets Held by Community Foundations	167,171	68,754
Receivables, Grants	3,261,566	3,845,211
Program Fees, Net	550,517	552,458
Pledges, Net	152,351	192,907
Other	22,938	34,297
Prepaid Expenses and Other Assets	310,308	247,715
Land, Buildings and Equipment, Net of Accumulated Depreciation	3,479,656	3,046,928
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	\$10,653,837	\$ 9,118,650
Liabilities and Net Assets		
Liabilities		
Accounts Payable	\$ 799,139	\$1,003,404
Accrued Payroll Expenses	1,001,714	1,471,390
Accrued Program Expenses	217,665	192,393
Other Accrued Expenses	396,970	99,969
Refundable Advances	1,319,796	1,798,587
Long-Term Debt	725,937	414,094
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Total Liabilities	4,461,221	4,979,837
Net Assets		
Unrestricted	4,401,874	3,666,218
Temporarily Restricted	1,562,655	328,841
Permanently Restricted	228,087	143,754
	<hr/>	<hr/>
Total Net Assets	6,192,616	4,138,813
	<hr/>	<hr/>
	\$10,653,837	\$ 9,118,650

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Children's Network of Southwest Florida

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City of Cape Coral

City of Pensacola

Evangelical Lutheran Church in America

Florida Department of Children & Families

Florida Department of Education

Florida Department of Health

Florida Network of Youth & Family Services

Gulf Coast Jewish Family Services

Lakeview Center

Lee County

Lutheran Church Missouri Synod

Lutheran Disaster Response

Lutheran Immigration & Refugee Services

Metro-Dade County

Miami-Dade County Homeless Trust

Okaloosa County

Santa Rosa County

Sarasota County

South Florida Workforce

United Way

University of South Florida – Chiles Center
for Healthy Mothers & Babies

U.S. Department of Health &
Human Services



In Response to God's Love in Jesus Christ,
Lutheran Services Florida,
As an Agent of its Participating Church Bodies,
Serves to Bring God's Healing, Hope,
and Help to People in Need.



LUTHERAN SERVICES FLORIDA

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