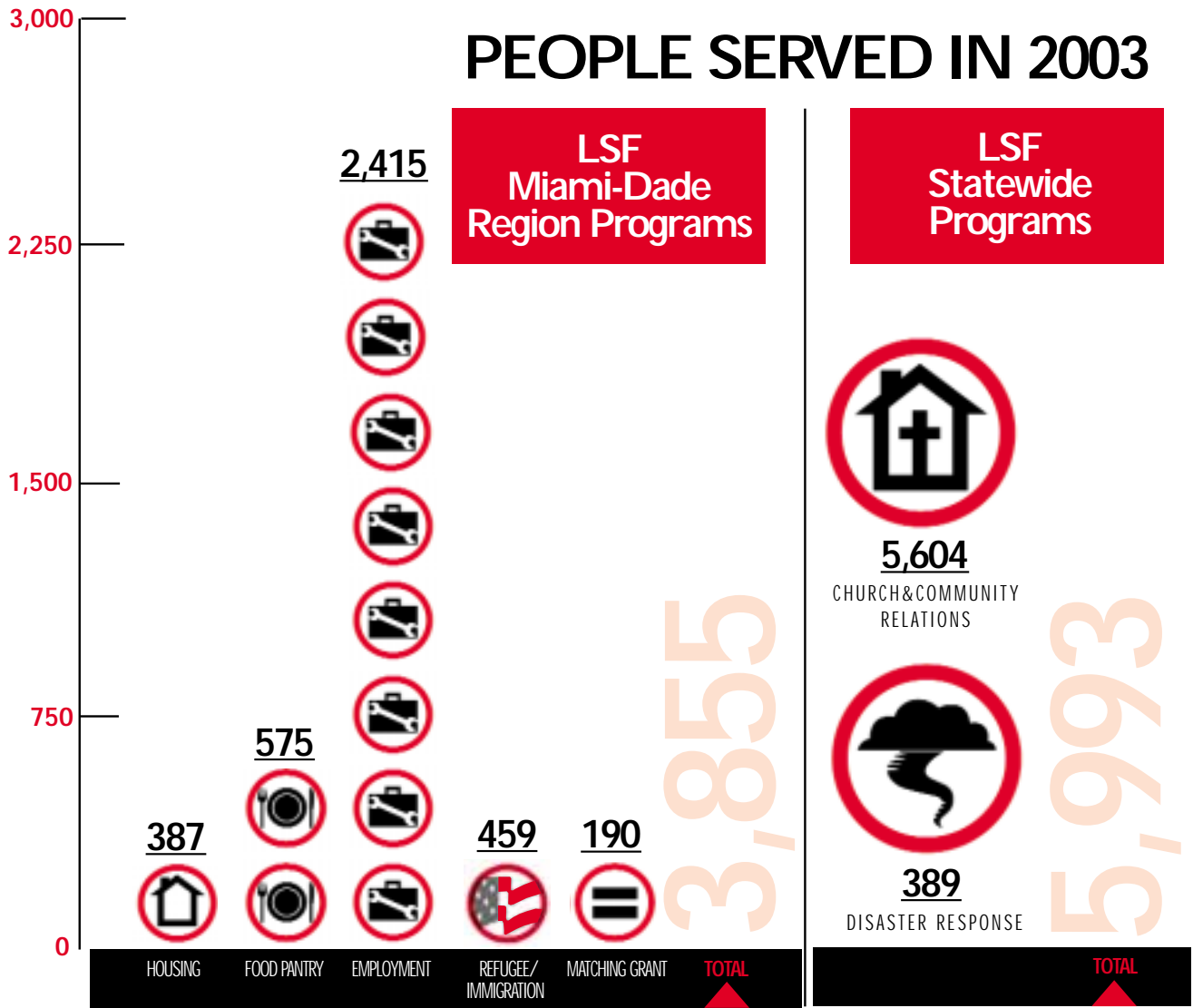


LSF-MIAMI-DADE REGION



Yes, I want to help the Lutheran Services Florida-Miami-Dade Region help children and families in need. Enclosed is my gift of:

___ \$1000 ___ \$500 ___ \$250 ___ \$100 ___ \$50 ___ \$25 ___ Other

Name _____ Address _____

City _____ State ___ Zip _____ Phone _____

Email _____ Credit Card Number _____

Exp. Date _____ Signature _____

I'm interested in becoming a program volunteer.

Please send me information about programs.

Please make check payable to Lutheran Services Florida-Miami-Dade and send to:
 Lutheran Services Florida, 16201 SW 95th Avenue, Ste. 105, Perrine, FL 33157.
 Contributions are tax deductible as allowed by law.

The LSF-Miami-Dade Region offers services to help children and families in need in Miami-Dade County, including Transitional and Permanent Housing Programs, the Esperanza Homeless Center for homeless families with young children, and the Refugee Resettlement and Employment Programs. To learn more about the programs and services provided by the LSF-Miami-Dade Region, to volunteer, or to make a donation, please complete the contribution form or call (786) 293-6110.

LSF SEEKS ACCREDITATION

public organizations, serving over 6 million individuals and families in the United States and Canada, hold COA accreditation.

Why Should LSF Seek Accreditation?

In addition to setting standards for providing the highest quality services to the people we serve, COA accreditation increases clients' confidence, expands potential funding sources, provides a solid risk-management strategy and an ongoing plan for quality improvement, builds staff morale, and increases program effectiveness. COA is recognized by most professional membership organizations.

What Has LSF Done So Far?

LSF has developed new Agency-wide policies covering ethical practice, staff and client rights and responsibilities, continuous quality improvement, organizational integrity, human resources management, quality of service environment, financial management, training and supervision, intake, assessment, service planning and delivery, behavior management, administration and risk management. We also have updated and/or developed new operational policies and procedures in selected programs.

Additionally, we have developed and implemented a Continuous Quality Improvement (CQI) Program. Because CQI Teams are comprised of staff—not management, employees have the opportunity to improve the delivery of services to clients when necessary.

How Did We Do This?

We established committees, comprised of employees from all LSF programs, to develop the best management and service standards. COA Surveys, which were mailed at random to staff, clients, members of the LSF Board of Directors, and community agencies, will be returned directly to COA for review. We are now working hard to complete the final draft of the massive self-study document by the May 17th deadline.

What Happens Next?

After the self-study document is submitted, a team of COA professionals will visit multiple LSF programs as part of the review process. Once the team completes the on-site reviews, they will prepare a Preliminary Accreditation Report and LSF will have the opportunity to respond before COA makes a final determination. We expect to receive notice of accreditation status in January of 2005.



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LUTHERAN SERVICES FLORIDA

LSF-MIAMI-DADE REGION

VOL. 1 ISSUE 2



LUTHERAN SERVICES FLORIDA SEEKS ACCREDITATION

Since 1982,

Lutheran Services Florida (LSF) has helped more than 500,000 people in need improve their lives. We have sheltered the homeless, protected the frail elderly, educated and cared for at-risk, preschool children, counseled troubled youths and families in crisis, and helped refugees build new lives in freedom. Because we have always aspired to provide the highest quality services to our clients—people in need, the decision to seek accreditation from the Council on Accreditation (COA) came about naturally.

As we actively pursue accreditation, we also are working towards achieving our goals to ensure that all clients' needs are accurately assessed, quality services are promptly delivered, and clients' progress is regularly evaluated.

Jim Wells, LSF President and CEO, said, "Last year we embarked on a journey to become accredited by the Council on Accreditation. We made this choice for several reasons:



(l to r) Leigh Nations, Director of Program Design and Development, meets with Carmen Torres, Patricia Robinson, and other COA Committee Members in the LSF-Miami-Dade Region on the LSF Accreditation project.

1) We believe accreditation indicates high quality, 2) We believe it is important that our donors, funders and clients know that the services we provide have been independently reviewed and that we follow 'best practices.' This is similar to the annual independent audit that confirms the accuracy and completeness of our financial results, and, 3) We believe this independent review and the Continuous Quality Improvement methodology will result in improvements in performance and will enhance our services."

What Is COA?

The Council on Accreditation (COA) is an international, independent, accrediting organization for children and family services and behavioral healthcare agencies. Founded in 1977 by the Child Welfare League of America and Family Service America, COA promotes high standards and quality services for children, youth, and families. More than 1,400 private and

HEALING, HOPE AND HELP

A HUMAN CARE AGENCY OF
THE LUTHERAN CHURCHES
IN FLORIDA

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I'm excited about my new role as LSF Chairman because I know the Agency has great plans to help so many people in need. We are focusing our efforts on the homeless, at-risk children, the frail

elderly, youths and families in crisis, and refugees; and we are working with the Lutheran congregations.

There is an urgent need to help the frail elderly. Recently, we began a pilot program with Apostles Lutheran Church in Brandon to build affordable housing for the elderly living well below the poverty level. We expect this to be the first of many collaborations with congregations.

Because of the privatization of the State's Child Welfare System and our success helping troubled youths and families in crisis, LSF was chosen as the Case Management Organization for all Child Welfare services in central and southern Lee County, and we hope to replicate this role in other locations.

We are well underway in the accreditation process which will further enhance the quality of our services. I feel privileged to be part of "The LSF Family" and I know I am in good company with our team of compassionate, professional staff and dedicated volunteers.

Roger F. Sellew

A handwritten signature of Roger F. Sellew in black ink.

Chairman, LSF Board of Directors



Recently, when I spent a morning with our refugee employment staff, our meeting was interrupted by the cries of an inconsolable small child. He was

angry that his parents had uprooted him from the extended family he had always known and he wanted to go back to see his grandmother. Every attempt to distract him with the wonders of our American life (television, videos, McDonald's) failed. He only wanted his abuelita (grandmother). Yesterday, I met with a family moving into one of our transitional housing units and, again, I saw bewildered children whose lives had been disrupted.

At LSF, our focus is on helping children and families. We offer parents shelter, safety, and support as they work hard to become self-sufficient and make a better future for their children. We collaborate with congregations to serve our clients better. If you or your congregation is interested in learning about opportunities to partner with LSF in social ministry, please contact us at (786) 367-0052.

Elizabeth Von Werne

A handwritten signature of Elizabeth Von Werne in black ink.

Regional Director, LSF-Miami-Dade

**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.**

NEWS AND EVENTS FROM THE LSF-MIAMI-DADE REGION



Gregg Sims, Manager, Esperanza Center, served as the master of ceremonies at the Parent Training/Life Skills Development Program commencement ceremony.



Servita Walters and Kimberly Thomas, two clients of the LSF Housing Program, recently graduated from the Miami-Dade Department of Human Services Parent Training/Life Skills Development Program.

LSF HOUSING CLIENTS SUCCEED

Two residents of the LSF Esperanza Center, Kimberly Thomas and Servita Walters, recently graduated from the Parent Training/Life Skills Development Program sponsored by the Miami-Dade Department of Human Services.

The Program provides parents with useful information about many topics important to raising children, including:

- **Planning and Serving Nutritious, Well-Balanced Meals**
- **Positive Methods of Discipline**
- **Reducing Child Behavior Problems**
- **Increasing Communication Skills**
- **Increasing Problem-Solving Skills**
- **Anger Management Techniques**
- **Personal Finance**
- **Budgeting**
- **Good Decision-Making**
- **Etiquette/Social Skills**

After spending eight months at the Esperanza Center with her two daughters, aged 4 and 6 years, Kimberly told the counselors that her life had changed dramatically and she knew she would be able to build a good life for her children thanks to the assistance she had received from LSF. She also

said that the Parent Training/Life Skills Program helped her learn to have more patience and helped her create a more structured and stable environment for her children.

While in residence at Esperanza Center, Kimberly first worked as a cashier at a local grocery store, but after completing the LSF-sponsored job training she was hired as a security guard with a significant increase in income. As a result of the job training, she was able to increase her earnings significantly and become self-sufficient. Today, Kimberly has a new job that allows her to earn sufficient income to care for herself and her children. She also has gained better life skills and recently Kimberly and her children moved into their own two-bedroom apartment.

Servita Walters and her five children, aged 2 to 13 years, stayed at the Esperanza Center for nine months. While in residence at the Center, Servita also went to LSF-sponsored job training to become a security guard. According to the counselors, Servita contributed tremendously to the Parent Training classes, often using her experiences with her own children as examples for other students in the class. She told the counselors that she learned valuable techniques for how to communicate better with her children and also to deal with various behavioral problems. After being hired at her new,

NEWS AND EVENTS FROM THE LSF-MIAMI-DADE REGION



Kimberly Thomas, LSF housing programs client proudly displays her certificate of completion upon graduating from the Parent Training/Life Skills Development Program.

better-paying job, Servita also was able to leave the Esperanza Center and move with her children into their own three-bedroom apartment.

Kimberly and Servita represent just two success stories at Esperanza Center. The 45-bed Center operated by Lutheran Services Florida provides temporary shelter to homeless families with young children. In the seven years LSF has operated Esperanza Center, over 700 children and their parents in crisis have received assistance.

Elizabeth Von Werne, Director of the LSF-Miami-Dade Region said, "I am always so pleased to see how much our residents at Esperanza truly care about becoming better parents for their children. We appreciate this opportunity to collaborate with the Department of Human Services."

CHURCH AND COMMUNITY RELATIONS

Good Samaritans Dinner

The Annual Good Samaritan Dinner will be held on Sunday, June 6th, at Christ the King Lutheran Church, located at 11295 SW 57th Avenue in Miami. The event, scheduled to begin at 5:00 p.m., is a joint celebration of the ELCA and LCMS congregations. The Dinner is held each year to honor outstanding Lutheran volunteers in the Miami area who have shown compassion for others and dedication to their faith through their generous actions during the year. Volunteers are nominated by the congregations. For further information about this upcoming event, please contact Judith Bunker at (305) 256-7728 or (800) 651-1853.



LSF Holds Community Resources Seminar

The LSF Miami-Dade Region Advisory Council held a Community Resources Seminar on Tuesday, March 2nd, at the LSF Lutheran Center – Refugee Services, located at 3360 West Flagler Street in Miami. The Seminar included a workshop for Lutheran pastors and staff at Lutheran churches and schools geared to teaching them about community resources for children and families in need available in Miami and Dade County.