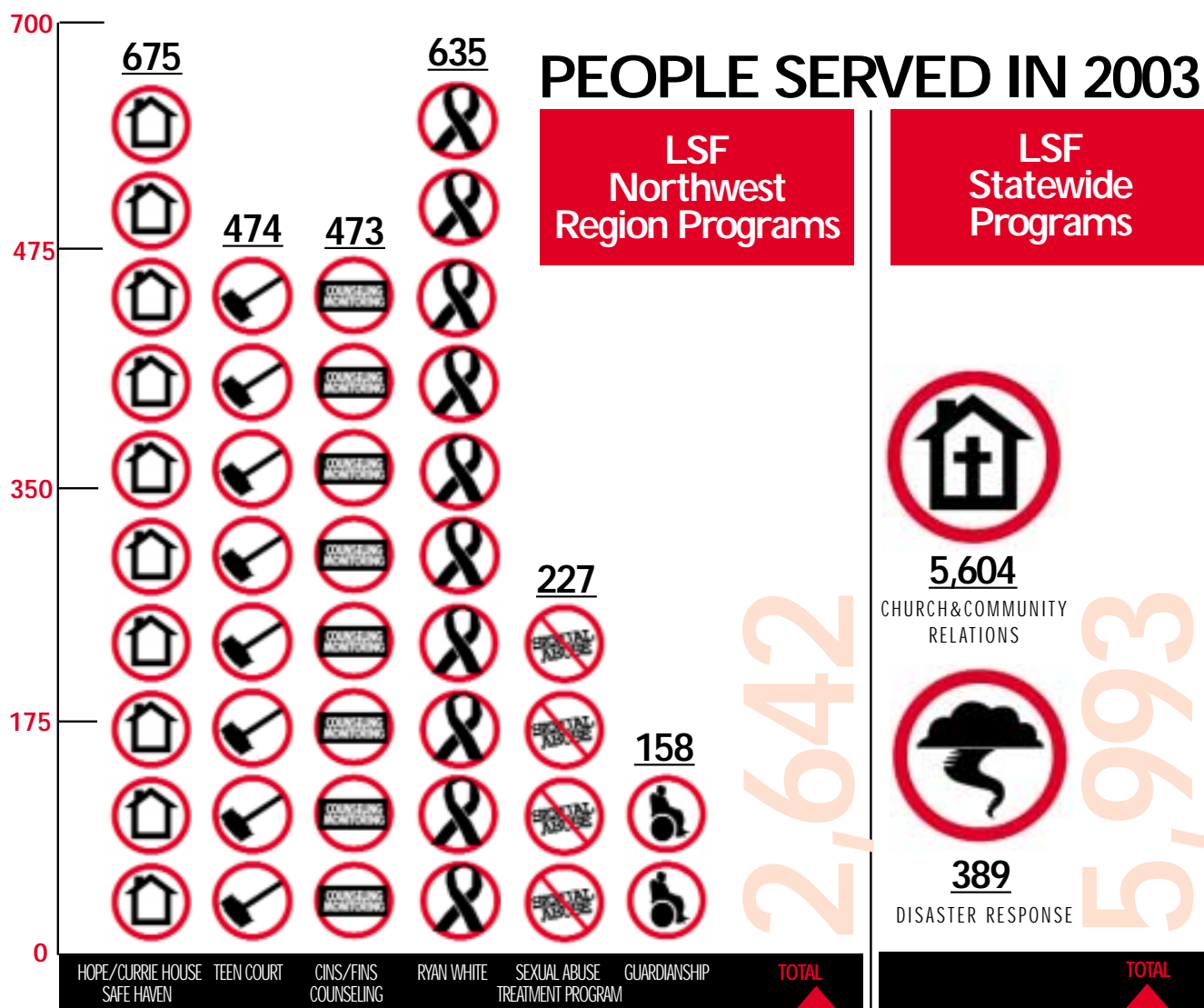


LSF-NORTHWEST REGION



Yes, I want to help the Lutheran Services Florida-Northwest 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-Northwest and send to:

Lutheran Services Florida, 4610 W. Fairfield Dr., Pensacola, FL 32506.

Contributions are tax deductible as allowed by law.

The LSF-Northwest Region serves troubled youths, families in crisis, the incapacitated – mainly the frail elderly, and people living with HIV and AIDS disease in Pensacola and the surrounding five-county area. The Region's programs include Currie House, HOPE House, and Safe Haven Youth Shelters, counseling programs for children and families in need of services (CINS/FINS), Teen Court, Guardianship, Ryan White Title II, and Sexual Abuse Treatment. To learn more about the programs and services offered by the LSF-Northwest Region, to volunteer, or to make a donation, please complete the contribution form or call (850) 453-2772.

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-NORTHWEST 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

Chairman, LSF Board of Directors



With the legislative session and budget/contract time just around the corner, the future of the CINS/FINS program is in serious jeopardy. For the past three years, the Florida Network had a

single contract with the State to provide services—ensuring consistency and quality. However, that contract is now due for renewal and the State has put it out for bid.

If the contract becomes fragmented, consistency will disappear, quality will be questionable, and children and families in crisis will not be able to rely upon receiving the services they so desperately need. That's the way things were BEFORE the Florida Network had a single contract. We must not let this happen!

Because our primary interest is the welfare of our clients—children and families in crisis—we must do everything possible to voice our concerns to our legislators. Please write to the governor and ask him to renew the CINS/FINS contract with the Florida Network. Email your letter to jeb.bush@myflorida.com and/or fax it to 850-487-0801. Do it today—time is of the essence.

Together, we are strong and we can make a difference!

Beth Deck

Regional Director, LSF-Northwest

**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.**

EIGHTH ANNUAL CHARITY GOLF TOURNAMENT

April 30, 2004
12 Noon Lunch/Registration
1 p.m. Shotgun

Solutia Golf Course
Single entry fees

(Includes range balls, cart lunch, beverages, goodie bag, awards party/cookout & fun!)

Before March 31st	\$60
April 1st and after	\$75
Pastors, senior citizens, active military	\$60

- Make checks payable to: Lutheran Services Florida NW, 4610 W. Fairfiled Drive, Pensacola, FL 32506
- To become a sponsor, donate prizes, or receive more information, please call: (850) 453-2772 Pensacola
(850) 682-2375 Crestview

- Proceeds will benefit the LSF-Northwest Programs, serving Escambia, Okaloosa, Santa Rosa and Walton Counties.

Prizes

- **1st, 2nd, and 3rd place**
- **Hole in One**
- **Closest to Pin**
- **Straightest Drive**
- **Professional Golfers Ineligible For Prizes**
- **50/50 Raffle Tickets - \$25 each**
- **Silent Auction**
- **Door Prizes**

The goal of LSF Youth and Family Services is to reunite families torn apart by conflict due to the ungovernable and truant behavior of troubled teens. Programs include short-term residential shelters for runaways and troubled youths (ages 10-17) as well as both individual and family counseling. Recent studies have shown a 90% success rate of keeping youth out of the Department of



NEWS AND EVENTS FROM THE LSF-NORTHWEST REGION

Juvenile Justice and/or the Department of Children and Families systems measured six months after termination of LSF services. In addition to providing temporary shelter, counseling and outreach services, LSF is also a designated SAFE PLACE* agency and serves as a partner with local businesses and schools to help youths in trouble. Other LSF programs for youths include a dependency shelter for male adolescents, a sexual abuse treatment program, and Teen Court. In addition, LSF serves adults in both the Guardianship and the Ryan White Title II programs. LSF-NW offers services in the four-county area of Escambia, Okaloosa, Santa Rosa and Walton Counties.



****Safe Place is a network of voluntary community sites where teens in need of help can go for safe refuge. LSF is the designated Safe Place provider in areas in which the Agency operates youth shelters.***

SOCIAL MINISTRY CONFERENCE -- 2004

The LSF-Northwest Region hosted its Third Annual Social Ministry Conference on Saturday, February 28, 2004, at Good Shepherd Lutheran Church in Shalimar. The Conference was open to the public and was a day of learning and sharing for all who attended. It was an excellent opportunity for people from various communities in the area to get together, discuss current issues and concerns of common interest, and learn how to make a positive difference.

The event began at 8:30 a.m., included a working lunch, and featured special workshops held throughout the day. The following presentations were highlights of the special day:

- **Project Reach, Escambia Homeless Coalition**
- **Lon Roberts**

- **LSF Safe Haven Program**
- **Calvin Avant**

- **LSF CINS/FINS Program**
(Children/Families in Need of Services)
- **Jean Arends**

- **LSF Ryan White Program**
- **Karen Faggioni**

- **LSF Guardianship Program**
- **Marcia Thompson**

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