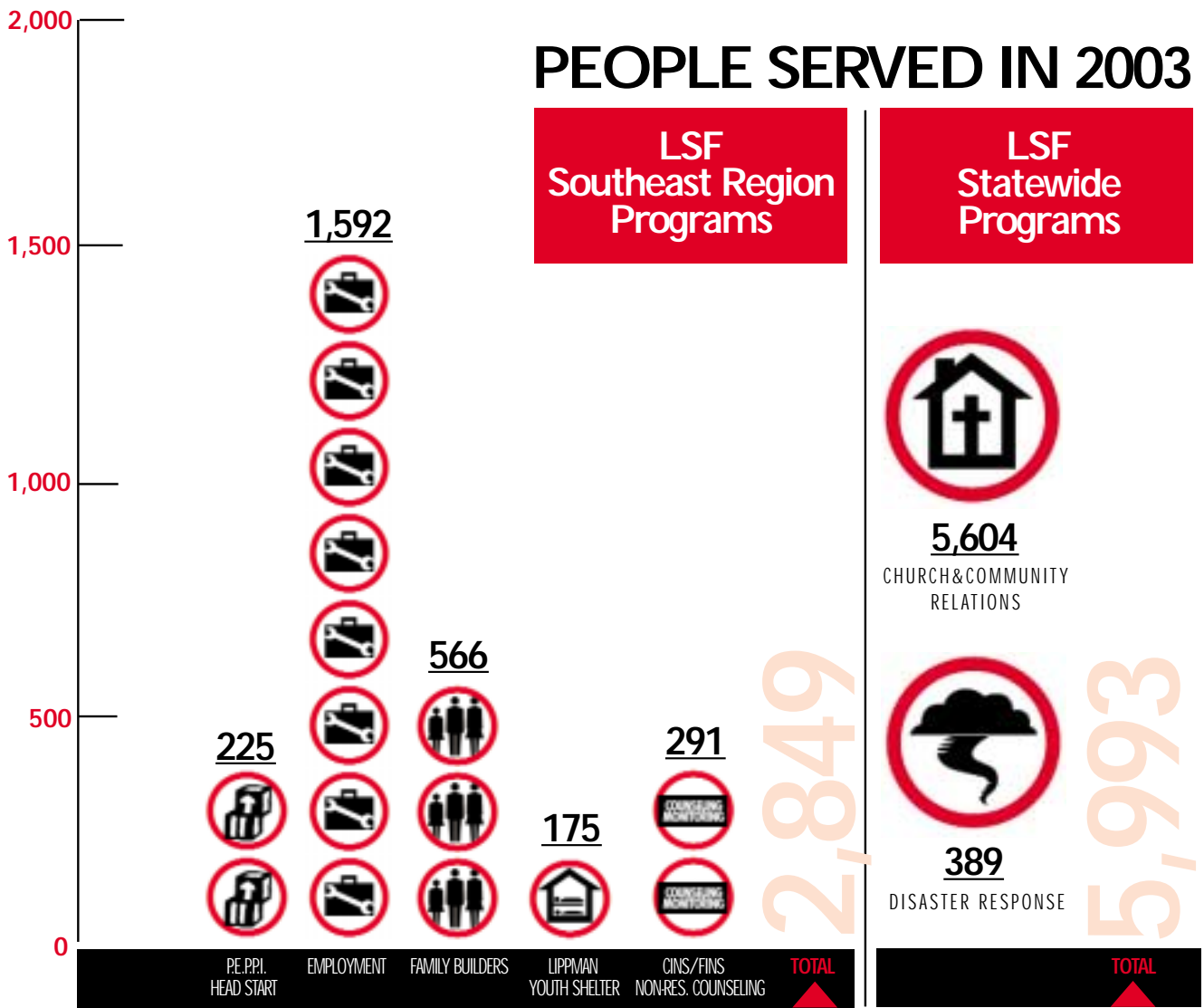


LSF-SOUTHEAST REGION



Yes, I want to help the Lutheran Services Florida-Southeast 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-SE and send to:
 Lutheran Services Florida, 4675 North S.R.7, Lauderdale Lakes, FL 33139.
 Contributions are tax deductible as allowed by law.

The LSF-Southeast Region offers programs in Broward County to help troubled teens and runaways, families in crisis, and the unemployed, as well as programs in Palm Beach County including the Refugee Employment Program in Lake Worth and the P.E.P.P.I. Head Start Program in Belle Glade. To learn more about the programs and services provided by the LSF-Southeast Region, to volunteer, or to make a donation, please complete the contribution form or call (954) 486-4222.

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-SOUTHEAST 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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Soaring is published quarterly
by LSF Central Services.

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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



LSF-SOUTHEAST HAS A NEW REGIONAL DIRECTOR

Martha Rubio recently was named Regional Director of the LSF-Southeast Region

serving Broward and Palm Beach Counties. In her new position, she will be responsible for all services in the Region, including Lippman Youth Shelter, Family Intervention Services, CINS/FINS (Children in Need of Services/Families in Need of Services), and the PEPP (Preschool Enrichment Program with Parental Involvement) Head Start Program.

Ms. Rubio has more than 20 years of experience in Mental Health and Social Work. Previously, she served as Manager of the LSF Family Builders Program and, prior to joining LSF, she was employed as a Consultant/Psychotherapist at Catholic Charities of West Palm Beach, and Program Director at Children's Harbor in Pembroke Pines.

Ms. Rubio holds a Master of Social Work degree from Fordham University and a Bachelor in Science degree in Psychology from Mercy College. "The children and families we serve in both Broward and Palm Beach Counties will benefit greatly from her extensive knowledge and experience," said Jim Wells, LSF President and CEO.

Martha Rubio

A handwritten signature of Martha Rubio in black ink.

Regional Director, LSF-Southeast

**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-SOUTHEAST REGION

COME RUN WITH US

Grab your running shoes and sunscreen and join us as we celebrate "National Safe Place Week" with our "Miles For Kids Walk/Run" on Saturday, March 20th, at Lauderhill Sports



Complex in Lauderhill, Florida. This fun event begins at 8:00 a.m. and is open to all adults and children 4 years and older. For more information, please call (954) 486-5398. Hope to see you there.

Please join us after the event for a celebration from noon to 1:00 p.m. at Lippman Youth Shelter, 221 NW 43rd Court, Oakland Park, (954) 568-2801.

LUTHERAN SERVICES FLORIDA RECEIVES DONATION FROM LCMS DISTRICT

District President Rev. Gerhard C. Michael, Jr. presented a check to Lutheran Services Florida reflecting a partial distribution of the \$375,000 designated to the Agency from the District's \$10 million capital campaign drive. In June of 2000, the District Convention approved the campaign—Forward Together – Servants in His Mission—to address several areas of ministry, including Lutheran Services Florida. The successful campaign is nearing its goal of \$10 million.

The monies received by Lutheran Services Florida will be applied to the Kresge Challenge Grant, established through the Community Foundation of Broward County. This grant matches \$1 for every \$3 dollars raised and will be applied toward the LSF Endowment Fund. "This distribution by the FL/GA District is a tremendous boost, bringing us to 75% of our \$100,000 goal," said Jim Wells, President and CEO of LSF. "We are working to raise the remaining 25% by the end of the year." Mr. Wells expressed his gratitude to President Michael and the members of the FL/GA District for their generosity.



(l to r) Jim Wells, LSF President and CEO, receives a donation check for Lutheran Services Florida from Rev. Gerhard Michael, Jr., LCMS District President.

NEWS AND EVENTS FROM THE LSF-SOUTHEAST REGION

LIPPMAN YOUTH SHELTER RECEIVES "HIGH MARKS"

The Department of Juvenile Justice (DJJ) awarded "Special Deemed Status" to the Lippman Youth Shelter in Oakland Park, operated by Lutheran Services Florida (LSF), following a recent on-site monitoring. During the annual review, DJJ stated, "The overall performance was determined to be exceptional."

"This outstanding performance reflects the commitment and hard work of the staff at Lippman Youth Shelter and we are pleased and proud of the good work they perform daily to help troubled youths get their lives back on the right track," said James A. Wells, LSF President and CEO."

Since 1990, more than 35,000 troubled youths and teen runaways have found safe refuge at LSF Youth Shelters located throughout Florida in the Ft. Lauderdale, Ft. Myers, Port Charlotte, and Pensacola areas. While in residence at the shelters, the young people receive counseling services to resolve family conflict and help to get their lives back on the right track and become reunited with their parents.



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.

PEPPI CHILDREN GIVEN SPECIAL GIFT

The world has suddenly expanded for the children at the LSF PEPPI Head Start Center, thanks to the generosity of Janet and Robert Nakushian, members of Faith Lutheran Church in North Palm Beach. The couple recently donated a brand new, bright yellow, 48 passenger school bus to the Center so the children will have transportation to go on special field trips.

The children gathered around their new bus as Rev. John Frerking, Pastor of Faith Lutheran Church, offered the invocation and said, "This gift is the beginning of the future for these young children who will now be able to travel to places and see new things and grow. It's a vehicle that will provide these young people with new visions and opportunities. It's a gift that keeps on giving."

In thanking the caring couple, Ms. Shirley Walker, Director of PEPPI Head Start, said "Your love and commitment to PEPPI Head Start will have a lasting effect on our children. This new bus will take the

children on field trips several days each week, allowing them to expand their horizons."

As Janet Nakushian presented Ms. Walker with the keys to the bus, the excited children sang "The Wheel Goes Round and Round." The Nakushians have been supporters of the PEPPI Head Start Program for many years and have previously donated televisions and educational video programs to the Center. A plaque recognizing this special gift was presented to them and will be placed permanently in the PEPPI Head Start Community Room.

Over 2500 young children have benefited from the PEPPI Head Start Program. Currently, nearly 200 children are enrolled in the year-round program. For more information or to make a donation, please contact Shirley Walker, Program Director, PEPPI Head Start Program at 561-996-1718.



(l to r) The PEPPI children celebrate the gift of their new school bus.



(l to r) Ms. Shirley Walker, Director of the LSF PEPPI Head Start Program; donors, Bob and Janet Nakushian; and Rev. John Frerking, Pastor of Faith Lutheran Church and Past Chairman of the LSF Board of Directors.