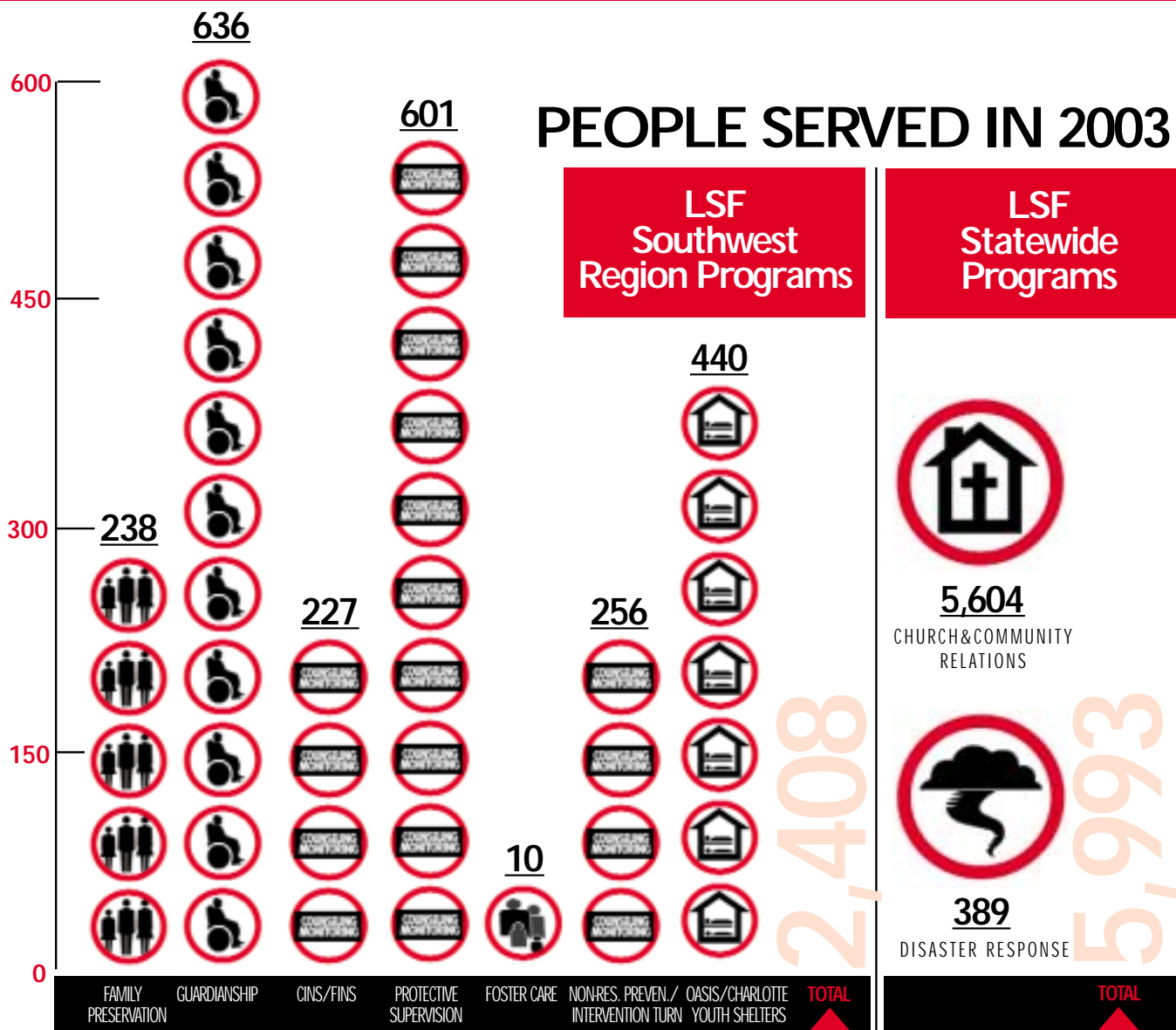


LSF-SOUTHWEST REGION



Yes, I want to help the Lutheran Services Florida-Southwest 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-Southwest and send to:
Lutheran Services Florida, 3615 Central Avenue, Suite 4, Ft. Myers, FL 33901.
Contributions are tax deductible as allowed by law.

The LSF-Southwest Region serves troubled youths, families in crisis, and the incapacitated – mainly the frail elderly, in an eight-county area from Sarasota to Naples. The Region's programs include Oasis Youth Shelter, Charlotte Youth Shelter, Alcohol/Substance Abuse Counseling, In-Home Protective Supervision/Reunification Services, Family Preservation, counseling for children and families in need of services (CINS/FINS), Mental Health Counseling, Foster Care, and Guardianship Services. To learn more about the programs and services offered by the LSF-Southwest Region, to volunteer, or to make a donation, please complete the contribution form or call (239) 275-1126.

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-SOUTHWEST 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. Sellow

A handwritten signature in black ink, appearing to read "Roger F. Sellow".

Chairman, LSF Board of Directors



During the past 18 months, the LSF-Southwest Region has experienced tremendous change and growth. We increased both revenues and staff by 52%, and we

also expanded programs and services.

Because of our excellent reputation, recently we were chosen by the State to be the new Case Management Organization providing Child Welfare services in central and southern Lee County. We expect this growth to continue in the coming year and we look forward to future program expansion in the following areas:

- Developing a Residential Replacement Facility in Collier County
- Implementing a Supervised Visitation Program in Lee County
- Beginning a Parenting Program in Lee County

Our success is based on a strong foundation—the dedication and commitment of our professional staff members who have helped at-risk children, troubled youths, the frail elderly, and families-in-crisis in the LSF-Southwest Region for many years.

Peter Ledecy, M.D.

A handwritten signature in black ink, appearing to read "Peter Ledecy".

Regional Director, LSF-Southwest

**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.**

LSF-SOUTHWEST REGION CHOSEN AS CASE MANAGEMENT ORGANIZATION



Children in the LSF Foster Care Program thrive.

The LSF-Southwest Region has been officially designated as the Case Management Organization for central and southern Lee County, as a result of the State's effort to privatize child welfare services in Southwest Florida. In its new role, the LSF-Southwest Region is responsible for providing services to assist children and families in crisis within the designated areas of Lee County which has a population of over 430,000, the majority in the central and southern sections of the County.

The State's privatization effort in Southwest Florida recently was formalized when Jerry Regier, Department of Children and Families Secretary, signed a five-year, \$97 million contract with Camelot Community Care and its local operation, The Children's Network of Southwest Florida, effectively transferring responsibility for child welfare to the private sector. The LSF-Southwest Region is the largest Case Management Organization providing services in District 8, comprised of Lee, Collier, Charlotte, Glades, and Hendry Counties.

Jim Wells, LSF President and CEO, said, "Lutheran Services Florida has provided services to the children and families in this district for many years. We are pleased to be able to continue serving and look forward to a long relationship with Camelot Community Care. Our staff members are long time residents of the community and are committed to

"changing lives daily." Dr. Peter Leddecky, the LSF-Southwest Regional Director, said, "We are looking forward to working together with The Children's Network of Southwest Florida to ensure the wellbeing of the children and families in need throughout our community."

The LSF-Southwest Region, headquartered in Ft. Myers, has assistance programs for children, youths, and families in crisis, as well as the frail elderly. The Region operates the following programs:

- **Oasis Youth Shelter**
- **Charlotte Youth Shelter**
- **Protective Supervision**
- **Foster Care**
- **Foster Care Home Recruitment and Licensing**
- **Adoptions**
- **CINS/FINS Counseling Programs**
(Children in Need of Services/Families in Need of Services)
- **Guardianship**
- **Family Preservation**

For further information about programs and services in the LSF-Southwest Region, please call (239) 275-1126.

NEWS AND EVENTS FROM THE LSF-SOUTHWEST REGION

FAMILY PRESERVATION PROGRAM HAS A NEW REGIONAL DIRECTOR



Ms. Val R. Gill, M.A.W. recently was promoted to the position of Manager of the LSF-Southwest Florida Family Preservation Program. In her new position, Ms. Gill will be responsible for the Family Builders, Family Rebuilders, and Intensive Crisis Counseling and Aftercare Programs.

Prior to her promotion, Ms. Gill was employed as a Counselor in the LSF Family Preservation Program for nearly six years. As a result, she brings to her new position a good understanding of the issues involved in working with multi-problem families with children who have been identified as victims of child abuse and neglect.

"Because of her high level of professionalism and her leadership skills, I believe Ms. Gill will be successful in growing the Family Preservation Program," said Dr. Peter Leddecky, LSF-Southwest Regional Director.

Since 1996, the LSF Family Preservation Program has stopped the cycle of abuse for thousands of children. Recent studies have shown that 90% of the families completing the Program have no recurrence of abuse after one year.

Master's level professionals and trained staff provide Counseling and Case Management services and teach parents basic life skills. They also help parents build nurturing homes so they can raise healthy children. Program services include:

- **Assessment**
- **Intensive In-Home Counseling**
- **Case Management**
- **Family Reunification**
- **Parenting Skills and Education**
- **Crisis Intervention/Referrals**
- **Availability 24 hours daily**
- **Follow-up Services for Six Months**

Family Preservation Services consist of four components: Intensive Crisis Counseling Program, Family Builders Program, Family Rebuilders Program, and the Aftercare Program. The Florida Department of Children and Families (DCF) other agencies, and the Sheriff's Office refer families, with children at risk of being removed from the home due to allegations of abuse, neglect, or abandonment, to the Programs.



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 13th, at Lakes Regional Park in Ft. Myers. 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 (239) 278-1030. Hope to see you there.

CHARLOTTE YOUTH SHELTER RECEIVES "HIGH MARKS"

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

"This outstanding performance reflects the commitment and hard work of the staff at the Charlotte 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 refuge at LSF Youth Shelters located throughout Florida in the Ft. Myers, Port Charlotte, Ft. Lauderdale, and Pensacola areas. While in residence at the shelters, the young people receive counseling services and assistance to resolve family conflict and become reunited with their parents.