

LET OUR

# COMPASSION

BE A  
GUIDING  
LIGHT  
FOR ALL.

2021  
ANNUAL  
REPORT

# Forewell



It has been the greatest blessing of my career to be entrusted with the stewardship of LSS and its glorious ministry. Every minute of the past fifteen-plus years has been a journey that has left me at times overwhelmed and always awestruck. I am grateful for all who have walked this journey alongside me sharing both the burdens and the joys. Godspeed to all who support and lead the ministry of LSS.

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**Betty Oldenkamp** PRESIDENT AND CEO

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I have been blessed to spend twenty years of my professional career with LSS. Throughout my time here I have been inspired by the richness of the agency's programs and the myriad ways that LSS helps to strengthen South Dakota communities. I've witnessed the team at LSS follow in Christ's footsteps and respond to community needs with creativity, compassion and a deep respect for those we serve. I feel honored and humbled to carry on the tradition of strong executive leadership and help shape the agency's vision in its next century of service.



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**Rebecca Kiesow-Knudsen** COO, INCOMING PRESIDENT/CEO

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## OUR MISSION

Inspired by God's love, we care for, support and strengthen individuals, families and communities.

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## OUR VISION

All people in South Dakota will be healthy, safe and accepted.

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## OUR VALUES

Lutheran Social Services is a social ministry of the Evangelical Lutheran Church in America. As such, we believe that God's love compels us to serve and to value all people. Our core values are grounded by our faith in God—they guide our hands and feet, our hearts and words as we serve our neighbors as God intended. Our core values guide our work with the people we serve and those who serve them.

### COMPASSIONATE

We will be empathetic in our interactions with others and non-judgmental in the delivery of our services.

### APPRECIATIVE

We will acknowledge the quality, significance and magnitude of the contributions of our clients and employees and seek to develop their capacity.

### RESPECTFUL

We will engage in collaborative and professional relationships with our clients, partnership organizations, and each other.

### ETHICAL

We will demonstrate our commitment to quality services and high standards in acts, words and deeds.

### STRATEGIC

We will anticipate and respond strategically to service trends and our communities' needs.

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## COMMITMENT TO WORK TOWARD RACE EQUITY

LSS acknowledges racial and ethnic differences because of the profound impact they have on individuals, groups, communities and society. In order to foster an organizational culture that is cognizant of race and ethnicity, we will engage in honest and respectful conversations about the role of race and culture in the work we do. We will hold ourselves accountable for continual improvement in working toward racial equity. We will advocate for solutions to the social injustices that result from systemic racism. We invite you to join us on this journey.

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## BOARD OF DIRECTORS

PAUL BRUFLAT  
Chair, Sioux Falls

MIKE JAMISON  
Chair Elect, Sioux Falls

TOLCHA MESELE  
Secretary/Treasurer, Sioux Falls

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Rapid City

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Sioux Falls

PHIL HOGEN  
Black Hawk

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Hill City

REV. BECKY PIPER  
Rapid City

REV. CRAIG WEXLER  
Pierre

# LIFE STORIES

"I have witnessed firsthand how kindness and empathy can fill a vital need for humans and that is something I will always strive for in my professional and personal life."

**AMY FETERL**  
LSS Better Together,  
Serving three years



"I was several years into my job with LSS Foster Care Services when it dawned on me that this wasn't just a job. It was a calling."

**DEDE MOGCK**  
Children & Youth Services,  
Serving 42 years



"Once we are past that exterior, we are often met with stories of pain, hurt, loss and trauma. But we also get to see hope, resilience and determination."

**JAY MARCHAND**  
Director, Re-Entry Services,  
Serving nine years

# TAKE SHAPE AT LSS

"I see the best in people and teach the kids to see it in themselves. I am most proud to see the young people I have worked with go out into the world and do amazing things."

**SHANNON TRUAX**  
Direct Support, New Alternatives,  
Independent Living Services,  
Serving seven years



"Along with the financial counseling and support, he (client) really appreciated having someone take the time to understand and advocate so he didn't have to walk the journey alone."

**SARA RAMIREZ**  
Director, Center for Financial Resources,  
Serving nine years

"To see the difference a family can make in the life of a child and to know that I was able to facilitate and be a part of that changed my life and my career."

**AMY WITT**  
Vice President, Children & Youth Services,  
Serving 19 years



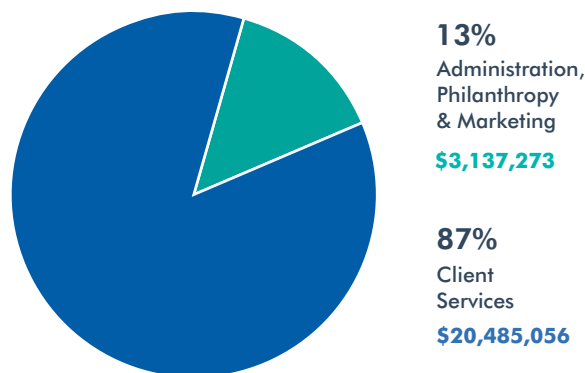
## TRANSFORMING PEOPLE'S LIVES 27,759 TIMES

YEAR ENDING JUNE 30, 2021

<b>BEHAVIORAL HEALTH</b>	<b>4,671</b>
<b>RESIDENTIAL</b>	<b>540</b>
Children & Youth	203
Family Counseling	337
<b>ALTERNATIVES TO DETENTION</b>	<b>5,748</b>
Children & Youth	1,756
Family	3,992
<b>INDEPENDENT LIVING</b>	<b>607</b>
<b>FOSTER CARE</b>	<b>1,036</b>
Children	144
Foster Parents	60
Kinship	832
<b>RESOURCE FAMILY SERVICES</b>	<b>1590</b>
<b>ADOPTION</b>	<b>362</b>
Adoption Services	60
Education	302
<b>CENTER FOR FINANCIAL RESOURCES</b>	<b>3,562</b>
Counseling Services	1,478
Education	2,084
<b>CENTER FOR NEW AMERICANS</b>	<b>6,745</b>
Refugees Resettled	23
Secondary Migrants	49
Immigration Counseling	630
ESL Training	210
Interpreter	5,833
(hours provided to 150 entities)	
<b>MENTORS/MENTEES</b>	<b>1964</b>
<b>CHILDCARE &amp; EDUCATION</b>	<b>934</b>
<b>TOTAL</b>	<b>27,759</b>

The COVID-19 pandemic significantly impacted the number of people served in the last year. Although LSS continued to provide services on-site as well as through telehealth when possible, the numbers are lower than in previous years.

### EXPENDITURES





## STATEMENT OF FINANCIAL POSITION

YEAR ENDING JUNE 30, 2021

	OPERATING & OTHER FUNDS	CAPITAL CAMPAIGN	FOUNDATION	HOUSING	TOTAL FUNDS
<b>ASSETS</b>					
Cash & Investments	5,399,476	15,000	5,489,140	2,772,579	13,676,195
Other Current Assets	2,412,076	54,300	765	(1,262)	2,465,879
Property & Equipment	14,081,380	-	-	331,239	14,412,619
Other Long Term Assets	-	-	-	-	-
<b>TOTAL ASSETS</b>	<b>21,892,932</b>	<b>69,300</b>	<b>5,489,905</b>	<b>3,102,556</b>	<b>30,554,693</b>
<b>LIABILITIES &amp; NET ASSETS</b>					
Current Liabilities	2,514,017	-	15	83,073	2,597,105
Long Term Liabilities	4,700,240	-	77,265	-	4,777,505
<b>TOTAL LIABILITIES</b>	<b>7,214,257</b>	<b>-</b>	<b>77,280</b>	<b>83,073</b>	<b>7,374,610</b>
NET ASSETS	14,678,675	69,300	5,412,625	3,019,483	23,180,083
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>21,892,932</b>	<b>69,300</b>	<b>5,489,905</b>	<b>3,102,556</b>	<b>30,554,693</b>

LUTHERAN SOCIAL SERVICES OF SOUTH DAKOTA

## STATEMENT OF ACTIVITIES

YEAR ENDING JUNE 30, 2021

	OPERATING & OTHER FUNDS	CAPITAL CAMPAIGN	FOUNDATION	HOUSING	TOTAL FUNDS	PERCENT
<b>REVENUE &amp; SUPPORT</b>						
Fees & Grants-Public	14,682,953	-	-	308,225	14,991,178	57%
Client Fees	4,764,565	-	-	-	4,764,565	18%
Individual Contributions	1,207,737	36,323	14,285	-	1,258,345	5%
United Way Support	1,161,988	-	-	-	1,161,988	4%
Church Related Sources	185,459	-	-	-	185,459	1%
Investment & Other Revenue	251,338	-	1,183,078	*2,447,389	3,881,805	15%
<b>TOTAL REVENUE &amp; SUPPORT</b>	<b>22,254,040</b>	<b>36,323</b>	<b>1,197,363</b>	<b>2,755,614</b>	<b>26,243,340</b>	<b>100%</b>
<b>EXPENDITURES</b>						
Program Expense	20,152,862	-	-	332,194	20,485,056	87%
Management & Support	2,459,383	-	-	-	2,459,383	10%
Philanthropy Services & Marketing	584,337	93,553	-	-	677,890	3%
<b>TOTAL EXPENDITURES</b>	<b>23,196,582</b>	<b>93,553</b>	<b>-</b>	<b>332,194</b>	<b>23,622,329</b>	<b>100%</b>
LSS FOUNDATION SUPPORT	213,849	-	(213,849)	-	-	
INTERFUND TRANSFERS	(52,219)	(147,781)	200,000	-	-	
PANDEMIC RELATED ASSISTANCE	4,865,726	20,973	-	-	4,886,699	
<b>CHANGE IN NET ASSETS</b>	<b>4,084,814</b>	<b>(184,038)</b>	<b>1,183,514</b>	<b>2,423,420</b>	<b>7,507,710</b>	

\* INSURANCE PROCEEDS DUE TO BUILDING FIRE

## LSS OF SOUTH DAKOTA FOUNDATION, INC.

The LSS Foundation strengthens the long-term financial future of LSS of SD by having an ongoing fund in which the principal remains untouched and a percent of the earnings are used to support LSS services. The Founders Family is a recognition society for those who have included LSS in their estate plans or given a substantial, immediate gift to LSS.

FISCAL YEAR  
2020-21**\$213,849**DISTRIBUTED TO  
LSS FROM THE  
FOUNDATIONFOUNDATION  
BOARD OF  
DIRECTORS

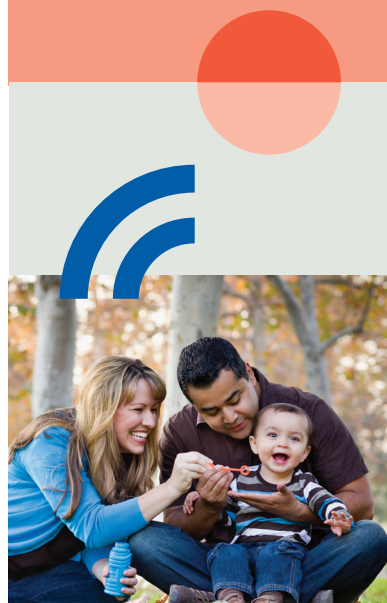
JOEL BLACK, Rapid City, Chair  
MIKE JAMISON, Sioux Falls,  
Vice Chair/Secretary

RON HEGGE, Renner  
REV. TOM OPOIEN, Tea  
MARK THOMAS, Sioux Falls



"I have worked with a lot of children who have experienced trauma and to see them grow, heal and find peace and happiness has been an amazing reward."

**RACHEL SHEPHERD**  
Supervisor, Behavioral  
Health Services,  
Serving eight years





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## MAKING LIFE BETTER TODAY AND FOR YEARS TO COME



EACH NEW  
DAY TELLS  
MORE OF  
THE STORY,  
AND EACH  
NIGHT  
REVEALS  
MORE  
AND MORE  
ABOUT  
GOD'S  
POWER.  
PSALM 19:2



LSS is where lives are transformed through high standards of quality service and service delivery. LSS monitors and reviews client outcomes as a gauge of programmatic quality. It is our mission to care for, support and strengthen those in need—bringing clarity, stability, family and support to people of all ages, families of all kinds and communities of all sizes.

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Students in the PATH program of Behavioral Health Services exceeded expectations

**96%**

of participants improved or maintained their academic progress;

**93%**

improved or maintained behavior incidents;

— AND —

**92%**

improved or maintained school attendance.

New refugee arrivals through the Center for New Americans were successful in finding and keeping employment.

**100%**

of new arrivals were self-sufficient within eight months with an average starting wage of \$15.87 per hour.

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Youth served through the Residential Services for Children & Youth treatment program were successful on discharge.

**82%**

of youth were discharged to their home or a less restrictive environment.



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Youth served through the Arise Evening Reporting Center were successful on discharge.

**93%**

did not re-offend before their scheduled court date.

**82%**

of clients who received financial counseling through the Center for Financial Resources reported reduced stress after their meeting with a financial counselor.

**42%**

reported increased financial capacity two months after their first meeting with a financial counselor.

**89%**

of clients participating in a debt management plan successfully completed their payments.



Lutheran Social Services of South Dakota serves people of all ages, races, faiths and economic levels throughout the state of South Dakota with professional, confidential and affordable services.



LUTHERAN SOCIAL SERVICES OF SOUTH DAKOTA  
705 EAST 41ST STREET, SUITE 200  
SIOUX FALLS, SD 57105-6048  
(605)444-7500 • (800)568-2401 [LssSD.org](http://LssSD.org)

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A member of Lutheran Services  
in America

Supported by the South Dakota  
Synod of the Evangelical Lutheran  
Church in America

LUTHERAN SOCIAL SERVICES

## SERVING SOUTH DAKOTA FOR 100 YEARS



*In Psalm 24:1-2  
David prays:*

**"The earth is  
the Lord's, and  
everything in it,  
the world, and  
all who live in it."**

In an effort to be  
good stewards of  
natural and financial  
resources, we are  
posting the 2021  
donor listing online.  
If you wish to view  
the listing, it can  
be found at

**[ThankYou.LssSD.org](http://ThankYou.LssSD.org)**

### EXECUTIVE LEADERSHIP

Betty Oldenkamp  
*President/CEO*  
Rebecca Kiesow-Knudsen  
*COO and Incoming President/CEO*  
Nathan Beyer  
*Vice President, Finance & Support Services*  
Sheri Ekdom  
*Vice President, Community Services*  
Paige Short  
*Vice President, Philanthropy Services*  
Amy Witt  
*Vice President, Children & Youth Services*

### ADMINISTRATION, PHILANTHROPY SERVICES

705 East 41st Street, Suite 200  
Sioux Falls, SD 57105-6048  
605-444-7500 • 800-568-2401  
[www.LssSD.org](http://www.LssSD.org)

**Northeast and Southeast Region**  
605-444-7500 • 800-568-2401

**Western Region**  
605-791-6700 • 800-260-1439

### COMMUNITY SERVICES

**Behavioral Health, Aberdeen**  
605-262-6300 • 800-584-9248

**Behavioral Health, Rapid City**  
605-791-6700 • 800-260-1439

**Behavioral Health, Sioux Falls**  
605-444-7631 • 800-568-2401  
Satellites: Brookings, Mitchell

**Behavioral Health, Watertown**  
605-882-2740 • 800-568-7116  
Satellites: Milbank, Sisseton

### Better Together

Sioux Falls, Brookings  
605-444-7803 • 800-568-2401

### Center for Financial Resources

Statewide services based in  
Sioux Falls. Online and phone  
services available statewide.  
605-330-2700 • 888-258-2227  
Satellites: Aberdeen, Brookings,  
Huron, Mitchell, Watertown, Yankton

### Center for New Americans

Statewide services based in Sioux Falls  
605-731-2000 • 866-242-2447  
Satellite: Aberdeen, Huron

### Childcare & Education

Multiple Sioux Falls locations  
605-371-8770

### Disaster Response Services

Statewide services based in Sioux Falls  
605-444-7500 • 800-568-2401

### Mentoring Services

605-444-7803 • 800-568-2401  
Sioux Falls, Baltic, Brandon Valley,  
Canton, Dell Rapids, Flandreau,  
Garretson, Harrisburg, Lennox,  
Tea Area, Tri-Valley & West Central  
school districts

### Re-Entry Services

Offices located in Rapid City  
and Sioux Falls  
605-731-2021 • 866-444-7689

### CHILDREN & YOUTH SERVICES

**Adoption & Pregnancy  
Counseling Services**  
Statewide services with offices  
in Sioux Falls and Rapid City  
605-221-2346 • 888-201-5061

### Alternatives to Detention

**Arise Youth Center**  
605-716-1837 Rapid City  
605-221-2346 Sioux Falls

### Community Resource Program

Statewide services with offices in  
Aberdeen, Rapid City and Sioux Falls  
605-791-6700 • 800-260-1439

### Foster Care Services

605-791-6700 • 800-260-1439  
Rapid City  
605-221-2346 • 888-201-5061  
Sioux Falls

### Intensive Independent Living Services

**New Alternatives, Rapid City**  
605-791-2405

### Kinship Services

Statewide services based in  
Sioux Falls, Rapid City, Aberdeen,  
Pierre and Watertown  
605-221-2346 • 888-201-5061

### Residential Services for Children & Youth

**Canyon Hills, Spearfish**  
605-559-3500

**New Beginnings, Aberdeen**  
605-262-5300

**Summit Oaks, Sioux Falls**  
605-221-2346

### Resource Family Services

Statewide services based in Sioux Falls,  
Rapid City, Aberdeen, Brookings,  
Mobridge, Pierre, Winner  
605-221-2346 • 888-201-5061