



BE A PARTNER IN HEALING OUTREACH



2021 Annual Report to Congregations

Making Life Better Today & Into a Second Century of Service



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. With congregational support, we are better able to carry out 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 long into the next century of service.

Bethlehem is grateful for the partnership with LSS. LSS is able to do ministries that we ourselves are not able to do directly—from our neighbors nearby at the New Beginnings Center, to our new neighbors at the Center for New Americans, and the many other ministries across South Dakota. Together we can better fulfill our shared calling to love our neighbors as we love ourselves.”

Jeff Whillock, Lead Pastor, Bethlehem Lutheran, Aberdeen

- The COVID-19 pandemic created many challenges. Thankfully, LSS was able to react quickly, safely and compassionately to continue services. In addition to serving clients on-site where possible, many of our services utilized telehealth technology. For individuals and families experiencing the overwhelming impact associated with separation and anxiety, services delivered through telehealth technology provided an alternative to continuing care.
- Students in the PATH program of LSS 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 LSS 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.

A TRADITION of Compassion, Vision and Leadership



I have been blessed to spend twenty years of my professional career with LSS.

Throughout my time here, I have 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 leadership and compassion that began 100 years ago and help shape the agency’s vision in its next century of service.

Rebecca Kiesow-Knudsen
COO, Incoming President/CEO



Farewell —

It has been the greatest blessing to be entrusted with the stewardship of LSS and its glorious ministry. I am grateful for all of the prayerful congregational support over the past fifteen-plus years. Thank you for choosing to walk in this journey with LSS to serve others—sharing both the burdens and the joys. It’s not just one person’s life today, it’s about what do we do to make things better into the future for individuals, families and communities in South Dakota.

Betty Oldenkamp
President and CEO