Dear Valued Friends and Supporters,

As we reflect upon the accomplishments over the past year we would like to thank, with sincere gratitude, all of our employees and volunteers whose dedication makes it possible to serve our community through the works of our agencies.

We are very proud of our work over the past year, and also humbled by the knowledge that for everything that has been accomplished, there is so much more to be done. We traditionally report numbers and statistics, but our work together is so much more. Working together for the good of many, the unswerving commitment of God’s people makes a real and lasting difference, one person and one family at a time. We hope you will take a moment to read the personal journeys shared in this report and see as lives are being positively impacted by the Lutheran Ministries of Mercy family of services.

Our organizations, rich in history and tradition, are grateful for those who have gone before us in this critical work. Yet, we are keenly aware that as times change our services must continue to evolve. As such, our combined efforts under the Lutheran Ministries of Mercy umbrella allows us to deliver more than any of us could singlehandedly. By combining our knowledge and resources in administrative services, planned giving efforts, the development of new programs and services and community partnerships, we are able to more efficiently deliver direct services aimed at helping people lead healthier, independent and purpose-driven lives.

As you join us in working together for the good of many, your engagement and support—your investment in our work—makes all the difference and we are truly inspired by your witness.

Blessings,

Terri Rodriguez
President and C.E.O.
Lutheran Ministries of Mercy

Rev. Charles Campbell
Chairman, Board of Directors
Lutheran Ministries of Mercy
Lutheran Ministries of Mercy (LMM)

Strength through Partnership in Administration and Management

Lutheran Ministries of Mercy was founded in 2013 with the goal of promoting sustainability, improvement and innovation in the direct service operations of partner organizations. Initially created by a partnership of Filling Homes in Napoleon, Ohio and Luther Home of Mercy in Williston, Ohio, the group was then joined by Lutheran Social Services of Northwestern Ohio in 2015.

Working together, administrative services are combined, shared and designed to assist affiliated agencies in enhancing mission-driven community services by providing cost effective and efficient management expertise.

Each of the organizations maintains their independent status as well as the independent status of their Foundations. Yet, the combined strength, expertise and size of affiliated agencies positively affect each organization. Affiliates have the advantage of a wider breadth and depth of expertise, of learning from one another, and sharing best practices. They also benefit from a larger, collective visibility and voice in advocacy, rate setting and vendor contracts, as well as in policy development and organizational systems design.
Our three affiliates: Luther Home of Mercy, Filling Homes, and Lutheran Social Services of Northwestern Ohio serve both children and adults across 24 counties in Ohio and Southeastern Michigan.

Together, our organizations impacted more than **42,241** lives during 2019.

Luther Home of Mercy and Filling Homes proudly serves those living with intellectual and developmental disabilities through a system of residential care campuses, small community-based group homes, day programs, in-home services and vocational and recreation services. We support the needs, goals and dreams of people with intellectual and developmental disabilities through personalized care and services focused on the whole person.

In addition to mental health counseling, Lutheran Social Services of Northwestern Ohio provides an array of programs and services including the area’s largest food pantry and personal needs distribution system, addiction recovery services, financial stability/opportunity programs and assists many area employers in meeting the mental health and community service needs of their employees.
After several years of learning independent living skills in community housing and participating in pre-employment activities at the Emmaus Community Center, Yvone is now proudly employed in the community.

Through the Bridges to Career Opportunities Program operated by LSS, Kevin, Porsha, Kimber and LaShonda succeeded in manufacturing training and certification enabling them to move from unemployment and under-employment to living-wage jobs.

Water adds an entirely different sensory element and freedom to residents’ lives. Activities planned in the heated therapy pool allow clients to fully relax in the warmth of the water, free of the restrictions of wheelchairs and gravity! The therapeutic temperature of the pool—and air—promotes maximum flexibility that encourages muscle strengthening and proper body mechanics.
**Summary of Impact**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of People Served</td>
<td>42,241</td>
</tr>
<tr>
<td>Number of Volunteer Hours</td>
<td>30,474</td>
</tr>
<tr>
<td>Number of Volunteers</td>
<td>799</td>
</tr>
<tr>
<td>Number of Staff</td>
<td>882</td>
</tr>
</tbody>
</table>
2019 Operating Budgets & Impact

TOTAL: $35,365,808

Luther Home of Mercy: $19,620,059

Filling Home: $13,792,628

Lutheran Social Services: $1,953,121
Ministry Giving Sources

- Congregational Gifts – 5%
- Individual/Corporate Gifts & Grants – 19%
- Bequests – 76%

$1,738,331
$434,583
$114,364
Total Revenue by Operating Source

- Counseling: 21%
- Housing: 69%
- Supported Living: 3%
- Grants/Refunds/Other: 2%
- LSS Community Partner Programs: 3%
- Intermediate Care Facilities: 2%

Legend:
- Counseling
- Intermediate Care Facilities
- Housing
- Supported Living
- Grants/Refunds/Other
- LSS Community Partner Programs
2019 marked the 60th anniversary of Filling Homes. The ministry was founded in 1959 by a donation of land from local resident Carrie Filling Vajen.

Together Luther Home of Mercy and Filling Homes annually serve a total of 483 people. Individuals receiving services demonstrate a wide range of abilities and therefore, require specific support services tailored to meet their individual needs while promoting their greatest level of independence. These services may range from 24 hour per day care to assistance just a few hours each month.

Recognizing that the health and desires of the people entrusted to our care change throughout life’s journey, we provide a full range of supports tailored to meet people where they are today and continue to serve them well into the future.

Dedicated staff become friend indeed! Scott tries his hand at fishing with the help of staff member Eloura.
SERVING THOSE WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

Campus Based Housing and Services
Luther Home of Mercy and Filling Homes offer vibrant communities where residents receive not only round-the-clock care, nursing and physician services and therapies; but enjoy a wide variety of recreational and fitness opportunities, volunteering, employment and pastoral care services. Together, Luther Home of Mercy and Filling Homes serves 164 people in four Intermittent Care Facilities (ICF).

Community Housing
Since 1999, these affiliates have also worked to create small, community based housing—a total of 26 single family homes—that now serve 121 individuals in six Ohio counties. Scattered throughout the region, we have been blessed by over 10 million dollars of assistance from the federal department of housing and urban development to aid in the construction of these homes. So, too, we are blessed by individual donors who have contributed to make this possible. Supports are designed to encourage the development of independent living skills ranging from the basics of personal care and social skills to shopping, meal planning and preparation, money management, home maintenance, medical follow up, planning leisure activities and access to spiritual services. We see people thrive when they have individualized and meaningful living and activity choices in their lives.

ICF Individuals Served: 164

Individuals Provided Housing: 121

Josh enjoys spending time in the backyard of his community home. A car accident as a teenager resulted in developmental delays and permanent physical disabilities. Josh moved to his new home one year ago and now experiences living as independently as possible thanks to the around-the-clock support of staff.

After four years together, Shannon and the love of her life, Kenny, had a wedding ceremony surrounded with family, friends and staff by their side. Shannon and Kenny now live independently with staff support as needed.
SERVING THOSE WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

Day Programs Expand Opportunity

Our agencies recognize that those we serve desire and deserve greater independence and ties to the community. Eight community-based day programs serving a total of 222 clients are developing and expanding connections to our neighbors and in doing so create new social, volunteer and employment opportunities. At times, our neighbors come to us and along with staff, provide center-based activities in many areas of interest such as life skills, sensory integration, pre-vocational training, gardening, food preparation, music appreciation and art. For others, volunteering or employment in the community become priorities, as well as participating in local events, attending area establishments and joining with friends in recreational activities.

Jennifer, one of 44 Soaring Arts Studio artists, helped to unveil four murals designed and painted by Studio participants. This event celebrated the installation of the artworks that were commissioned by a Napoleon civic group to brighten a downtown park.

MENTAL HEALTH AND ADDICTION SERVICES

With offices located in Toledo, Findlay, Lima, Fremont, Bowling Green, Archbold, Galion, Kenton, Wapakoneta, Sylvania and Tiffin during 2019 Lutheran Social Services of Northwestern Ohio provided area residents with more than 12,882 hours of individual and group counseling. Licensed therapists work with clients to confront those issues that have become overwhelming for them such as anger, depression and anxiety, stress, families in conflict, sexual and physical abuse, coping with loss and addiction recovery.
FOOD AND PERSONAL NEEDS PANTRIES

A robust local system of 14 emergency food and personal needs pantries throughout northwest Ohio work to meet the growing community need for both food and personal care items. As more in our communities are experiencing hunger, these pantries—staffed solely by volunteers—provided approximately 325,359 meals in 2019.

Teaming up with Lutheran Social Services, the day program participants at Advent Lutheran Center give back to their community by operating a personal needs pantry for area residents.

At LSS, shelves lined with staple items provide pantry shoppers with canned and packaged goods, as well as fresh eggs, milk, meat and produce.

RE-ENTRY PROGRAMS

Lutheran Social Services of Northwestern Ohio seeks to serve all people, including those who are returning to their community after a time of incarceration. The goal of the Re-Entry Program is to assist people involved in the court system to lower their rate of returning to jail. Case management provides the supports necessary in the areas of housing, mental health and addiction treatment, parenting skills, employment, transportation and other services as well as a host of additional service and support needs.

Individuals Served: 135
Employer Resource Networks

Employer Resource Networks transform companies one employee at a time. The purpose of these private-public partnerships is to improve workforce retention through employee support and training. This national movement links small and mid-size businesses with a lead agency that then employs a “Success Coach”. As the lead agency, LSS employs a coach that visits each employer in the network to provide a host of resources for struggling employees. The existing network, “Shared Success” is soon to be followed by a second partnership group.

HUB

The Schools as Community Hubs strategy came to Toledo in 2011 through the collaborative efforts of United Way and Toledo Public Schools. The vision of the strategy is to foster safe and healthy communities where everyone has the opportunity for growth and success.

The schools are called “Hubs” to acknowledge their central location for the collection and distribution of community resources. Hub schools organize community partners to offer wraparound services such as medical, dental and mental healthcare, mentoring, and community engagement events in order to address the problems that keep students from succeeding.

Selected as the lead partner at Scott High School, LSS employs an on-site coordinator for this important initiative.

Financial Counseling

In partnership with the Local Initiative Support Corporation and Ohio Means Jobs, LSS offers financial coaching, debt management, credit building service, education and employment readiness training in various community locations. In addition, the Family Stabilization program assists families in crises by helping them remain in their homes and schools to allow for the best support for academic success. Families with school age children who are in housing but at risk of becoming homeless with school age children may receive temporary rent or utility assistance.

Matthew Siebert,
People Services Manager, Renaissance Toledo Downtown Hotel

Renaissance Toledo Downtown Hotel has experienced the benefit of a Success Coach first hand. Imagine getting a bank account for the first time; securing childcare; getting affordable health insurance; paying off debt; finding safe housing; filling the cabinets with food. This is what our employees get.

Shared Success is an invaluable resource and we’re thrilled to see continued growth and positive outcomes!
We are blessed by many donors who contribute to our individual affiliates, sharing gifts of time, talents and resources. We gratefully acknowledge our faithful supporters whose contributions sustain the life-changing work of our ministries. The partnership of individuals, businesses and corporations, churches and philanthropic organizations make our work possible.

During 2019 Lutheran Ministries of Mercy launched our first combined fundraising campaign.  

*Thank you to these donors who have made monetary gifts to the “Together Toward Tomorrow” campaign:*

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Zion Lutheran Church  

*April 1st 2019 - December 31st 2019*
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