STORIES THROUGH THE YEARS

Meet Our Clients

At only 24 years old, Johnathan found himself blindsided by an HIV diagnosis that not only brought him close to death but left him far removed from his loved ones.

At first, he was too scared to even come into Lutheran Social Services for his appointment with our AIDS Care and Education (ACE) program. He remembers sitting outside crying, feeling hopeless. His first steps into the building at LSS were symbolic of his first steps on the road to recovery.

Two years later, Johnathan’s health has improved so that his HIV is now undetectable. He also became a full-time peer navigator with the ACE program, offering other individuals with HIV the clarity, comfort and resources he received when he needed it most.

“The team at LSS treated me like a human being when my own family wouldn’t.”

Junior was born a refugee in Uganda with few resources. She and her four siblings had to work long hours on a farm to pay fees to attend school, and they lacked adequate medical care. Her family’s most harrowing moment came when her brother was kidnapped for several months by the Lord’s Resistance Army, a rebel group known for murder, abduction and child slavery.

In 2013, Junior’s family was resettled in the U.S. after her father had become physically disabled from a leg injury. She began school excited to learn but nervous. Although she was familiar with English, she still faced significant cultural and language barriers.

But Junior received the help she needed through Lutheran Social Services. The nonprofit’s refugee student program not only connected her with tutoring in classes and help with homework, but also provided her with a welcoming, multicultural community.

“I would feel left out and have no friends without LSS. It feels great to have someone who can relate to you.”

Ricardo and Brenda came to Jacksonville in 2013 looking for a fresh start. Ricardo had accepted a position with an airline and moved his family to the area, opting to stay in a local hotel until they could find a proper place to live. But a few nights at the hotel turned into a few weeks, and a few weeks into a few months.

Alone in a new city, the family remained positive, but began to worry when food became scarce for their three children. That’s when they turned to the Nourishment Network.

The program provided Ricardo and Brenda with fresh produce and a variety of foods to help fill the gaps through this difficult time for the family. The couple said the support took a big pressure off their shoulders while they got back on their feet.

“We needed help, and I thank God every day that we found it through the Nourishment Network.”

Thank you to the following community partners for helping continue the LSS mission of caring for people in need:

PROVIDING NEW BEGINNINGS

Since 1979
Lutheran Social Services of Northeast Florida (LSS) operates the very different community outreach programs that share an important commonality... the ability to help those facing hardships stabilize their lives and earn a fresh start.

PROVIDING FAMILIES WITH FRESH FOOD
NOURISHMENT NETWORK
One in six people living in Duval County don’t know when or where they will get their next meal. LSS’s Nourishment Network, originally created to deliver groceries to those facing hard times, eventually grew tremendously in size and reach. The first initiative operated by the nonprofit was the Backpack Program, the first client-choice food pantry based on Jacksonville’s Southside. We also provide crucial support to food insecure youth through our Backpack Program as well as food delivery to seniors living in low-income housing complexes throughout the area.

ASSISTING INDIVIDUALS WITH HIV/AIDS CARE AND EDUCATION PROGRAM
Our proven team has assisted individuals with HIV/AIDS for decades. The AIDS Care and Education Program (ACE) offers support services, including case management, therapeutic intervention and housing assistance. We also provide HIV-positive individuals with on-site medical care at the CAN Community Health Clinic at LSS. This clinic is the only comprehensive care facility on the Southside, making the challenges our clients face easier with a full scope of quality services under one roof.

SUPPORTING REFUGEES IN OUR COMMUNITY
REFUGEE SERVICES
Our Refugee Services staff helps refugees find housing, enroll children in schools, identify employment opportunities, and apply for government identification. We also find new ways to enrich the community like working with JTA to translate maps and travel cards for current refugees working in the area.

HELPING OUR NEIGHBORS IN NEED
COACHING INDIVIDUALS TO FINANCIAL SUCCESS
Steps 2 Success
Steps 2 Success offers a comprehensive approach to financial assistance for First Coast residents. Our staff operates in Florida’s first Financial Opportunity Center and helps individuals with career counseling, job placement, one-on-one financial coaching, and income support services like food stamps and utility assistance. This program is in partnership with USC Jacksonville, United Way of Northeast Florida, Family Foundations of Northeast Florida, and New Town Success Zone.

HELPING THE VULNERABLE MANAGE FINANCES
MONEY MINDERS
Money Minders works with underserved residents, managing their Social Security and disability benefits to ensure their basic needs are met. This program is essential in stopping the cycle of homelessness for some of our most vulnerable neighbors, including those who struggle with mental illness, developmental disabilities or other challenges.

FINANCIAL SNAPSHOT FY 2018

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<th>Year</th>
<th>Cost Item</th>
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</tr>
<tr>
<td>2018</td>
<td>Administration</td>
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</tr>
</tbody>
</table>

Our Impact Since 1979

25% of Total Cost

Revenue

20% Federal, State & Local Grants

15% Administration

12% Private

10% In-Kind Contributions

8% In-Kind Expenditures

6% Program and Services

5% Local Grants

3% Federation

1% overhead cost to support the entire family over the weekend.

First Coast News airs feature series "Steps to Success." A monthly series highlights local individuals and families who have overcome their challenges with the assistance of our many programs.

Our Mission
LSS is dedicated to helping those who need us the most. Our mission is to provide a comprehensive range of services designed to help families and individuals achieve economic stability and self-sufficiency.

Our Vision
We envision a community in which all families and individuals experience the freedom that comes with knowing their basic needs are met, where they can thrive and grow together. We work together to create a brighter future for all.