



COMMUNITY IMPACT REPORT 2025



You Can.

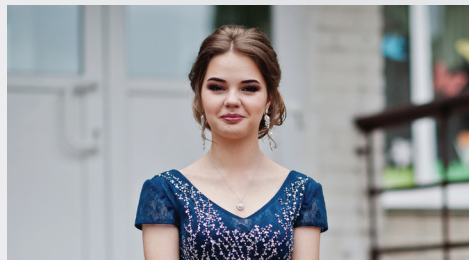
You give people the courage to dream big

Hailey graduated from high school at age 18 after overcoming tremendous challenges.

As a young teen, Hailey was having a difficult time socially, acting out in school, and struggling with basic life skills. Her doctor prescribed medication to help her manage her mental health and referred her to LSS for additional support.

Without judgment, Hailey's LSS caseworker started with the basics, like the importance of consistent hygiene. Together they worked out a schedule so Hailey could take responsibility for her medication. Hailey learned coping skills which built her resilience and helped her control her impulses. Hailey also practiced social skills like making eye contact, shaking hands, and ordering food.

Hailey and her caseworker celebrated every small win—and one big victory that Hailey thought was impossible. Hailey went to her high school prom, a dream come true!



You



You are shaping the future one child at a time

Raymond has survived significant trauma. His parents were unable to care for him due to long-term addictions; and there is evidence to suggest he was sexually abused by his mother. Today he is successfully healing and thriving in a stable home thanks to his foster dad, Eugene.

Between the ages of 10 and 12, Raymond successfully completed a sex behavior program at LSS Homme Youth and Family Services. He learned impulse control, practiced appropriate coping skills, and began building resilience. He was ready to transition to a foster home.

Raymond is a registered member of a Native American tribe. His tribe recruited one of its own members to become a licensed foster parent and serve as Raymond's guardian. Monthly check-in sessions with LSS staff provided a firm foundation for Raymond and Eugene's relationship. Now Raymond feels safe and loved, and because someone believes in him, he believes in himself.



You bridge the gap between crisis and compassion

Joseph was experiencing homelessness in a brutal Midwestern winter. He was also contending with physical disabilities related to a stroke, including pain and difficulty with verbal and written communication. LSS Gaining Ground helped him secure sustainable housing and connected him to resources to maintain his independence.

His LSS caseworker, Matthew, helped Joseph achieve his first goal which was to find housing, an apartment in a subsidized complex. Next, Matthew helped Joseph get connected to doctors to obtain pain management medication, a new eye glass prescription, and the authorization to get a lift chair which helped make getting to his feet less strenuous.

Finally, Matthew noticed that while Joseph's mind was sharp, he just couldn't find words to communicate. Matthew was able to help Joseph obtain a special communication app on his tablet, which facilitates conversations for Joseph.

Through your partnership, Joseph and each person we serve are treated with dignity and connected to individualized resources to help them thrive.

Are.



You connect people with possibility

Jim is a military veteran who rides regularly with LSS Make the Ride Happen, a service that coordinates transportation for older adults and people with disabilities.

Last fall he had the opportunity to participate in an Old Glory Honor Flight, a program that flies veterans out to Washington DC for the day, at no expense to them, to tour the memorials in gratitude for their service. Jim needed to be picked up at 4:30 a.m. and transported to the airport. His return time was difficult to pin down. As part of the experience, the veterans participate in a parade through the airport after landing. That meant the return driver had to agree to be "on call."

Despite the challenges of this request, LSS Make the Ride Happen received an immediate positive response to the request for a driver. In fact, the driver volunteered to do the roundtrip!

You support self-sufficiency, empowering each person we serve to live their best life.

You Will.



Your compassion restores hope and inspires action

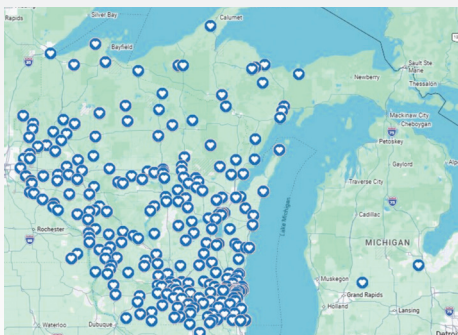
Tom is a successful sales executive. The long hours and intense stress led him to drink, spoiling the sobriety he struggled to achieve years ago. After he got into a bar fight resulting in legal charges, he was referred to an LSS residential treatment center.

Tom's boss, Daniel, wanted to support Tom's recovery journey and agreed to hold his job open for him while he received treatment. Tom's LSS counselor included Daniel in Tom's treatment and after care plan. Together they worked out a more reasonable work schedule and planned regular check-ins with one another to ensure that Tom's recovery remained a priority along with his work goals.

Upon completion of treatment and learning how to set better boundaries, Tom returned to work and has maintained his sobriety for two years. He returns to the treatment center frequently, sharing his "second chance story" with current residents. Because you care, Tom's setback became a comeback.

THANK YOU TO ALL LOVING LUTHERANS!

When an anonymous donor challenged our Lutheran community to give \$1 million collectively by matching your donations, the response was overwhelming! Loving Lutherans congregations and their members donated a total of \$1,118,238—unlocking the challenge funds for a total of \$2,118,238 for LSS's multiple programs and services.



In all, 397 Lutheran congregations gave new gifts or increased their previous LSS support by 10% or more and doubled the impact for those most in need in our communities. These gifts help LSS provide essential services that feel like words of encouragement made real, through safe housing, counseling, recovery support, and care for families who need strength and stability. Your kindness is making a profound difference for those served through our joint ministry.



Scan the QR code to see recognition of all the qualifying Loving Lutherans congregations, access resources to share the impact of our ministry together, and learn more about Loving Lutherans going forward.

A COMMUNITY ANSWER TO A CRITICAL NEED

In 2024, the Chippewa Valley experienced a profound loss when the former Libertas Treatment Center closed its doors.

For people affected by substance use and mental health challenges, the closure created an immediate and critical gap in treatment and recovery services across the region.

Recognizing both the urgency of the moment and the responsibility to act, LSS stepped forward to acquire, renovate, and reopen the center. The community responded with compassion,

generosity, and resolve. Out of that collective response, LSS launched Love Big: Uniting Hearts to Inspire Recovery in Northwest Wisconsin, a campaign grounded in the belief that recovery is possible when a community chooses to act together.

Very early in the campaign, the L.E. Phillips Family Foundation generously offered to challenge the community by making a \$1.5 million grant and match each contribution to this initiative dollar for dollar. That single, incredibly generous pledge was transformational. LSS began talking to potential major donors about it right away and the response was overwhelming. By September of 2025, LSS had nearly reached the matching goal of \$1.5 million from major donors!

Knowing that the entire community wanted the opportunity to help, we expanded the campaign to the public. We gathered a group of volunteers to help, mailed and emailed thousands of individuals and businesses, and received media coverage which kept fundraising moving forward. In addition, we held a Construction Kick Off Event to celebrate the start of renovations with 130 people in attendance.

Currently renovations are taking place and the center is on track to open in 2026 as planned. **We wholeheartedly thank each and every one of you that heard the call and gave to the campaign!**

The outpouring of support means renewed access to treatment, strengthened pathways to recovery, and a future where individuals do not have to leave the region or wait in crisis to receive care.



DEAR FRIENDS,

Our 2025 story at Lutheran Social Services of Wisconsin and Upper Michigan is rooted in a simple but powerful truth:

You Can. You Are. You Will.

Because of your compassion, advocacy, prayers, and generosity, this has been a record year of both fundraising and impact. Together, we served nearly 30,000 individuals and families across Wisconsin and Upper Michigan, reminding each person that they can find help, they are not alone, and they will be met with care and dignity.

Two extraordinary efforts shaped this year.

In Northwest Wisconsin, the Love Big campaign launched after the closure of the Libertas Treatment Center created a critical gap in mental health and substance use services. When the L.E. Phillips Family Foundation offered a \$1.5 million challenge grant to help acquire and renovate the facility, you responded with urgency and generosity. By year's end, the match was met! Because of you, life-saving services will return to the Chippewa Valley when the center reopens in summer 2026.

At the same time, Lutherans across our region united through the Loving Lutherans Challenge. In total, 397 congregations and groups raised more than \$1.1 million to strengthen this shared ministry.

Yet the true impact of 2025 is not measured in dollars, but in lives renewed. Because of you, individuals whose stories are included in this publication like Hailey, Raymond, Joseph, Jim, and Tom found hope, stability, and a path forward. They discovered they can dream again, they are valued, and they will have the support needed to heal and thrive.

Thank you for believing in the infinite worth of every person and for standing with LSS year after year. We invite you to continue this journey with us, exploring new ways to give, serve, and advocate as we strengthen and heal communities together.

With deep gratitude,

HÉCTOR COLÓN
President & CEO



JOEL TREFFERT
Operating Board Chair

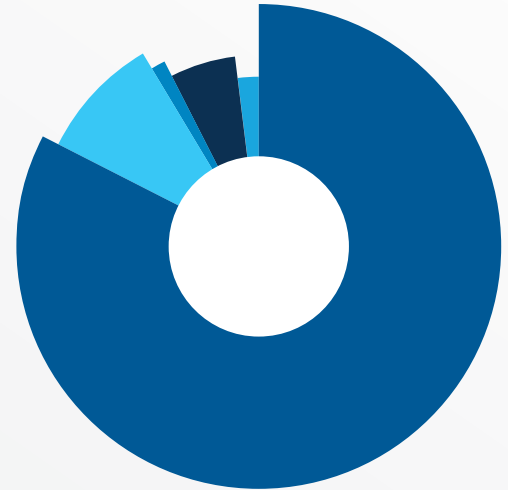


With gratitude, we thank Eric Lorenz for his steady and faithful leadership as Operating Board Chair throughout 2025, and we warmly welcome Joel Treffert as Board Chair in 2026 as LSS enters its next chapter of impact.

REVENUE*

\$80,353,190

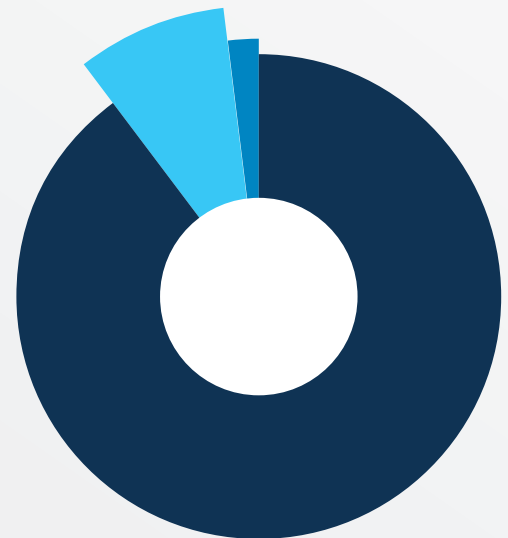
- Federal, State, Local Service
\$66,404,767
- Client Fees, Insurance or Contracts
\$7,059,489
- Grants
United Way: \$74,268
Capital & Other Grants: \$1,003,108
- Bequests & Contributions
\$4,284,922
- Other Income
\$1,526,636



EXPENSES*

\$78,081,303

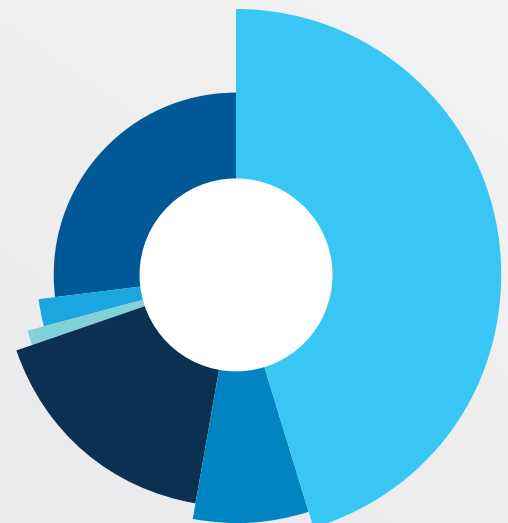
- Program Services
\$70,146,778
- Administrative & General
\$6,541,327
- Fundraising
\$ 1,393,198



CONTRIBUTIONS

\$5,552,406

- Individuals
\$2,514,932
- Organizations
\$64,914
- Congregations
\$421,278
- Bequests
\$128,977
- Corporations & Foundations
\$939,295
- LSS Foundation
\$1,483,010



*This state of 2025 financial positions is prior to audit completion.



6737 W Washington Street, Ste 2275
Milwaukee, WI 53214

Your legacy gift helps to shape the future.

Gifts to the LSS Foundation, Inc. sustain our mission of compassion, humble service, and courageous leadership for future generations.

You can shape your legacy by establishing a named fund to endow your support for LSS in perpetuity. You can continue to provide help to neighbors even beyond your lifetime with a gift in your will or through a simple beneficiary designation.

To learn more, take the next step forward, or to notify us of your planned gift, please visit lssfoundation.org/ways-to-give/ or contact Jennifer Williamson at (414) 391-5058.

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