building better tomorrows for Missouri children and families

LUTHERAN FAMILY AND CHILDREN’S SERVICES OF MISSOURI
LFCS began 2020 continuing to pursue our strategic objective of becoming the recognized leader in contributing to the safety, stability, and well-being of children and families across Missouri. Our first task of the year was to reorganize our staff from a regional model to a program-focused model. As we launched the restructure, everything changed with COVID-19. Though challenging, we quickly adapted.

Shelter-in-place orders forced us to become a 100% remote workforce and temporarily close Hilltop Child and Family Development Center. Soon restrictions on social gatherings made it impossible to hold in-person fundraising activities. Additional hardship followed when a sequence of funding was suspended and program expansion proposals sat dormant as emergency activities took precedence throughout the state.

To overcome these unforeseen challenges, we focused first on meeting the needs of our clients and reduced discretionary spending wherever possible. Telehealth services were implemented across 80% of LFCS programs. When unable to adapt to virtual methods, we found safe alternatives to make meaningful connections. Partnerships with agencies such as the United Way allowed us to meet the immediate, basic needs of those facing economic hardship. A loan through the Payroll Protection Program sustained operations, keeping all staff employed and services available statewide as the demand for our services swelled. By December, calls for help at LFCS increased 91% across all programs.

As I reflect on 2020, I am incredibly proud to be leading this agency. Amid a global pandemic, the LFCS staff served as a beacon of hope and unswerving support to thousands of children and families across Missouri. They shared the pain, sorrow, grief, and anxiety felt by their clients during so much uncertainty. They witnessed unforeseen challenges and adjusted to prevent a disruption in services. In the most turbulent time most of us have experienced, the LFCS staff remained focused and committed to building better tomorrows for Missouri children and families.
2020 by the numbers

LFCS serves children and families through five key program areas: Behavioral Health, Parenting, Adoption, Foster Care, and Child Development.

**32,483 lives improved in 2020**

91% increase in calls for help across all LFCS service areas.

$1 million loss in funding due to unforeseen crises.

126,015 service units dedicated to supporting needs across the community.

$11 million dollars invested directly towards the safety, stability and well-being of Missouri children and families.

80% of programs implemented virtual service delivery to maintain continuity of care for clients after stay-at-home orders were issued.

OUR MISSION

Through Christ’s love, we empower children and families to overcome challenges today so they can build a better tomorrow.

OUR VISION

Generations of children and families across Missouri are safer and stronger together.
Mental health concerns affect us all. If left unmanaged, complications may arise that impact daily life. The LFCS Behavioral Health Program addresses the needs of each individual. We also provide prevention services to vulnerable and at-risk populations.

86% OF CLIENTS had fewer symptoms of anxiety, depression, and other mental health concerns.

Continuity of care was essential to serving Behavioral Health clients in 2020. As schools and businesses closed across the state, LFCS counselors remained agile and available to clients. The pandemic created increased stress, isolation, and need for support - making access to services even more important than ever. Implementing telehealth sessions allowed us to maintain services for current clients while broadening our reach to outlying, never-before-served communities. The addition of porch and front yard visits made clients feel connected while providing a sense of normalcy.
Parenting is the most challenging job in the world. While some struggles are temporary, repetitive demands of parenthood can be stressful. The LFCS Parenting Program equips new, expecting, and experienced parents with strategies to help their children thrive while reducing the risk of abuse and neglect. Clients learn healthy and safe parenting practices, connect to community resources, and become increasingly independent as they seek brighter, more productive futures.

A program realignment in 2020 created an opportunity for the LFCS Parenting staff to more effectively serve families. As the pandemic spread through Missouri, many community resource offices closed and referrals for services dropped significantly. Setbacks continued as several funding sources changed priorities to focus on emergency relief needs. Through these and other challenges, staff remained committed to the needs of clients. More than half of LFCS Parenting clients showed progress toward alleviating child abuse risk factors such as high stress levels and poor physical health.

all parenting clients have a household income below 185% of the federal poverty line
Standardization of processes was a main focus within the adoption program in 2020. It was also a year of building a catalog of resources to best support birth parents and adoptive parents. These assets include a grief journal for women experiencing infertility, a journal for adopted children, a booklet to support birth parents considering adoption, as well as a booklet to prepare adoptive parents for the adoption journey.

While adapting to the unique challenges created by the pandemic, the adoption team strengthened their connections with clients and one another through consistent communication. Home studies, court hearings and client meetings continued. Twenty-three birth parents felt comfortable and confident in their choice to place while 31 new adoptive families improved their understanding of the adoption process and prepared to be chosen as parents.

47% of women receiving crisis pregnancy counseling and considering adoption made the brave, loving choice to place their child in an adoptive home.

For generations, the LFCS Adoption Program has helped build forever families. Licensed by the State of Missouri as a Child Placing Agency and accredited by the National Council on Accreditation, LFCS lovingly guides adoptive parents and birth parents through the adoption journey. Although adoption is unique for each family we serve, our consistent, wrap-around approach provides a long-term support system for all involved.

33 children found safe and permanent homes in 2020
The LFCS Foster Care Program provides safety, stability, and well-being for children in foster care through case management, foster parent recruitment, training and licensing. In coordination with Missouri Children’s Division and as a member of St. Louis Partners and Springfield Partners, LFCS finds forever families for these victims of abuse and neglect.

In 2020, Missouri Children’s Division reported a 50% drop in reports of abuse and neglect. As nearly all Missouri children were sent home from school in late March, the opportunities for mandated reporters to spot signs of abuse and neglect became scarce. This limited access made it even more important for the LFCS Foster Care Program team to stay actively involved with their clients. The adaptation to virtual environments also allowed for us to implement a virtual training for foster families to grow our network of homes available to children in care.

61 new families were newly licensed in 2020 and they are now ready to provide safe, loving homes for children in care.
When we invest in children’s early development, we can transform lives for generations. At Hilltop Child and Family Development Center, children and families have been our priority since 1968. Our integrated approach provides access to quality childcare and evidence-based early childhood education, as well as on-site behavioral health and parenting services, health screenings, and in-home support services. We aim to improve the well-being of the whole community.

Community partnerships, connection to resources, and communication are the tools our staff relied on to keep our commitment to Hilltop children and families in 2020. After a brief closure of the site due to the pandemic, we returned to the classroom serving as many children as possible while staying within capacity limits. To keep those unable to return engaged, staff made phone calls and home visits, providing resources whenever possible. These resources included cleaning supplies, PPE, groceries, diapers, and books, as well as connections to subsidy, unemployment support, SNAP, and WIC. While many faced economic crisis through the year, the Hilltop children and families felt they had a true support system to survive the challenging year.

96% OF CHILDREN met developmental milestones; referrals to early intervention specialists were give to all those who did not meet milestones in order to improve future outcomes.
financial overview
for fiscal year ending
December 31, 2020

2020 REVENUES

- 68% Government
- 13% Contributions
- 6% Client Fees
- 4% United Way
- 4% LFCS Foundation
- 2% Grants
- 3% Other

2020 EXPENSES

- 7% Fundraising
- 13% Management & General
- 80% Programs

OPERATIONAL SPENDING SUMMARY

- 70.5% Staff Salaries
- 2.7% Professional Fees
- 0.9% Marketing
- 0.9% Office Supplies
- 0.7% Travel
- 4.9% Rent & Utilities
- 19.4% Other

$13,718,160 total spent in 2020 to maintain quality service delivery across the state of Missouri.
MAKING GENERATIONS OF CHILDREN AND FAMILIES SAFER AND STRONGER TOGETHER.

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