

ANNUAL REPORT

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The Care Service

Sts. Joachim & Ann

“

My case manager was wonderful, she was non-judgmental, empathetic, thorough, and informative. She was very thoughtful and kind. I'm so glad I came in to help me start my stable future for my family. — Alex

”

The Care Service is one of the largest social service providers for individuals, families, and children in the tri-county area of St. Charles, Lincoln, and Warren. We work with a purpose to protect families (especially children, the elderly, and people with disabilities) regardless of race, age, gender, or religion, from the despair, hopelessness, and social injustice caused by poverty.

“

Myself, my five kids, and husband were homeless. We have a home now and are doing good. — Charlie

”

2023 Board of Directors

Executive Director

Pamela Struckhoff

Pastor/Member

Rev. John A. Brockland, JCL
(January – August)

Rev. Charles Barthel
(August – December)

Executive Board

Jimmy Pool – President

Frank Mock – Vice President

Dr. Joseph Kahn – Secretary

James P. Devereux Jr. – Treasurer

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Mark Riordan

Alex Stoner

A Message From Our Executive Director



The Care Service started off 2023 strong with a re-accreditation from the Council on Accreditation that assures our agency is providing services based on best practices for our administrative and program services. We raised \$1.6 million to purchase affordable and transitional housing and we now own 12 homes in St. Charles County and one in Lincoln County. The tri-county area has a severe shortage of affordable housing, and our goal is to address this problem one home at a time. We have funds to purchase one to two more homes, and then the fundraising begins again.

This year we welcomed Father Chuck Barthel to our agency and said goodbye to our longtime pastor and supporter Father John Brockland. More than a dozen funding decision-makers from the Annual Catholic Appeal (ACA) visited to take a tour of our facility and learn more about the impact our agency has on the community. After the visit, we received \$30,000 more than last year for our grant application to the ACA.

In October, The Care Service made its FINAL mortgage payment on our current building, paying off our original \$900,000 mortgage. We participated in our first Thanksgiving in November with Clayco as our corporate partner where we discussed how to move The Care Service into the future—good things are coming! We are hard at work on our new website and giving program, and we hope to have them completed by the end of 2024.

With all the accomplishments above, I would say our biggest is that The Care Service kept thousands of St. Charles, Lincoln, and Warren County residents from being homeless. We housed hundreds of those who were homeless so they could now have a safe place to rest, and we kept thousands of children in their beds, school districts and safe. We also fed thousands of people in our three pantries, and provided basic survival supplies to those who were on the streets, keeping them comfortable and alive. Most importantly, we saw them, listened to them, and did all we could to move them off the streets and into secure housing.

We could not make an impact on our community without the dedicated staff, an active board of directors, and the generous donors, grantors, and contributors. Thank you to everyone who has made it their mission “to serve those in crisis and prevent homelessness and hunger.”

Pamela Struckhoff
Executive Director



Our Integrated Services

The Care Service works with individuals and families facing a housing crisis or food insecurity. Our goal is to provide them with the assistance, resources, and personal support they need to map out a meaningful plan for self-sufficiency and stability. Clients work to make life-altering changes which positively impact not only their own lives, but our local communities.



The Housing Assistance Program provides families with financial housing assistance, case management, and housing location services designed to facilitate long-term sustainability. Financial assistance is often coupled with strengths-based case management designed to assess and assist the family toward stability and self-sufficiency while strengthening their problem-solving and coping capabilities to create systemic change.



The Food Pantry Program strives to reduce food insecurity by providing nutritious, supplemental food each week through three Client Choice food pantries. Our St. Charles and Elsberry food pantry locations distribute food, as well as much-needed hygiene and cleaning items. Our Mobile Food Pantry travels to food deserts and areas with limited transportation to meet people where they live.



The Street Outreach Program brings The Care Service outside the walls of our agency to engage with people experiencing homelessness who may be disconnected and alienated from services and supports. Outreach workers travel throughout our community to assist homeless individuals by connecting them with available services, supporting them along their journey, and meeting their basic survival and emergency needs with an ultimate goal of permanent housing placement.



The Adopt-A-Family Program provides gifts, food, and basic necessities to individuals and families through direct community involvement. The program relieves financial pressure on families, reduces stress and mental health struggles during the holidays, and enhances community connections.

Clients Served

ASSISTANCE BY PROGRAM

PROGRAM	HOUSEHOLDS	INDIVIDUALS
Housing Assistance	477	1,251
Food Pantry	709	1,778
Street Outreach	155	170
Adopt-A-Family	372	1,080

- The families that we assist are often served through more than one program. The numbers shown in the Assistance by Program Table represent unduplicated services within each program but a duplication of services may exist between programs.
- The Food Pantry program served 724 unduplicated households resulting in 6,258 food distributions throughout 2023.
- The Street Outreach program served 170 individuals leading to 1,095 encounters on the streets. As a result of the program's efforts, seven of those individuals assisted were moved into permanent housing.
- 1,202 unduplicated children were served across all programs in 2023.

CLIENTS SERVED BY ZIP CODE*

ST. CHARLES COUNTY			LINCOLN COUNTY			WARREN COUNTY		
Zip Code	Households	Indiv.	Zip Code	Households	Indiv.	Zip Code	Households	Indiv.
63301	211	383	63343	123	325	63357	2	5
63303	94	222	63347	43	124	63380	16	23
63304	68	194	63349	9	30	63383	142	312
63332	1	1	63362	25	72	63390	42	94
63341	1	2	63369	12	33			
63348	2	3	63377	8	30			
63366	123	323	63379	88	259			
63367	10	29	63389	87	268			
63368	66	180						
63373	2	3						
63376	151	432						
63385	66	142						
63386	2	4						
Total	797	1,918	Total	395	1,141	Total	202	434

Other Counties 12 33

TOTAL 1,406 Households SERVED 3,526 Individuals

*Assistance by Zip Code is based on self-report.



HOUSING PROGRAM OUTCOMES

- 77% of households reported living in a place that is safe, secure, and stable three months after receiving financial housing assistance.
- 97% of households that were within 14 days of an eviction received financial rental assistance and remained housed three months later.
- 81% of homeless families were housed within 40 days or less of entering the housing program.
- 79% of homeless families who exited the Housing program to permanent housing remained housed one year later.

Revenue by Contribution Type

CASH REVENUES

Public Grants	\$1,257,567
Private Grants	\$1,047,934
Client Fees	\$24,162
Donations	\$832,633
Events & Community Fundraising	\$72,024
Other Income	\$29,297
Total Cash Revenue	\$3,263,617

STATEMENT OF FUNCTIONAL EXPENSES

Per 990 Tax Return		2023	% of Total	2022	% of Total
Program Expenses	\$2,971,713	87.2%	\$2,774,071	83.2%	
Management & General Exp	\$317,796	9.3%	\$443,734	13.3%	
Fundraising Expenses	\$117,830	3.5%	\$115,025	3.5%	
Total Expenses	\$3,407,339	100%	\$3,332,830	100%	

IN-KIND CONTRIBUTIONS

Goods	\$819,763
Labor*	\$85,340
Rent & Utilities	\$3,934
Professional Services	\$30,002
Total In-Kind Contributions	\$939,039

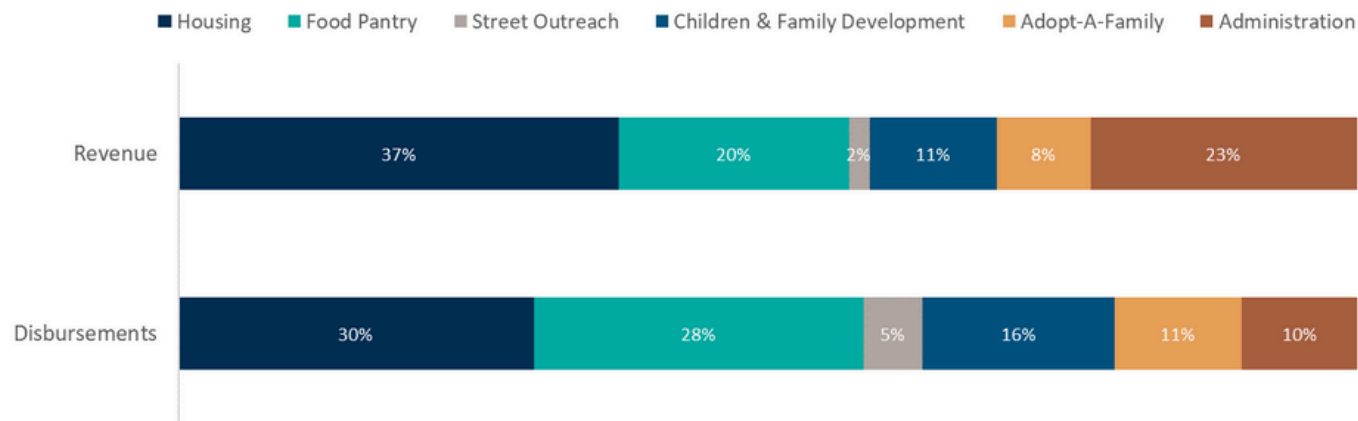
FINANCIAL POSITION

	2023	2022
Total Assets	\$3,945,246	\$3,336,781
Total Liabilities	\$57,888	\$129,398
Total Net Assets	\$3,887,358	\$3,207,383

*This represents 5,334 volunteer hours. 6,518 additional volunteer hours, not reflected in our financial statements, were also provided.

TOTAL **\$4,202,656**

Revenue & Disbursements



CATEGORY	REVENUE	% TO TOTAL	DISBURSEMENTS	% TO TOTAL
Housing	\$1,567,579	37.3%	\$1,058,963	30.1%
Food Pantry	\$821,181	19.5%	\$986,911	28.0%
Street Outreach	\$72,745	1.7%	\$176,446	5.0%
Children & Family Development	\$452,285	10.8%	\$573,170	16.3%
Adopt-A-Family	\$335,105	8.0%	\$380,174	10.8%
Administration	\$952,632	22.7%	\$345,130	9.8%
TOTAL	\$4,201,527	100.0%	\$3,520,794	100.0%

Amounts include In-Kind gifts and exclude Capital Expansion Campaign revenues of \$1,130 and disbursements of \$1,887. Administration includes Operations and Fundraising.

Meet Tom

Finding a new path for your life can be challenging. Tom learned this during the three years he experienced homelessness.

In 2020, Tom moved out of his apartment to care for his ailing mother. When she passed away later that year, he was left with nowhere to live. Tom struggled to find places to stay, often sleeping in his truck. Life was hard, especially with his disability and an income from Social Security and SSI totaling less than \$1,000 per month. Finding a way back to the secure life he had known felt impossible.

Eventually, Tom found a temporary place to stay at a local shelter. There, he connected with Ann, a case worker with The Care Service. Together they completed an assessment to determine Tom's needs and establish a starting point for him to move forward.

With Ann's encouragement, Tom applied for an apartment with income-based rent. However, Ann soon discovered an obstacle: a past eviction that would prevent him from being approved for the apartment. Ann contacted an attorney involved with the case. The attorney, who was familiar with The Care Service's reputation, offered to look into the case. After some investigation, he found that Tom's rent had been paid, the judgement was wrong, and volunteered his services to have the judgement removed, clearing the way for Tom to be approved for the apartment. Ann also helped Tom enroll in an energy assistance program.

Ann coordinated with Tom and the new landlord to ensure everything was in order. The Care Service provided the rent deposit and additional financial assistance, giving Tom time to move in and establish a budget with help from Ann.

With a home secured and utilities ready, Tom was ready to settle in. Ann shared information about The Care Service's food pantry, and Tom was excited to shop for his own food each week. However, his truck needed repairs and new license plates, which made him unsure if he could get to the pantry. Realizing the importance of a vehicle in an area with no public transportation, Ann helped Tom tackle this challenge as well. Tom proudly showed off his new plates to Ann the next time they met.

Now that he has his basic needs met, Tom is focused on finding a part-time job to supplement his income. He told Ann he likes the feeling of accomplishment that comes from working. Reflecting on her time working with Tom, Ann said, "There are hard cases. This was one of those, but these are things we can handle. When we get to working with our clients, we help them find a new way forward."

New beginnings every day.



OUR MISSION

To serve those in crisis and to
prevent homelessness and hunger.