

# Sts. Joachim & Ann Care Service

## PQI Annual Report- 2025

### Section One - Introduction

Sts. Joachim and Ann Care Service is the leading provider of programs addressing both short-term and long-term homelessness and hunger in St. Charles, Lincoln, and Warren counties. This report highlights key indicators that represent a portion of the impact made by each program in 2025.

The “Outputs” listed reflect a selection of the essential daily activities carried out by each department, while the “Outcomes” shows the changes these efforts bring to our clients’ lives. These measures are compared against goals, or to the previous year. The green, yellow and red dots illustrate how our performance aligns with these goals, helping us to quickly identify areas of strength and those needing attention. We hope the narratives accompanying each chart help to clarify the data and offer a fuller picture of the work we do at the Care Service.

We extend our sincere thanks to you, our valued stakeholders, for everything you do—great or small—to help us make a meaningful difference in the lives of our most vulnerable neighbors.

#### Brief Highlights for 2025

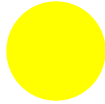
- Developed and implemented a new Strategic Plan informed by comprehensive SWOT analysis with both internal and external stakeholders.
- Expanded affordable housing portfolio by acquiring two additional homes, increasing total units to 17 and continuing to offer rents well below market rates.
- Partnered with the Coordinated Entry system and local hotels to deliver emergency shelter and case management for homeless families, directly addressing critical shelter shortages.
- Launched a series of fun and fresh community events that broadened awareness of The Care Service and engaged new and diverse audiences.
- Collaborated with a consultant to create a comprehensive Succession Plan, ensuring leadership continuity for senior and key staff positions.
- Implemented a newly developed Shared Leave program, enabling employees to support fellow staff member in crisis by donating accrued leave.
- Advocated for vulnerable populations impacted by SNAP benefit disruptions during the government shutdown, raising awareness of food insecurity through multiple media channels and mobilizing community support.
- Provided leadership and critical support following the Elsberry floods, delivering food assistance, housing support, and case management to affected families.
- Established a new partnership with The Key Youth Center to provide case management services for homeless youth (18+) in Lincoln County.
- Improved our mobile food distribution capacity by acquiring a custom-designed trailer with refrigeration, enabling expanded delivery of fresh, nutritious food to rural communities through a client-choice model.

The following pages summarize how each program operates as well as their outputs and outcomes for the year.

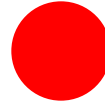
## Section Two – Outputs and Outcomes



Met or Exceeded  
Goal



Within 10%  
from Goal



10% or more  
from Goal



### Housing Program

Outputs	2025	2024	Compared to Year Prior
Calls are screened and connected to resources	5602	5676	↓
Certifications conducted for financial assistance	428	422	↑
Housing Financial Assistance (Rent/Mortgage, Utilities, Emergency Shelter, etc.)	\$293,598	\$366,983	↓
Prevention Outcome Goal	2025	2024	Compared to Goal
80% of households given prevention rental assistance will not become homeless within 3 months.	100%	97%	●
Homeless Outcome Goal	2025	2024	Compared to Goal
60% of homeless served will be housed within 40 days or less of entering the program.	63%	64%	●

The Housing Program receives calls directly from individuals, but those who are homeless or at imminent risk of homelessness are referred to by Coordinated Entry (also referred to as 211). Every caller is screened to qualify them for our services, and referrals are given for additional help. In 2025, we screened 5602 calls, which was less than the 5676 we assisted in 2024. Individuals who are certified and meet eligibility requirements for our services receive prompt support designed to help stabilize their housing situation. We completed 428 certifications and provided a total of \$293,598 in financial assistance to their landlords, utility providers, and hotels to help individuals secure or maintain safe housing.




### Housing Program - Case Management

Outputs	2025	2024	Compared to Year Prior
Initial Assessments	121	100	↑
Households Case Managed	186	172	↑

Children & Family Development Outcome Goals	2025	2024	Compared to Goal
85% of children report improvement in well-being	90%	94%	
75% of children reside in stable housing within 6 months	79%	80%	

Families with children who come to us homeless or at risk of homelessness are given more intensive case management through Children and Family Development (CFD). Those who participated in CFD were given an exit assessment to measure the impact made on their households and outcomes achieved while we assisted them. We either met or exceeded all the goals that were set for these families.

**Street Outreach**

Outputs	2025	2024	Compared to Year Prior
Homeless contacts made	665	631	
Homeless individuals served	175	99	
Outcome Goals	2025	2024	Compared to Goal
5% of homeless individuals have attained permanent housing	2%	9%	

Our Street Outreach workers meet the homeless on the streets and provide them with tangible basic needs, such as: food, water, tents, sleeping pads, socks, etc. A significant percentage of our homeless clients are referred to us through our community’s Coordinated Entry process that can be accessed by calling 211. They are also offered case management and are given mainstream resources available in the community.

We made 665 contacts with 175 homeless individuals on the street in 2025. In 2025, we were able to recover from a staffing shortage experienced in the year prior, allowing us to serve more homeless individuals and we had more families than what has been experienced in the past. Unfortunately, we were not able to meet our goal to house 5% of them.

## Food Pantry

Outputs	2025	2024	Compared to Year Prior
Food distributions	4549	5176	↓
Families served	775	831	↓
Outcome Goals	2025	2024	Compared to Goal
75% of clients report improved financial stability after participating in program	92%	96%	●
80% of clients report improved food security after participating in program	88%	88%	●
85% of clients are satisfied with how the food meets nutritional and dietary needs.	85%	92%	●

This year, we completed **4,549 food distributions** and served **775 unduplicated families**. Each "food distribution" represents a visit by a household to our pantry, while "families served" counts each unique household helped during the year. Certified families are invited to visit the pantry weekly to receive food, hygiene products, and other essentials.

Our work is made possible by our dedicated volunteers, who are essential in every step—from grocery store pickups and unloading food trucks into stocking shelves and assisting clients during their visits. Their commitment ensures that our food pantry and food truck operations continue to run smoothly and efficiently.

Annually, we gather input from our pantry recipients to assess how much of an impact we have on the household and their satisfaction with the service. We successfully reached and/or exceeded all our outcome goals.