

Sts. Joachim & Ann Care Service

PQI Annual Report- 2024

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 2024.

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 2024

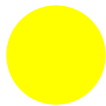
- We expanded our leadership team by adding a new Case Management Supervisor, enabling more personalized support for staff and improved outcomes for those we serve.
- We finalized the purchase of three additional homes, bringing our total number of units to 15, and utilizing the remaining portion of the \$1.6 million funds raised for this effort.
- The Care Service received the **Affordable Housing Advocate of the Year Award** from Empower Missouri. They recognized our “unwavering commitment” to reducing housing insecurity by adding affordable housing options in St. Charles and Lincoln County.
- Our Executive Director represented the Tri-County Continuum of Care at the Housing First STL Summit held at Washington University’s School of Medicine, collaborating with regional leaders to advance to expand affordable housing through a Housing First approach.
- The Development team launched fresh fundraising events—including successfully bingo nights at Chicken and Pickle—attracting new supporters and meeting our 2024 donor goals.
- With support from the Marillac Foundation, we initiated a comprehensive Succession Plan for key leadership roles, laying the groundwork for future stability and growth, with continued progress planned for 2025.

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

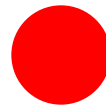
Section Two – Outputs and Outcomes



Met or Exceeded
Goal



Within 10%
from Goal



10% or more
from Goal




Housing Program

Outputs	2024	2023	Compared to Year Prior
Calls are screened and connected to resources	5676	5911	↓
Certifications conducted for financial assistance	422	439	↓
Housing Financial Assistance (Rent/Mortgage, Utilities, Emergency Shelter, etc.)	\$366,983	\$388,528	↓
Prevention Outcome Goal	2024	2023	Compared to Goal
80% of households given prevention rental assistance will not become homeless within 3 months.	97%	97%	●
Homeless Outcome Goal	2024	2023	Compared to Goal
60% of homeless served will be housed within 40 days or less of entering the program.	64%	81%	●

The Housing Program receives calls directly from individuals, but those who are homeless or at imminent risk of homelessness are referred from the Coordinated Entry main line 2-1-1. Every caller is screened to qualify them for our services, and referrals are given for additional help. In 2024, we screened 5676 calls, which was less than the 5911 we assisted in 2023. Individuals who are certified and meet eligibility requirements for our services receive prompt support designed to help stabilize their housing situation. We completed 422 certifications and provided a total of \$366,983 in financial assistance to their landlords, utility providers, and hotels to help individuals secure or maintain safe housing.




Housing Program - Case Management

Outputs	2024	2023	Compared to Year Prior
Initial Assessments	100	134	↓
Households Case Managed	172	232	↓

Children & Family Development Outcome Goals	2024	2023	Compared to Goal
100% of children report improvement in at least 3 basic needs categories	100%	100%	
85% of children report improvement in well-being	94%	93%	
75% of children reside in stable housing within 6 months	80%	79%	

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	2024	2023	Compared to Year Prior
Homeless contacts made	631	1095	
Homeless individuals served	99	170	
Outcome Goals	2024	2023	Compared to Goal
5% of homeless individuals have attained permanent housing	9%	4%	

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 offered case management, access to mainstream resources, access to housing, prescription assistance and dental care.

We made 631 contacts with 99 homeless individuals on the street in 2024. This is significantly lower than in 2023 due to a staffing shortage. We are hoping to serve more homeless in 2025. On a positive note- we were able to house 9% of the homeless we served, which well exceeded our goal of 5%.

Food Pantry

Outputs	2024	2023	Compared to Year Prior
Food distributions	5176	6258	

Families served	831	764	
Outcome Goals	2024	2023	Compared to Goal
75% of clients report improved financial stability after participating in program	96%	95%	
80% of clients report improved food security after participating in program	88%	91%	
85% of clients are satisfied with how the food meets nutritional and dietary needs.	92%	90%	

The cost of food continued to go up in 2024, increasing the need for food assistance across all of our Counties, but especially in the rural areas, where access to food is limited.

This year, we completed **5,176 food distributions** and served **831 unduplicated families**. The increase in families served reflects expanded outreach through various initiatives, including back-to-school drives, infant supply distributions, and emergency one-time food assistance. These one-time services increased the number of households reached, although they did not contribute as much to the overall distribution count as our weekly food pantry visit. A significant portion of the decrease in distributions came through our mobile food pantry. Due to the harsh winter months and often unsafe driving conditions, out of concern for the safety of our staff, we opted to close the mobile pantry from January through March in 2024. In addition, services were very limited in November and December as a result of hail damage to the mobile truck causing it to be out of service.

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 to 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 made on the household and their satisfaction with the service as a whole. We successfully reached and/or exceeded all of our outcome goals.