



2024 ANNUAL REPORT

The Care Service supports individuals and families on their journey toward a new beginning by providing them with shelter, food, essential resources, and support. We envision a community where not one person spends a night without shelter or food.

4116 McClay Rd.
St. Charles, MO 63304
www.jacares.org



The Care Service
Sts. Joachim & Ann

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A Message From Our Executive Director



Dear Friends,

In 2024, The Care Service assisted nearly 4,500 individuals experiencing a housing crisis or food insecurity in St. Charles, Lincoln, and Warren Counties. However, the impact of our mission extends beyond statistics; it is reflected in the new beginnings we have helped create in our community. This past year has been one of both challenges and triumphs, and I want to take a moment to acknowledge the progress we have made and the people who made it possible.

Housing has always been at the heart of our mission, and 2024 was a year of significant progress. We started 2024 by closing on the last three homes purchased with the funds raised through our Making Room Housing Campaign. In August, we were notified of an additional grant from St. Charles County to purchase six additional homes and expand supportive services. These homes are more than just buildings; they are foundations for stability, safety, and hope for families who have struggled with homelessness and housing insecurity.

The Care Service continues to be a leading player in local housing solutions. We were honored to receive the Affordable Housing Advocate of the Year Award from Empower Missouri. In October, I had the privilege of representing our service area at the Housing First STL Summit, where discussions were held about the future of affordable housing. Additionally, nearly \$100,000 in funding was secured for our Street Outreach program, strengthening efforts to connect individuals experiencing homelessness with vital resources and support.

Behind the numbers, our work is about people. It is about the families who now have a safe place to call home, the children who can focus on school instead of where they will sleep at night, and the community members who come together to ensure no one is left behind.

None of this would have been possible without the incredible acts of compassion, generosity, and determination from our staff, volunteers, and supporters. As we move forward, I am hopeful and energized by what we can accomplish together. Let us continue building a future where no one spends a night without shelter or food.

Warm Regards,

Pam 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.



Case Management is what sets The Care Service apart from other agencies. Case Managers walk alongside individuals and families to help them regain stability and achieve long-term self-sufficiency through ongoing, evidence-based professional support.



Housing Assistance

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 Street Outreach Program engages with people experiencing homelessness who may be disconnected and alienated from services and supports.

Street outreach workers travel throughout our community to assist individuals experiencing homelessness by connecting them with available services, meeting their basic survival and emergency needs, and supporting them along their journey with an ultimate goal of permanent housing.



Street Outreach

Food Pantry



The Food Pantry Program strives to reduce food insecurity by providing nutritious food each week through three Client Choice food pantries.

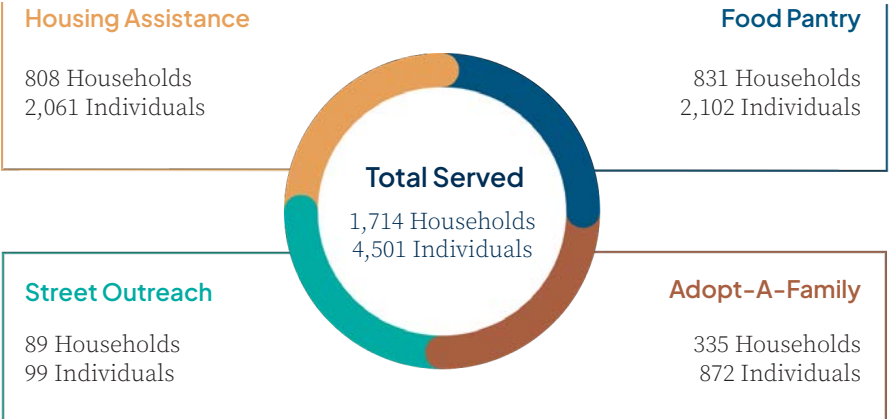
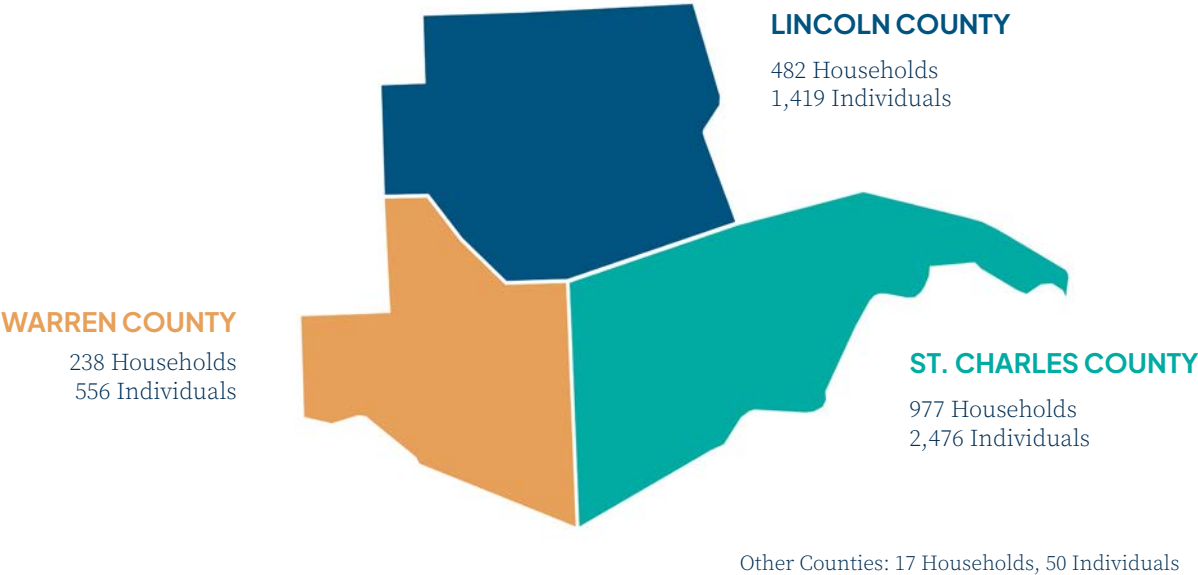
Our St. Charles and Elsberry food pantry locations distribute food, as well as much-needed hygiene and cleaning items. Our Mobile Food Pantry travels to food deserts and areas with limited transportation to meet people where they live.

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

Adopt-A-Family



Clients Served



- The families that we assist are often served through more than one program. The numbers shown above represent unduplicated services within each program but a duplication of services may exist between programs.
- The Food Pantry program served 831 unduplicated households resulting in 5,176 food distributions throughout 2024.
- The Street Outreach program served 99 individuals leading to 631 encounters on the streets. As a result of the program's efforts, 9 of those individuals assisted were moved into permanent housing.
- 1,174 unduplicated children were served across all programs in 2024.

4,501
individuals served



2,061 individuals received housing assistance


6,796
hours spent providing one-on-one support and resources

 **5,676** calls screened & connected to resources

631 Street Outreach contacts with individuals experiencing homelessness

“

The Care Service has been a huge blessing for our family, I don't know where I would be right now without them, and I'm so grateful that I had that helping hand because we have a home now. – Micah

”



“

I couldn't imagine where we still would have been if I didn't find you guys. And I'm glad that I'm not there, and I'm glad that I'm not working three jobs anymore. I'm glad I'm not stressed out. I'm glad I get to come home every day to a house that has an oven. – Lavesha

”

“

When I got to unlock the door and open it, and watch my daughter put her room together, it was the greatest feeling in the world. – Gina

”

97%

of households that were within 21 days of an eviction received financial rental assistance and remained housed three months later.

90%

of homeless families who exited the Housing program to permanent housing remained housed one year later.

78%

of households reported living in a place that is safe, secure, and stable three months after receiving financial housing assistance.



Financial Overview

CASH REVENUES

Public Grants	\$892,285
Private Grants	\$699,760
Client Fees	\$137,501
Donations	\$857,088
Events & Community Fundraising	\$52,313
Other Income	\$28,694
Total Cash Revenue	\$2,667,641

STATEMENT OF FUNCTIONAL EXPENSES

Per 990 Tax Return				
	2024	% of Total	2023	% of Total
Program Expenses	\$2,948,421	84.8%	\$2,971,713	87.2%
Management & General Expenses	\$360,919	10.4%	\$317,796	9.3%
Fundraising Expenses	\$167,896	4.8%	\$117,830	3.5%
TOTAL EXPENSES	\$3,477,236	100%	\$3,407,339	100%

IN-KIND CONTRIBUTIONS

Goods	\$687,687
Labor*	\$86,586
Professional Services	\$50,071
Total In-Kind Contributions	\$824,344

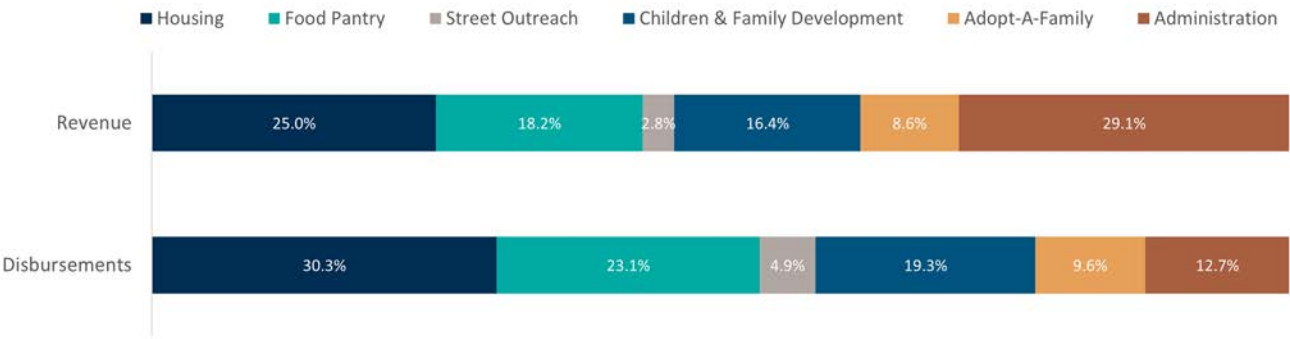
FINANCIAL POSITION

	2024	2023
Total Assets	\$3,856,310	\$3,945,246
Total Liabilities	\$81,220	\$57,888
TOTAL NET ASSETS	\$3,775,090	\$3,887,358

TOTAL REVENUES \$3,491,985

*This represents 5,411 volunteer hours. 6,604 additional volunteer hours, not reflected in our financial statements, were also provided.

Revenue & Disbursements



CATEGORY	REVENUE	% OF TOTAL	DISBURSEMENTS	% OF TOTAL
Housing	\$872,107	25%	\$1,092,022	30.3%
Food Pantry	\$634,555	18.2%	\$833,938	23.1%
Street Outreach	\$96,671	2.8%	\$176,882	4.9%
Children & Family Development	\$572,084	16.4%	\$696,813	19.3%
Adopt-A-Family	\$301,665	8.6%	\$347,571	9.6%
Administration	\$1,014,903	29.1%	\$457,027	12.7%
TOTAL	\$3,491,985	100%	\$3,604,253	100%

Amounts include In-Kind gifts. Administration includes Operations and Fundraising.

Meet Amanda

Amanda fell behind on rent due to a job change. She wouldn't receive her next paycheck for six weeks and was on the edge of an eviction. "The Care Service was able to catch me up on my rent," said Amanda. "They totally kept us in our housing, which we've now lived in for four years."



The family worked with Care Service Case Manager Ellen who connected Amanda to free budgeting classes to learn how to manage her monthly expenses. Ellen also enrolled Amanda in the Care Service Food Pantry so she could stretch her grocery bill. The children received backpacks filled with school supplies and referrals for clothes.

"It seems scary to get help in this day and age...but the one thing I learned is that it never hurts to ask for help, and you never know what services that are out there," said Amanda. Amanda works full-time as a paraprofessional in the autism room at a local school. She is currently taking college classes online to further her education and increase her income. Amanda is very passionate about teaching and loves English literature. She used to teach English in Asia, an experience she cherishes, and looks forward to doing it again someday.

It has been over a year since Amanda's case was closed. She has been paying bills on time, received a few raises at work, and seen her children thrive in school. She has also been able to set aside some savings as an emergency fund.



"We've had a stable home. My kids live beautiful lives. We have a nice home in a nice little area with a lot of land for the kids to play and hang out on," said Amanda. "It's been a blessing to me to be able to support that life."

Recently, Amanda shared that she was accepted into a Work-Study program at St. Charles Community College. The family could not be more excited about the future ahead.

New beginnings every day.

New beginnings
every day.

OUR MISSION

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

“You find situations that are more
than compelling at times, and
with just a little bit of resources,
you can permanently change a
life. And that’s the kind of thing
we are interested in doing.”

–Tony and Lisa Vogel, donors of
The Care Service



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