

2024

ANNUAL REPORT



Douglass
COMMUNITY SERVICES

(573) 221-3892

www.douglassonline.org

711 Grand Ave., Hannibal MO

2024

A LETTER FROM OUR CEO

Greetings!



We are pleased to present our 2024 annual report with you. Douglass Community Services plays a vital role in building strong kids, strong families and strong communities throughout Northeast Missouri. Through impactful programs and initiatives, we remain dedicated to providing critical services that address social issues and create positive change. The information provided in this annual report highlights the accomplishments of Douglass in 2024 and our unwavering commitment to our mission, values and community members we serve. This past year was a time of tremendous growth for our organization including the construction of our newest facility in Hannibal. This construction project was a significant milestone for our organization. This allowed us to enhance our service delivery and create a welcoming space for community members accessing vital support resources. We are proud of our organization and the employees that are dedicated to making Northeast Missouri a place where everyone can thrive. We hope you enjoy our 2024 report and we look forward to another successful year!

Stephanie Cooper

Stephanie Cooper, LMSW

Chief Executive Officer

Douglass Community Services, Inc.

2024

711 GRAND

Moving Forward

On November 18, 2024 the Food Pantry, Thrift Store and Program Staff returned to 711 Grand. The opening of the new building exemplifies Douglass Community Services' long term commitment to the community and the mission emphasis to build strong kids, strong families, and strong communities through innovative and new programming.



2024

FOOD PANTRY

report

Food insecurity remains a pressing issue in Marion County, Missouri, driven by economic and transportation challenges. **In 2023, 14.2% of the county's population lived below the poverty line, while food prices statewide rose by 2.2% from April 2023 to April 2024.** These factors highlight the difficulties many families face in accessing nutritious food.

The staff and volunteers of the Douglass Community Services Food Pantry work tirelessly to support Marion County residents and others in need of supplemental food assistance. The pantry partners with the Food Bank of Central and Northeast Missouri and retail rescue outlets like Walmart and Dollar General. The Food Pantry is supported by local food and monetary donations, Share the Harvest and Festival of Sharing annual donations of deer meat and emergency food boxes, respectively. Grant funding from the United Way of the Mark Twain Area and Norfolk Southern help sustain DCS's efforts to provide consistent, high-quality support to the community.



Mary Hardy joined the RSVP Food Pantry Volunteer ranks in 2024 after retiring from General Mills and getting her volunteer feet wet with the 2023 Toys for Tots Campaign. From day one she has been an asset to our program. Mary is there to assist in any way she can, which ranges from unloading food trucks to scanning in our clients with speed and accuracy, to providing mentorship and friendship to other volunteers. She always has a smile on her face.

"I love helping people who need it. Because when it comes down to it, we all need a little help now and then. Plus, I just love being around people and making them smile when I can."

The volunteers at the Thrifts Store also provide a valuable service to Hannibal area neighbors through low-cost clothing and quarterly clothing vouchers. **In 2024 approximately, \$10,725 of clothing was distributed to 994 clients through the voucher system.**

Thrift Store Hours

Mon. through Fri. - 8am - 4pm

The Food Pantry is open 15 hours a week and **serves approximately 1000 clients a month.**

Food Pantry Hours

Mon., Wed., and Fri. - 8:30-11:30 a.m.
& Tues. and Thurs. 1:00-4:00 p.m.

USDA FOOD

(Commodities)

5,501

Households Fed

10,775

Individuals Fed

\$16,567

Average monthly value of TEFAP Food Received from the Food Bank

EMERGENCY PANTRY

5,820

Households Fed

11,530

Individuals Fed

VETERAN FOOD BOXES

313

Veterans Fed

SENIOR FOOD BOXES

1932

Marion County

164

Ralls County

\$9,721

Average monthly value of Senior Food Received from the Food Bank

THRIFT STORE INDIVIDUALS SERVED

994

Individuals Assisted

VOLUNTEER LABOR

25

RSVP Volunteers

2884 HOURS

\$89,865

In Volunteers Labor

2024

COMMUNITY INITIATIVES



HANNIBAL PARKS & RECREATION DEPARTMENT



SNAP at the Central Park Farmers Market:

Douglass Community Services again partnered with the Central Park Farmers Market and Hannibal Parks and Recreation to provide SNAP recipients with access to health fruits and vegetables. Both neighbors and vendors benefit from this partnership. DCS is honored to extend support for the program.



2024 marked the second year for DCS to partner with **Missouri Foundation for Health** to continue the work of the **Food Security Council** to identify the root causes of food insecurity in Northeast Missouri and to create local programs that focus on reducing or eliminating those identified root causes.



2024 marked the third year of DCS's partnership with **Kids Win Missouri, Hannibal Regional Economic Development Council and the United Way** to enhance early childcare outcomes in the Northeast region. Along with these partners, DCS hosted legislative luncheons, attended advocacy days at the Capitol, participated in the area Community Needs Assessments, and improved the conversation and involvement of partners, providers, and parents.



LUNCH WITH LEGISLATORS

Share about your family's experience with area childcare and preschool to help build awareness and create positive change!

Friday, January 24th
11:30am - 1:30pm
Palmyra United Methodist Church
1800 S Main St. Palmyra, Mo

Register Here:



HOUSING *report*



The Housing Program at Douglass Community Services helps households in the region that have low- or very low income gain housing stability through assistance with housing and utility expenses.

Douglass applies for a federal grant (**Emergency Solutions Grant-Homelessness Prevention**) and a state grant (**Missouri Housing Trust Fund-Emergency Assistance**) each year and for 2024 both grants were awarded.

These grants are designed to help low-income households that are in danger of becoming homeless remain housed. Both grants have specific guidelines that must be met for eligibility. The Housing Director determines eligibility of households through dialog that occurs via phone conversations and at the intake application process. During 2024, direct financial assistance to eligible households from these two grants totaled **\$91,232.17** in which 88 different households in the region met the criteria for eligibility. **ESG-HP** is a grant that Douglass has been an awardee since 2013. As of December 2024, Douglass has provided **\$724,769.51** in direct funding assistance since 2013 and **MHTF-EA** funding assistance totals since 2017 are **\$293,826.67**. Case management is also provided for households as well through these two grants.

A local grant that Douglass receives is the **HBPW: Project Share-N-Care** grant. It is a monthly stipend that Hannibal Board of Public Works provides to Douglass to assist households that have a past due bill or are in danger of disconnect. During 2024, Douglass provided 128 households with **\$28,215.96** in utility assistance to maintain, regain, or obtain utility services in Hannibal through this collaboration with HBPW.

Other sources of funding that is used for households in need from the region come from collaborations with other local agencies. These are **Tri-County Alliance for Unmet Needs** and **Project Community Connect**. The local agencies for Tri-County Alliance include several area churches, Families and Communities Together (FACT), Salvation Army, Northeast Community Action Corporation (NECAC), Preferred Family Healthcare, Mark Twain Behavioral Health, United Way and Douglass. During 2024, **\$9,549.35** was used from the donations from TCA to help households in Marion, Ralls, and Monroe counties that were in need. Project Community Connect is comprised of the same agencies that plan a yearly event held the first Thursday in October yearly since 2016.

Funds that are raised through yearly fundraising and local donations are used to provide quality of life services to households that present at the event and/or connect with agencies during the year with a need to gain or maintain housing. During the 2024 calendar year, **\$3,118.48** from this program was spent to provide assistance.

Douglass was there for me when my family needed them most.
Without their help with my past rent to keep from getting evicted
and utility help, as it was scheduled to be disconnected, I don't know
what I would have done. Thank you.

-Quote from J. B.

2024

TOYS FOR TOTS

report



1932

Total number of children
that received toys in 2024

Total number of toys that were
distributed this year

11,665

7960

Total number of books
distributed this year

Total number of stocking stuffers
distributed this year

8608

\$11,757.37

Total amount raised this year
from collections, private
donations and grants

2024

FOSTER GRANDPARENTS *report*



AmeriCorps
Seniors

The Douglass Foster Grandparent program is an AmeriCorps Seniors Program that has been providing a way for local seniors to stay active while supporting area youth since 2018. Our program's goal is to provide volunteer services that address community needs, ensuring that **meaningful relationships with children are being made by providing encouragement, learning, and companionship.** We are currently active in Head Start, day care centers, elementary schools, and even have two Foster Grandparents supporting Hannibal High School students enrolled in the BEST program, a workforce development program for juniors and seniors through the Douglass Community Services food pantry.

Foster Grandparent **volunteers are role models, mentors, and friends to children** who may need assistance. The program provides a way for volunteers age 55 and older to stay active by serving children and youth in their communities.

Foster Grandparent volunteers:

- Help youth with problem solving, learning respect, communication, good study habits, and traditional academic skills.
- Focus on reading and literary skills using games, teacher supplied materials, student reading and writing assignments.
- Provide school-based mentoring.
- Aid the classroom teacher in learning situations, tutoring, and mentoring
- Assist in group activities such as art, music, or PE classes by offering praise and encouraging appropriate behavior.



For the
2024
program year, our
**17 Foster
Grandparents**
logged over
14,000 hours
of service to
30 area children
at
6 Volunteer Sites

2024

FOSTER GRANDPARENTS *report*



AmeriCorps
Seniors

A FOSTER GRANDPARENT PROGRAM HOST WRITES:

Our Foster Grandparent's impact is hard to reduce to a single story because her contributions extend to all 16 of our students and throughout the entire school year. She is a constant source of support.... a helping hand, a listening ear, a watchful eye, and a nurturing heart. We are in a time when it's more important than ever for kids to feel important, cared for, and safe at school. Our Foster Grandparents support this mission every day, and I am grateful for our partnership with the program.



One of our grandparents is 85 years old and has been volunteering at her school for 25 years. She says, "I love this part of my life, at home I am lonely, here I am with my kids". She recounted a story where one of her past students had moved to New York City and became a lawyer. He was back in town visiting when he ran into Grandma Jean. He said, "I've never forgotten you, if it had not been for you, I would not be where I am today."

Our Foster
Grandparents
don't just serve
our children,
they serve our
community.



2024

RSVP *report*



The Retired and Senior Volunteer Program (RSVP) is an AmeriCorps Seniors program that enables those 55 years of age or older who have time, talent and treasures to share for the betterment of their community. Douglass RSVP partners with over 18 different volunteer stations in eight Northeast Missouri counties helping these agencies show their appreciation to 190 volunteers, without whom none of these senior meal sites, thrift stores, food pantries, and other similar programs would be able to function well.

One of our partner agencies that serves its community with distinction is the Clark County Senior Center in Kahoka. As with so many similar centers around the area, CCSC serves as a hub of activity for seniors and others in Kahoka and Clark County. One of their stalwart volunteers is Rusty Smith. According to Clark County Council on Aging Administrator Tavia Ferguson, Rusty is their resident “jack-of-all-trades.” His official and unofficial duties include maintenance, homebound meal delivery, resident grill-master, and fundraiser organizer. Tavia tells the story of a particularly notable example of Rusty’s dedication to the center. “Our local mom and pop restaurant closed down and Rusty saw a need in the community, approached our board, and made sure that need was fulfilled, all at the benefit of the center. He hosts a dozen or more men every day (at 6 a.m.) for the “coffee club” where they bring in savory or sweet treats to share with each other. The Center provides the space for the fellowship and Rusty provides the stories and keeps the coffee hot! (Rusty) is an absolute blessing to the center and I feel like we would be at a loss without him.”



190
Volunteers

24,580
*Volunteer
Hours*

\$765,913
*In Volunteer
Labor*

Court Appointed Special Advocates (CASA)'s mission is simple yet profound: to recruit, train, and provide unwavering support to compassionate citizen volunteers who champion the best interests of abused and neglected children both within courtrooms and communities.

Within the 10th Judicial Circuit, encompassing Marion, Monroe, and Ralls Counties in Missouri, Douglass Community Services CASA trains and supports volunteers who independently advocate for the best interests of abused and neglected children. Our tireless volunteers wholeheartedly promote and uphold each child's fundamental right to a secure, permanent, and nurturing home.

CASA in action

In 2024 DCS CASA Volunteers dedicated over **175 hours to child advocacy**. Of the **24 children CASA volunteers** served in 2024, **8 children** achieved permanency and were released from foster care.

3 new CASA Volunteers sworn in by Judge Rachel Bringer Shepherd



Volunteer Spotlight: Stephanie Himmel



About Stephanie: I've been married to my husband, Brandon, for 5 years in October. Together, we have a wonderfully blended family with my two sons and his daughter. I have been the Youth Minister at First Christian Church (Disciples of Christ) in Hannibal for nearly 3 years. When I'm not at work, you can usually find me cheering on my boys at their sporting events or enjoying quality time with family at home.

Why Stephanie decided to become a CASA: What drew me to CASA was having the opportunity to advocate for the most vulnerable among us--the children. Children whose lives have been turned upside down. Children who, some, have endured more than most adults can imagine. They matter, and their voices, wants and needs should be heard throughout the long life of a case. I can't think of a more worthy or appropriate use of my time and energy.

Most memorable moment as a CASA: I've enjoyed being able to watch the kids grow up over the last three years. They are always full of energy and sure to keep you on your toes with the funny things they say.

Volunteer Spotlight: Gay Phillips



About Gay: I am a retired flight attendant for American Airlines and before that I was a high school teacher. I am married and live in Palmyra, Missouri.

Fun Fact: would be that I was the second layer of a pyramid in water ski shows.

Why Gay decided to become a CASA: Even when I was teaching high school, kiddos and their welfare were always so very important to me. My husband, Jim, and I talked about becoming CASAs, and this seemed like a no-brainer. I was a little nervous about doing this, but Jim was going to become a CASA as well and he was a former juvenile officer. I knew we could do this. I love building a rapport with the kiddos and being their voice and doing whatever I can to make them happy, loved, and their voices heard.

Most memorable moment as a CASA: Probably my most memorable time was when my very first case involved two little boys. This case seemed to go on forever and going nowhere, when finally they were adopted by a very loving family. When I told the oldest one that he now had a forever home, the sheer joy and happiness in this child brought tears to my eyes. I knew this was the right choice, that this is why it had taken so long to get to this point.

2024

KIDS IN MOTION

report



Kids in Motion is a short-term summer program for incoming 5th and 6th grade students in the Hannibal Public School District. Through hands-on career exploration the youth learn about a variety of career opportunities, the corresponding skill sets, and the education or technical requirements needed to pursue each path. By broadening their career horizons, the youth are able to engage in plans for future education and employment opportunities. Banking basics and fundamental financial topics, as well as, volunteerism are essential elements of the program. Participants earn a daily stipend, up to \$15 per day, based on their participation, performance and attitude. This year the participants engaged with local entrepreneurs and small business owners during Entrepreneur Day and completed the Junior Achievement More Than Money curriculum where they developed their own business concepts.

KIM Participants showed substantial learning in the following areas:

- Introducing themselves to strangers
- Feeling confident to ask questions when unsure Identifying the education/skills required for jobs they experienced
- Setting up a bank account and visiting a bank

30

Participants

\$3289.50

Youth Stipends
Awarded

87%

Completed the program
students self-selected. No
one was dismissed

WE COULDN'T DO IT WITHOUT YOUR GENEROUS SUPPORT

- First Presbyterian Church
- Hannibal Fire Department
- Hannibal Police Department
- Marion County EMS NECOMM 911
- DCS Food Pantry
- NEMO Humane Society
- Cuddle Cat Rescue
- Hannibal Board of Public Works
- Hannibal Parks & Recreation
- Hannibal City Hall
- Mississippi Market Place
- Moberly Area Community College
- Bleigh Ready Mix
- US Bank
- F&M Bank
- Real Help Mobile Counseling
- Mark Twain Boyhood Home & Museum
- Culligan Water
- Junior Achievement

- Visitor's Center
- Hannibal Library
- Mark Twain Riverboat
- Jim's Journey
- Grand Pharmacy
- HREDC & SBDC
- Gracie Barra
- The Rabbit Hole
- The Gallery Salon
- DMO Promo
- Tigerhawk Technologies
- Smooth as Ice
- WiLoKi Dance Center
- Quincy Youth Football League
- Langhorne Meats & Provisions
- ABM Portraits
- Advanced Counseling Services
- Missouri Department of Conservation
- County Market



COMMUNITY
FOUNDATION
WEST CENTRAL ILLINOIS & NORTHEAST MISSOURI



EARLY BIRD



United Way of
The Mark Twain Area



**Stones Prairie
Foundation**

HEAD START

report



Douglass Community Services Head Start serves Pike, Ralls, Marion, Lewis, Shelby, Monroe, Macon, and Randolph counties in Northeast, Missouri. Head Start provides comprehensive services to children ages 0 to 5 years old and to their families. This is to ensure that children develop the skills needed to be successful in Kindergarten and in life. Families can choose the following Head Start services: center-based, family childcare, home-based, or prenatal.

424 children, 359 families, and 17 prenatsals were served in the Douglass Community Services Head Start program. There were **173 two-parent families, and 186 one-parent families served**. Also, **276 of the families served were headed by adopted or biological parents, 4 foster parents, and 9 grandparents. 298 of the families served were working, going to school, and/or in training.**



One mother, Bailee, was able to obtain her Child Development Associate (CDA) certificate while her child received Early Head Start services at a partner site and while her husband worked full-time. The family's older child also received Head Start services in the past. Bailee was also able to obtain her CDA certificate while working full-time at Honeybee Learning Tree. Bailee's goal is to allow her mother, the owner of Honeybee Learning Tree, to take a step back from being in the classroom so she can focus on being the director of her business.



Another mother, Taylor, graduated from MACC while two of her children were enrolled in an Early Head Start center and her husband worked full-time. She graduated with a General Associates Degree.

Taylor is possibly wanting to continue her education to focus on Early Childhood Education. One of the family's older children also attended Head Start in the past.

Taylor's goal is to work at Head Start.



Head Start allowed another mother, Micka, to gain employment, obtain her Child Development Associate (CDA) certificate, and gain a promotion while one of her children were enrolled in a Head Start Center and while Micka's husband was working full-time. Micka's older children also attended Head Start in the past. Micka used to have an in-home daycare, but was hired by Head Start as a Teacher's Aide. Once hired Micka worked hard and quickly on obtaining her CDA certificate. Once she obtained her CDA certificate, Micka, was promoted to an Early Head Start Co-Teacher.

"Program helped us transition to prek/kindergarten. Helped my child with coping with an incarcerated parent. Kept my child safe and meets her needs daily. Love the ladies in this program. They are beyond excellent."

"The program is very good about giving resources and getting information to you about any questions you have about child's development."

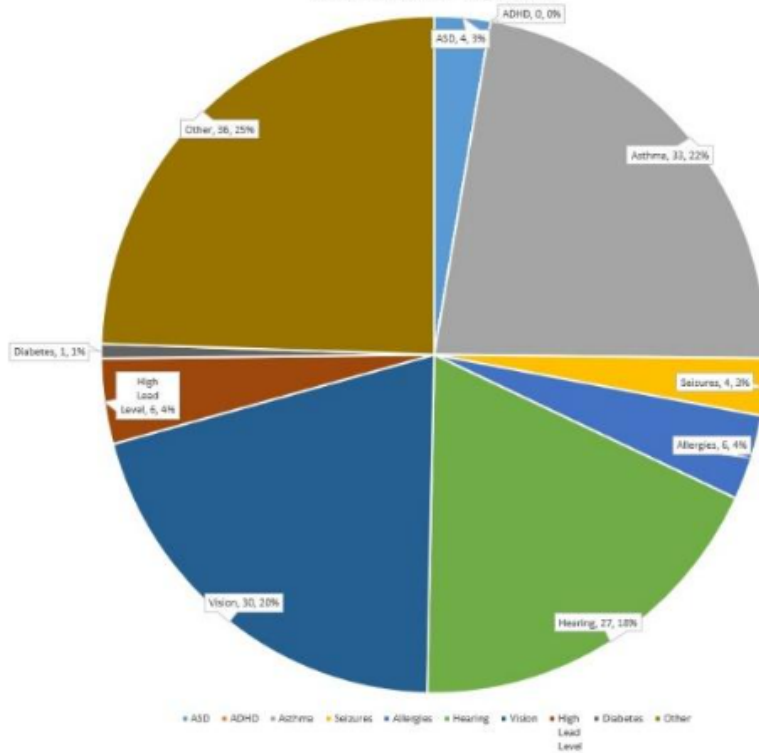
"Being in a smaller environment has helped my child create amazing bonds with her providers and the people who come in and out consistently to do things with children. With it just being her and I and my parents, there aren't many other people she is around. This helped her learn skills and techniques, I didn't necessarily know how to teach at home."

"My family has benefited from the program by showing me new ways to help not only my HeadStart kids learn but also my elementary kid."

"Allowed me to attend school. Helpful with my child's goals. Helped me move into our own place."

Parents are an important part of the program, and their leadership helps ensure Head Start provides the services their communities need. **Families are encouraged to participate in family engagement opportunities throughout the year.** These opportunities consist of parent meetings, parent-family activities, classroom interactions, and child-focused education activities in the home. These include Read To Your Child and Home Activities. **266 children participated in completing Read To Your Child and Home Activities. 471 current and former Head Start families volunteered within the program.**

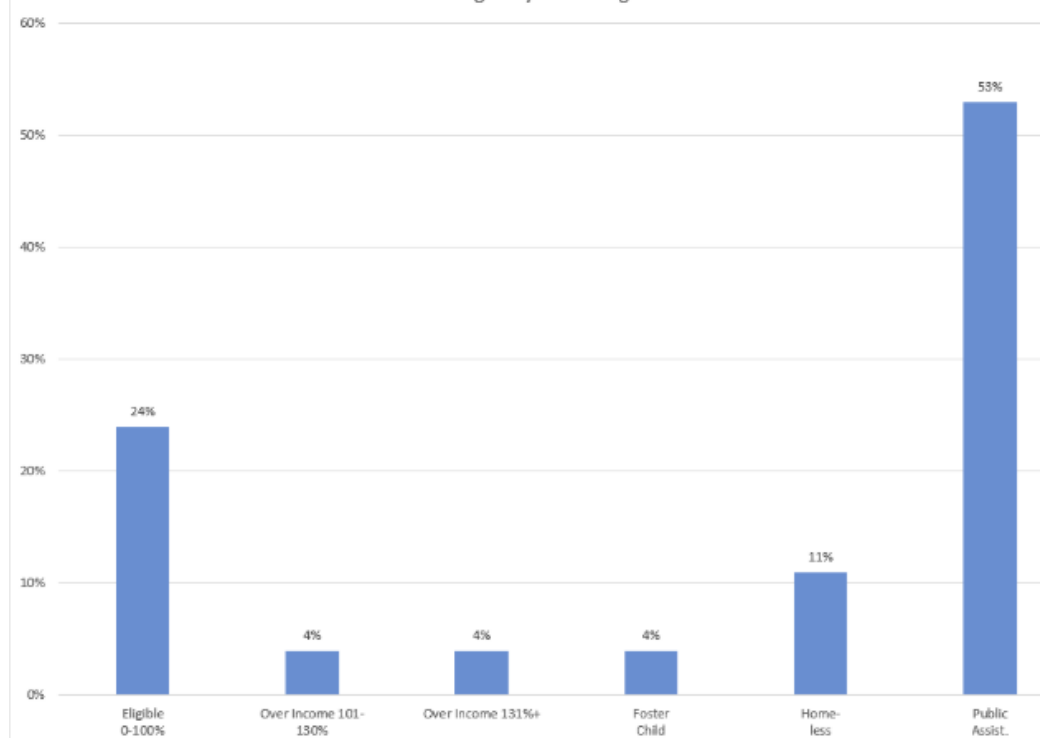
Chronic Conditions - August 2024



- 94% of the children served had a medical exam
- 82% had a dental exam completed.
- 84% of the children served remained up-to-date medical exams according to the EPSTD schedule
- 95% of the children served also were up to date on immunizations.
- 98% of the children served were identified as needing medical follow-up and received treatment for chronic conditions.
- 30 children served were identified and were treated for vision concerns.
- 27 children served were identified and were treated for hearing concerns.
- 100% of the pregnant mothers receiving prenatal services received prenatal health care and education on fetal development, nutrition, infant care, and risks of alcohol, drugs, and/or smoking.

- 92% of the children served were eligible, with
- 24% of the eligible children being in the 0%-100% of the Federal Poverty Guidelines
- 4% foster children
- 11% homeless children
- 53% receiving public assistance
- 4% over-income families were served. The average monthly enrollment was 57.2% due to a continued nationwide staff shortage.

Eligibility Percentages





Children's Progress

- **% of Children Making Progress from Fall to Spring 2023–2024**

- **Early Head Start** 74 of 82 – 90%
- **Head Start** 111/138 = 80%
 - Staffing issues have impacted children's progress. 17 of the children not making progress were in classrooms without Lead Teachers this year. Excluding those 2 classrooms leaves 111 of 121 – 92%
 - When another classroom showed only 3 of 12 children making progress, this was discussed with the center manager and a plan was in place to work with the teacher and provide coaching. Excluding this classroom as well would leave 108 of 109 – 99%
 - The one remaining child had developmental concerns and was referred.

- **% of Children at or above age expectations**

- **Early Head Start** 64/82 = 78%
 - 14/82 (17%) have a current IFSP
 - 14/82 (17%) have an open concern with an RTI in place
- **Head Start** 109/138 = 79%
 - 38/138 (28%) have a current IEP
 - 47/138 (34%) have an open concern with an RTI in place

Education – School Readiness

Children and families are ready for transition into public or private Kindergarten programs, and for future education success.

- Children are on target for meeting school readiness goals. DRDP
 - % of children going to Kindergarten are at or above learning expectations
 - 41 of 50 – 82%
 - % of children going to Kindergarten that have IEPs.
 - 9 of 50 – 18%

Education – Serving Children with Disabilities:

Children with disabilities experience similar developmental growth as their peers

- % of children with disabilities showing progress on outcomes fall to spring
 - Program Total 45 of 52 – 87%
 - Early Head Start 16 of 17 – 94%
 - Head Start 25 of 31 – 81%
 - CCP 4 of 4 – 100%



FINANCIAL

report

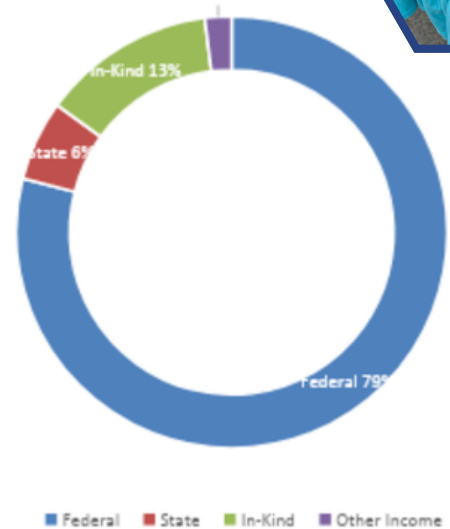
Douglass Community Services is fiscally responsible for managing **\$11.8 million dollars in Federal Grant Funds, State Grants, Local Government Grants, Foundation bequests, Donations, Fundraising activities, In-Kind contributions, and other miscellaneous funds.** It is the agency's fiduciary responsibility to see that all funds are expended according to all Federal, State, Local and other funding sources' regulations as set forth in the awards.

Internal control policies have been implemented to ensure that costs are allocated correctly, payroll cost analysis, record keeping, ethical standards, conflict of interest, authorized signatures are used, the safeguard of agency cash receipts, utilization of company credit cards, access to government recordkeeping, security of financial data, and the use of agency assets.

As stated in the independent audit report conducted by the independent audit firm of, Gray Hunter Stenn; "the financial statements of Douglass Community Services, Inc., present fairly, in all material respects, the financial position, and the change in its net assets, functional expenses, and its cash flows in conformity with accounting principles generally accepted in the United States of America."



Source of Funds	Revenues	% of Revenue
Federal	\$9,252,718	79%
State	\$737,298	6%
Local	\$40,587	<1%
Grants	\$14,786	<1%
United Way	\$42,752	<1%
In-Kind	\$1,478,667	13%
Other Income	\$178,972	2%
All Sources	\$11,745,780	100%





LEADERSHIP TEAM



STEPHANIE COOPER, LMSW
Chief Executive Officer



ALAN WILKERSON
INTERIM-Chief Financial Officer



EMILY TREVATHAN
Chief Operation Officer



KELLIE DIETRICH
Chief Human Resource Officer

PROGRAM DIRECTORS



FAITH CARR
Head Start Director



KARA BLIVEN
CASA Lead Volunteer Coordinator



MIKE BLASE
Housing /Utility Assistance
Coordinator



MIKE VAIA
Senior Corps Director



HAROLD SMITH
RSVP Coordinator

DCS would like to give special recognition to our Capital Campaign Donors:

- Chloe Bright
- Prestige Realty
- Wade Stables P.C.
- Crescent Jewelry
- Congressman Sam Graves
- Kristy Trevathan
- Spartan Light Metal Products
- Stephanie & Barrnie Cooper
- Lowe's
- Riedel Foundation
- HOMEBANK
- Community Foundation
West Central Illinois &
Northeast Missouri
- Klinger & Associates PC
- Wright Furniture
- Alicia & Brandon Rollins
- Emily Trevathan
- Karen & Drew Sutor
- F&M Bank & Trust
- Mary Gibbons
- Priscilla Long & David
Ouellette
- Stones Prairie Foundation
- Bleigh Construction
- Grand Pharmacy
- USDA Rural Development
- Chariton Valley
- Community Corporation
- Raymond James
- Mark Twain Regional
Council of Governments
- Buffalo Township
- United Way