

2023

ANNUAL
REPORT



Douglass
COMMUNITY SERVICES

(573) 221-3892

www.douglassonline.org

909 Broadway, Hannibal MO

2023

A LETTER FROM OUR CEO



Greetings!

I am pleased to present the 2023 Annual Report for Douglass Community Services. We have been working diligently this past year to provide excellent quality programs in Hannibal and surrounding Northeast Missouri counties. While I have had the privilege of speaking with individuals and groups, service organizations and others, I found that many people knew of only one or a few programs that Douglass provided. What people didn't know was how many ways we are involved in the community. As you look through this report, we hope you find that our programs and financial oversight show that we are committed to using our funds to develop and continue programs that are of benefit to those we serve. We are also extremely proud of the 150+ staff that we employ in eight Northeast Missouri counties. Without these staff, Douglass would not be as successful as we have become. We are fortunate to have an engaged Board of Directors at Douglass as well as several advisory councils to help ensure we are providing services to adults and children where they are needed most. We are also grateful for those partnerships with many other organizations, non-profits, volunteers, churches and business partners that assist us in multiple ways. Our commitment to our communities is evident in this report as it reflects the number of people that we impacted in just one year. Lastly, we are excited for the future of Douglass, as we have begun the process of building a new facility that will provide services for many more years to come. Douglass is proud of the work we do and hope that this report provides you with a sense of what we believe in... strong kids, strong families, strong community.

Stephanie Cooper

Stephanie Cooper, LMSW
Chief Executive Officer
Douglass Community Services, Inc.

2023

FOOD PANTRY *report*

In a time of rising prices and dwindling supplies, when families, despite their best efforts, struggle to put food on the table, the staff and volunteers of the Douglass Community Services Food Pantry & Thrift Store provide a ray of hope to less fortunate Hannibal area residents. Through its partnership with the Food Bank of Northeast Missouri, along with food and monetary donations from the public, the Food Pantry is able to continue its important work.

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

Emergency Food Pantry Hours

Monday, Wednesday & Friday 8:30am-11:30am,
Tuesday and Thursday 1pm-4pm

According to an article by Jill Suttie, Psy.D., people who feel more connected to others have lower rates of anxiety, depression, obesity and high blood pressure – and those who maintain regular social connections have higher levels of self-esteem, heal faster and are more empathetic to others. This study is affirmed by RSVP Volunteer Anna Umfleet.



Connie Roberts has been a volunteer with the Nifty Thrift Store since she retired in 2009. She enjoys helping people, meeting new people and making new friends.



Anna Umfleet has been a volunteer at the Nifty Thrifty Store for 21 years. She attributes her 2 day a week commitment to Douglass Community Services to her overall wellbeing and positive outlook on life.

TFAP
(Commodities)

5,850
Households Fed

11,932
Individuals Fed

\$7,741.10
Average monthly value of TEFAP Food Received from the Food Bank

EMERGENCY PANTRY

5,873
Households Fed

11,981
Individuals Fed

VETERAN FOOD BOXES

369
Veterans Fed

SENIOR FOOD BOXES

2,233
Marion County

243
Ralls County

\$13,692.41
Average monthly value of Senior Food Received from the Food Bank

THRIFT STORE INDIVIDUALS SERVED

2,132
Individuals Assisted

VOLUNTEER LABOR

21
RSVP Volunteers

2253 HOURS

\$51,819
In Volunteers Labor

CARE CLOSET

1,485

2023

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 2023 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 2023, direct financial assistance to eligible households from these two grants totaled **\$84,164.10** in which 83 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 January 2024, Douglass has provided **\$675,026.30** in direct funding assistance since 2013 and **MHTF-EA** funding assistance totals since 2017 are **\$228,882.73**. 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 that 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 2023, Douglass provided 119 households with **\$25,716.04** 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 2023, **\$12,831.79** 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 2023 calendar year, **\$5,669.90** from this program was spent to provide assistance.

"Through Douglass' help with two plus months of Rental Arrears, my family was able to remain housed in our Income-Based rental property. My fiancé had been let go from his part-time job and I have had medical issues and we weren't able to make rent payments for the last two months and part of a third. The landlord had been working with us, however, he stated he needed rent or he would begin the eviction process. With the help of Douglass, my three children, myself and my soon to be husband can remain in our home."

Quote from K.T. at the last case management meeting that was held.

For more information, the Housing Director at Douglass Community Services, Inc. is Mike Blase and he can be reached at (573)221-3892 x282. For in-person contact, an appointment is necessary as all programs are coordinated through him.

TOYS FOR TOTS

report



The Toys for Tots program in Northeast Missouri serves six counties. Some of those counties have active community programs and Toys for Tots is the secondary program. In Lewis County, distribution was held at the Canton Christian Church (Disciples of Christ). In Shelby County, the public library in Shelbina served as the distribution site. The Pike County Fairgrounds served as the distribution base in that county.

Over 125 volunteers collected toys and helped with distribution, totaling 350 volunteer hours. Douglass Community Services and Hannibal Parks & Recreation coordinators of the program in its entirety. The Salvation Army distributed Christmas food boxes to Toys for Tots families and senior adults. Nearly \$8,700 was spent locally to purchase toys for our campaign.



Many area business and organization unite in the Toys for Tots campaign:

- Hannibal Regional's Rise Team continued its Toys for Tots Christmas donation campaign throughout all of its facilities.
- Tom Boland Ford and Boland Chevrolet packed three trucks with toys!
- Pike County Memorial Hospital held a drive.
- Dollar General stores throughout the region supported the program with toy drives, as they do annually.
- Hannibal Heroes partnered with 5 Below and collected 5 boxes of toys.
- True Manufacturing in Pike County also collected 5 boxes of toys.
- The VFW in Hannibal filled 3 boxes of toys.
- Rumor Has It, the women of Little Black Book, and Rookies all held events that supported the campaign.
- Early Bird Kiwanis, The Hannibal American Legion, Vibes Transportation, King's Daughters CRD Circle, Bates Asphalt Construction, and Hannibal Carbide made financial donations.
- Sharkey Transportation volunteered to transport toys to Hannibal that were donated by another Toys for Tots Unit.
- Employees of Northeast Corrections in Bolwing Green volunteered in large numbers for the Pike County distribution.

1,515 Children

Lewis County – 17 families (↑24%)
 Marion County – 304 families (↑5%)
 Monroe County – 24 families (↑54%)
 Pike County – 166 families (↑7%)
 Ralls County – 54 families (↑26%)
 Shelby County – 16 families (0%)

CITY BREAKDOWNS (FAMILIES)

307 Hannibal (both Marion & Ralls Counties)
 11 Palmyra
 74 Louisiana

There is never enough space to say **THANK YOU** to all of the companies who held toy drives or collected coins, to the donors, or to our volunteers. This campaign is successful because of each of you!

2023

FOSTER GRANDPARENTS *report*



AmeriCorps



Sandra Jean Miles, FGP Volunteer

Sandra Miles **AmeriCorps Foster Grandparent of the Year**



Sandra “Jean” Miles was awarded this honor for her tireless dedication to improving the lives of the children who encounter her love and compassion in the classroom in which she serves. As Booker T Washington wrote, “The happiest people are those who do the most for others.” Jean is indeed one of the happiest people you will ever meet.

The Douglass Foster Grandparent Program is an AmeriCorps Seniors Program. We currently serve five counties; Clark, Lewis, Marion, Pike, and Monroe. The program’s goal is to provide “grandparents” to support and care for children with exceptional or special needs. Our foster grandparents are active in Head Start, daycare centers, and elementary schools (grades K-3). Two FGP’s support Hannibal High School’s BEST Program, a workforce development program for juniors and seniors, through DCS at the Food Pantry and the Thrift Store.

For the
2022-23
program year, our
**19 Foster
Grandparents**
logged over
15,000 hours
of service to
**40 area
children.**

RSVP

report

The Retired and Senior Volunteer Program (RSVP) is a program that enables those 55 years of age or older who have time, talent and treasures to share for the betterment of their community. The Douglass RSVP program is active in 6 Missouri counties: Marion, Ralls, Lewis, Clark, Shelby, and Monroe.

A prime example of this is Rhonda Stout, who can best be described as the heart and soul of the Forget Me Not Senior Center in New London, MO.

Rhonda's involvement with the center began nearly seven years ago. "When I retired," Rhonda said, "I had one of the (FMN board) officers approach and say, 'Rhonda, would you be interested in helping out, you like to cook and everything, and serve as an officer?'"

Ever since, Rhonda and about a dozen other volunteers put in about 30 hours a week; cooking, serving and cleaning up for the senior center's Friday lunches.

Rhonda says she believes the mission of Forget Me Not is twofold. "Sixty percent of the people come here for socializing and it may be they don't go anywhere else and they're here to visit and catch up on the news with people they haven't seen for a long time. The other 40% are people that are less fortunate and maybe this is the only hot meal they get all week."

For Rhonda Stout, the feeding of 25 to 50 Ralls County seniors every Friday is truly a labor of love. "I have to say for all the things I volunteer for and do, this is the one thing I would not give up," said Rhonda, "I have met a lot of nice people. I thoroughly enjoy being able to cook for them – and most of them think it's pretty good."



Rhonda Stout, RSVP Volunteer

"I have to say for all the things I volunteer for and do, this is the one thing I would not give up..."

Rhonda



122

Volunteers

17,244
Volunteer
Hours

2023

KIM & CASA

reports



CASA



Becky Morrell,
CASA Volunteer

Faced with making the decision on where a child would go, Judge David Soukup realized he needed a way of discerning the best interest of the child. In 1977, he resolved in appointing community volunteers to speak up for the best interest of children in the court room with the goals of ensuring a child's needs are being met while in foster care, and to advocate for permanency on a child's behalf.

In the past year, Douglass Community Services CASA program served 40 children. Of those children, 12 reached some form of permanency. Eight children were reunified with their families and three were adopted.

In the Missouri Tenth Judicial Circuit one of the most recent family adoptions involved CASA Becky Morrell.

"In 2018, I met 2 sweet girls who had just come into foster care, they started their case with an amazing CASA volunteer who provided a great foundation for them, especially due to the extreme medical needs of one of the girls. She wasn't able to continue the case, so I had the honor of taking it over. I have had the privilege of watching them grow and tackle each challenge that came their way. One required physical therapy, occupational therapy and speech therapy; several times a week, the other one struggled with nightmares around her parent visits. The girls are now 4.5 and 5.5. After 1,929 days in care their adoption was finalized. They have always had a CASA, they have had the same placement, the same guardian ad litem, the same caseworker throughout the entire case. I am proud to have had a small part in the case, because we all know it takes a whole team working together to make these happy endings!" *Becky Morrell*



In an effort to meet the needs of the families that participate in Kids in Motion and the available staffing, Douglass Community made significant changes to the Kids in Motion program for summer of 2023. The new KIM model focuses on exploring different work experiences so the youth may consider jobs that are beyond their direct experience. Each day, KIM participants visited a minimum of three employment opportunities. They also volunteered throughout the community. Participants have the opportunity to earn a daily stipend. Student participants ranged in age from 10-12 years-old (5th and 6th graders). From the thirty selected for the program, 19 youth completed the program. These students self-selected to not participate. There were no students dismissed for any behavioral reason. For the first time in the history of KIM, youth were surveyed both before and after participating in the program. All surveys factors show that the youth self-reported learning from the program.



KIM participants showed substantial learning in the following areas:

- Knowing the difference between a credit and debit card.
- Understanding how to establish an account at a bank.
- Being able to introduce themselves to strangers
- Being able to identify the education/skill requirements for six jobs that they experienced.

The KIM program is thankful to the following businesses and agencies for allowing the youth to explore the career opportunities offered.

- Hannibal Fire Department
- NECOM 911 Center
- Hannibal Police Department
- Marion County Ambulance District
- DCS Food Pantry
- Victory Over Hunger Garden
- NEMO Humane Society
- Handmade Harvest
- Hannibal Board of Public Works
- Hannibal Park & Recreation
- Dollar General Huck Finn Plaza
- Mississippi Market Place
- John Wood Community College
- Moberly Area Community College
- Beth Haven Community
- Marion County Health Department
- HomeBANK
- Hannibal Regional Hospital
- B&B Hair Salon
- HRDC

This program is made possible by our many community donors.

HEAD START

report



Douglass Community Services Head Start serves eight counties in Northeast, Missouri. These counties included, Pike, Ralls, Marion, Lewis, Shelby, Monroe, Macon, and Randolph. It provides comprehensive services to at-risk children ages 0 to 5 years old, and their families to ensure they develop the skills they need to be successful in Kindergarten and in life. Prenatal services are also provided to families. Families can choose between center-based services, family childcare, and home-based services.

428 children and 312 families received services. 21 of these received prenatal services. These families were headed by 367 adopted or biological parents, 18 foster parents, 19 grandparents, and 3 aunts or uncles. There were 233 one parent families and 195 two parent families. There were also 479 working parents and 18 parents in school or training.



One family who received services from Head Start include single mom, Elizabeth. She came to the program from a local organization called Anne's Anchor who supports single moms who are either homeless or at risk for homelessness. While in the Head Start program, Elizabeth has attended classes to work on achieving her teaching degree. She wants to become a history teacher. She has already obtained her substitute certification while in the program. While going to school full time she also worked part time. After completing her degree her goal is to own her own home.



Teen parent, Kenzie, was enrolled in the Prenatal Program at 7-months pregnant. She also participated in the Head Start program when she was 4 years old. Her child, Emery, received services from the Early Head Start Home Base program. While being in the program Kenzie was supported in obtaining her driving permit and her license. She would like to obtain a part-time job at a later time, as she is currently taking online classes to receive her High School Equivalency Credential. She is confident in taking online classes and still being able to take care of Emery. With the Head Start program she has learned about how children learn and how she can support Emery to reach all of his milestones. She has also learned how to keep him healthy. She looks forward to putting Emery in the preschool program when he is older.



Another family who received services from Head Start and Anne's Anchor include Hannah. Both these programs have allowed Hannah to work towards receiving her driver's license and completing her GED. Once her GED is completed Hannah wants to pursue a nursing career.

"My child got to meet other children and I found other parents who face similar struggles."

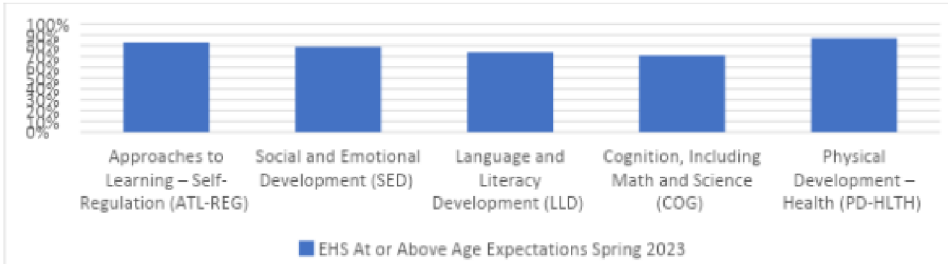
"Helped me get back to work so I could support my family."

"The nourishment of education for our daughter was most beneficial to us. The program has taken our very shy girl and turned her into a leader."

"My child got to meet other children and I found other parents who face similar struggles."



Children in the three Head Start programs are supported in developing academic skills through ongoing assessment. Progress is measured as being at or above age expectations. The progress for each program is shown in the following charts:

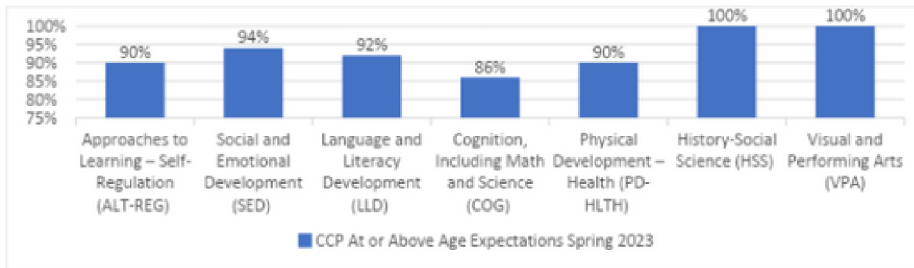
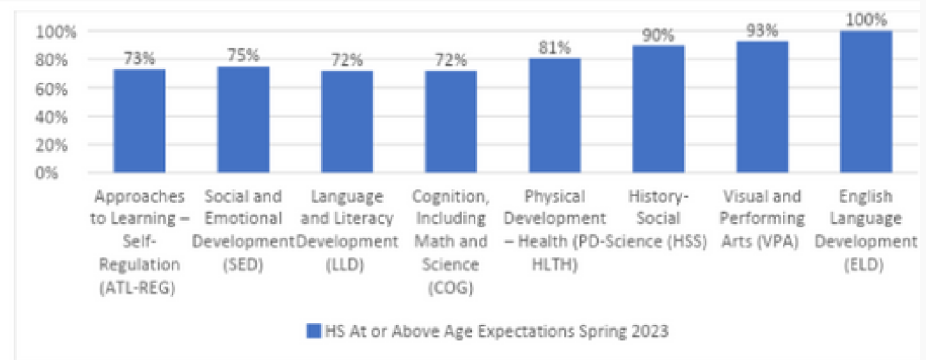


Early Head Start

- Approaches to Learning – Self-Regulation (ATL-REG) 58 of 70 – 83%
- Social and Emotional Development (SED) 55 of 70 – 79%
- Language and Literacy Development (LLD) 52 of 70 – 74%
- Cognition, Including Math and Science (COG) 50 of 70 – 71%
- Physical Development – Health (PD-HLTH) 61 of 70 – 87%

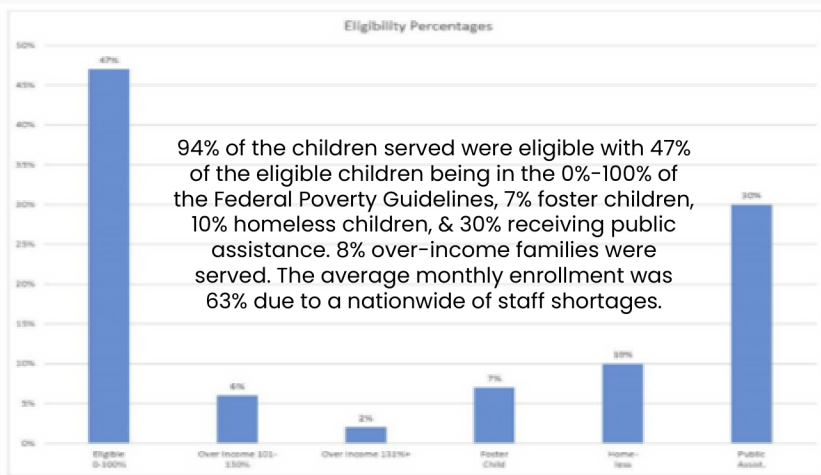
Head Start

- Approaches to Learning – Self-Regulation (ATL-REG) 137 of 187 – 73%
- Social and Emotional Development (SED) 141 of 187 – 75%
- Language and Literacy Development (LLD) 135 of 187 – 72%
- Cognition, Including Math and Science (COG) 135 of 187 – 72%
- Physical Development – Health (PD-HLTH) 152 of 187 – 81%
- History-Social Science (HSS) 168 of 187 – 90%
- Visual and Performing Arts (VPA) 173 of 187 – 93%
- English Language Development (ELD) 1 of 1 – 100%

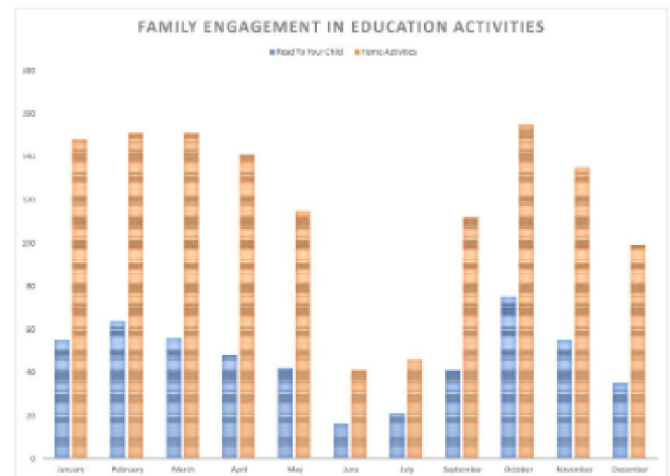


Child Care Partnership

- Approaches to Learning – Self-Regulation (ALT-REG) 46 of 51 – 90%
- Social and Emotional Development (SED) 48 of 51 – 94%
- Language and Literacy Development (LLD) 47 of 51 – 92%
- Cognition, Including Math and Science (COG) 44 of 51 – 86%
- Physical Development – Health (PD-HLTH) 46 of 51 – 90%
- History-Social Science (HSS) 3 of 3 – 100%
- Visual and Performing Arts (VPA) 3 of 3 – 100%



94% of the children served were eligible with 47% of the eligible children being in the 0%-100% of the Federal Poverty Guidelines, 7% foster children, 10% homeless children, & 30% receiving public assistance. 8% over-income families were served. The average monthly enrollment was 63% due to a nationwide of staff shortages.



82% of the children served had up-to-date medical exams and 69% had up-to-date dental exams. However, 92% of the children served had a medical exam completed and 77% had a dental exam completed. 76% of the children served identified as needing medical follow-up and received treatment. 26 children served identified and were treated for vision 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. 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. 527 families volunteered within the program.

FINANCIAL *report*

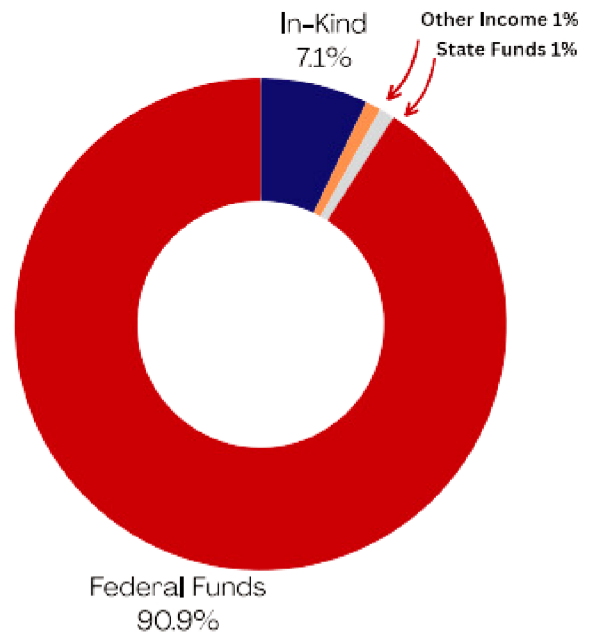
Douglass Community Services is fiscally responsible for managing \$9.9 million in federal grants, state grants, local government grants, foundation bequests, donations, fundraising activities, in-kind contributions, and other miscellaneous funds. It is the agency's fiduciary responsibility to see that all funds are expended according to 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 record keepings, security of financial data, and the use of agency assets. Douglass Community Services has an administrative rate of 8% in 2023.

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."



2023	Revenues	% of Revenue
Federal Funds	\$8,699,202.00	90%
State Funds	\$56,646	1%
Local Government	\$29,023	0%
Grants	\$36,900	0%
United Way	\$33,904	0%
In-Kind	\$718,628	7%
Other Income	\$77,768	1%
	\$ 9,863,920.00	100%



Douglass COMMUNITY SERVICES



A special
thank you
to our program sponsoring funders:



CHANGE A
CHILD'S STORY.™

