InterServ

Dear Friends,

Through your support, InterServ has been working to fulfill its mission of alleviating the impact of poverty on families and individuals in and around Saint Joseph for over 116 years. We thank you for your many years of dedication to the people we serve and to InterServ. We could not do what we do without you.

It's no secret that 2025 was a rough year, full of funding issues that included everything from not being paid in a timely manner to huge cuts to program funding. While we have weathered these storms, they are not over yet. The programs most impacted by decreases in government funding are Senior Meals, In Home Services, and Emergency Assistance. Currently, we are keeping an eye on Early Care, as there are some substantial changes proposed in the State legislature, changes that could devastate child care services in Missouri.

InterServ takes its commitment to the people in our community very seriously. As directed by our Board of Directors, we are working hard to identify funding sources that allow us to fully support our programs, while moving away from governmental funding. In 2023, government funding made up 63% of our revenues. Through careful cultivation we were able to decrease it to 61% in 2024, and with the massive cuts that we have sustained in 2025, government funding sits at 52.9% today, showing a reduction of ten percent since 2023.

In order to make this work and stay within confined funding parameters, we have trimmed our budget to only the barest of essentials and reduced some of our operating hours, operating at least through June, on a "by appointment only" basis on Fridays. We are also in the midst of creating a more flexible strategic plan that will

allow us the room to "pivot" as necessary, while also focusing on garnering additional funds on which to operate.
With the current instability in funding, there may be more changes as the situation evolves, but we are working on a plan to head that off, so that as few people as possible are impacted.

The reality is that no program is safe. All are potentially in peril, due to lack of funding. But we see our friends and our partners coming to our rescue, the bright spots in a very dark year. A very generous gift from a long-term partner is covering the costs of senior meals through June, the end of that funding cycle through the State. Grants from partners and donations from friends are keeping open the doors of our food pantry and emergency assistance programs. Child care and the out-of-school youth programs payments have stabilized for now. But our weightlifting program continues to struggle. And our in-home programming is under pressure from both lack of funding, as well as the loss of many of our long-term homemakers. How can we carry on with a program when we cannot find dedicated caregivers to staff it or funding to sustain it?

As we work towards regaining the stability that has been our hallmark for so many years, we want to thank you for supporting InterServ. We rely on your prayers to guide us and your financial support to aid us in our efforts. That sort of grass roots community support moves us towards a more sustainable funding model and a brighter future.

Blessings,

Bridget Supple, Executive Director

Goals + Resolutions Early Care

Vision for 2026-27

Maintaining the best quality of care for our children. Making our early care program one of the best in the area, by communicating our mission to the best of our ability.
Provide reliable, high-quality education and care for children that meets the needs of each individual child and family in a safe, nurturing educational environment, preparing them to enter the education system and to be successful in school.

Results of 2025

10,917 days of care were provided at our Mitchell Woods Preschool and Early Education Center.

83% of children have appropriate social and emotional skills and resilience necessary for school success

Things to Improve

Similar to In-Home, staff recruitment and retainment are key to the success of the Early Care program. Staffing for all rooms is a must in order to full-fill ratios and thus help families in need in our area.

Enhancing daily routines with additional outdoor activities, creative arts, and evidence-based learning that fosters social and cognitive growth will improve developmental outcomes.

Things to Let Go Of

Finding a way to update the facility and deal with facility issues must be a priority for administration, working hand-in-hand with program staff.

It's no secret that State funding has become less reliable than in past years. We narrowly escaped a $51 Million cut to child care reimbursements for the current year and are looking at hard cuts over the next few years to help the State deal with budget shortfalls and deficits. Relying on State funding can not be the lone source of program support.

Notes & Reflections

With the addition of an experienced program director, the ECE program at Mitchell Woods has experienced financial equilibrium for the fist time in many years. Moving forward, the program can only look to bring more opportunities to the community for Early Care.

Goals + Resolutions Fitness/Recreation

Vision for 2026-27

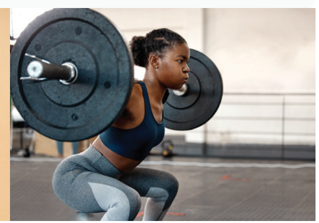
Youth need activities, they need a place to be and to be accepted. The recreation programming dovetails with our after school programs to provide the physical activity outlet that many youths crave. We encourage our after-school students to get involved in weightlifting and other sports.

Results of 2025

6,335 participant days of After-School Youth activities, recreation, weightlifting and youth programming.

2,940 units of Friday night youth activities and sports team practices at the InterServ Community Center.

33 kids participated in Team Wesley Weightlifting.



Things to Improve

Kids participating in Weightlifting has increased. This program has seen as many as 80 lifters at one time. An increase in weightroom size and capacity at the ICC should reflect the usage number.

In 2019, senior fitness numbers increased with a fitness class run by a MWSU grad student. A restart of this program element or similar one can provide area seniors with a fitness option not seen in our area.

Tracking of success. What are the success stories that come out of this program. Who? Why?

Things to Let Go Of

Dennis Snethen, the driving force behind the program, will retire in August 2026. InterServ, and the many youth whose lives he's touched, will always honor his passion and lasting impact. As part of that, we are working towards transitioning the weightlifting program, incorporating new ideas into the old "Wesley Weightlifters" program.

Notes & Reflections

Rentals of the facility for youth practices and games has improved over the last two years. This availability continues to allow InterServ to serve the community as a center for any activity that should come our way.

Goals + Resolutions
Senior In-Home

Vision for 2026-27

Help individuals age in place and maintain their independence for as long as it is safe for them to do so. InterServ's In-Home Services (IHS) program provides caregiver support to seniors and individuals with disabilities who wish to remain living in the comfort of their own homes.

Results of 2025

15,757 hours of Homemaker and Consumer Directed Services

75 clients took advantage of InterServ Homemaker and Consumer Directed Services.

100% of clients receiving in-home services report to have a better quality of life due to InterServ.

Things to Improve

In 2020, InterServ recorded 210 clients for the senior in-home services program. In order to fully commit to providing this program, an increase to that level must be achieved.

The market for In-Home services in Buchanan County has become saturated with for profit entities. InterServ must market to those vulnerable seniors who will see InterServ as a viable solution to their needs, whatever they may be.

Staffing is the backbone of this program. Without qualified employees to respond to our mission as a non-profit which helps seniors, the program will continue to produce the same effect.

Things to Let Go Of

A reliance on this program as a surplus funding source for the organization.

Notes & Reflections

This program does not get enough attention as one that faithfully serves our senior population. Many of our caregivers have been with us for ten years or more and truly are the best, most dedicated caregivers around! We thank them for their service.

Goals + Resolutions Senior Nutrition

Vision for 2026-27

Access to nutritionally sound meals provides Mobile Meal clients the opportunity to maintain or regain their physical and mental health. Congregate Meals, served at the InterServ Community Center, offers a nutritious well-rounded meal while providing volunteer opportunities, socialization and sense of belonging to seniors throughout Buchanan County

Results of 2025

15,406 meals were served at our two Senior Neighborhood Centers.

A total of 6,577 meals were served to afters-school youth and others.

80,687 meals were provided to our community.

Things to Improve

We have 40 to 70 people, on average, during the calendar year, (at the time of this writing it is 66) who are on a waiting list for Mobile Meals.
The program has undergone restructuring since the cuts it received in October, 2025. Included is a decrease in the number of home-delivered meals for each client.

We are working to procure additional funds for the program that will allow us to return to delivering 5 meals each week to every Meals on Wheels client and to initiate services to those on the waiting list

Increasing engagement for congregate clients.

Things to Let Go Of

Cost of food pricing will always be an issue.

Notes & Reflections

Funding fluctuation continue to make the programming hard to sustain on a regular basis. Local funding will become paramount to gain in order to keep the program at the required level of sustainability for both the community and the organization.

Goals + Resolutions
Volunteer Services

Vision for 2026-27

Identifying volunteers who fit the mission of InterServ. Collaborating with other organizations, civic groups or community action organizations that see our programs as ones in which volunteerism can bring both more value to our programming and value to the volunteers who make things happen.

Results of 2025

6,737 total hours of volunteer services were provided to the community through RSVP (Retired and Senior Volunteer Program-age 55+) and other InterServ volunteers.

Tax Counseling for the Elderly volunteers prepared 1,318 Federal, State and Property Tax Credit returns for elderly and low income persons generating $739,187 in refunds.

Things to Improve

The number of both tax volunteers and the amount of returns has dwindled over the past two (2) years. Better communication amongst the staff and volunteers to make the tax preparation experience better for both volunteers and those needing their taxes prepped.

Functionality of the tax prep program. Scheduling and work flow must improve in order for the program to have more opportunities to do tax prep for seniors. 2026 audit of the program expressed that more taxes need to be completed in our demographic area.

Things to Let Go Of

The idea that taxes are only done for those who we "think" need them done. Tax program is for everyone.

Volunteerism is dwindling. Coming our of the COVID era, more people are willing to get involved with social services, just need the opportunities to do so.

Notes & Reflections

The program is set to become better moving forward. All InterServ staff need to become more readily available to offer volunteer opportunities for all programs, and if not already available, those opportunities need to be expanded.

Goals + Resolutions
Youth

Vision for 2026-27

Maintaining the youth programming at InterServ as a community back-bone. Since its inception as a welcoming place where youth can have a place to recreate after school, InterServ youth program has been well established as the place to be.

Results of 2025

6,335 participant days of After-School Youth activities, recreation, weightlifting and youth programming provided at three locations.

2,940 units of Friday night youth activities and sports team practices at the InterServ Community Center.

Things to Improve

Additional funding sources to allow weekend recreational opportunities at the InterServ Community Center.

Expansion of summer leagues in order to achieve our goal of having a full center during the summer months when school is not in session.

More volunteer opportunities for our youth to get out into the public and do go for our community.

Things to Let Go Of

Worries concerning the closing of schools within the SJSD. Even though this might not have an impact on the program, it will impact a majority of the students who attend our programming and we could possibly see an increase in program attendance.

Notes & Reflections

The addition of 228 Cherokee has made an impact on operations at the InterServ Community Center. Center operations seem to be more fluid with the youth program in a different facility.

Northside program has been a blessing for those kids in that area of St. Joseph.

Goals + Resolutions Individuals and Families

Vision for 2026-27

Maintaining InterServ as a place where those of us who are disenfranchised, poor and vulnerable can come to seek help. Maintaining the resources in which we are able to do this type of work in an what would be considered an ever-changing environment.

Results of 2025

120 people received assistance in the areas of budget management, aging counseling and housing case management. Referrals for 66 homeless households were made for housing and there were 37 successful diversions to maintain housing

6,439 Family Food Orders were provided to feed 5,900 people a total of 54,183 meals.

$245,067 of direct financial assistance was provided to those in need of housing and stabilization.

Things to Improve

Expansion of food pantry hours.

More funding opportunities for home and rental assistance for utilities.

A better recidivism rate when referencing those who use InterServ funds to pay off debt or bills. Finding better success rates out of the IFS funding pattern.

Things to Let Go Of

InterServ does its best to help everyone who comes through our doors, however, we know that can not be possible. Work with those who see InterServ as services to help people get a leg up and not a place to be dependent on.

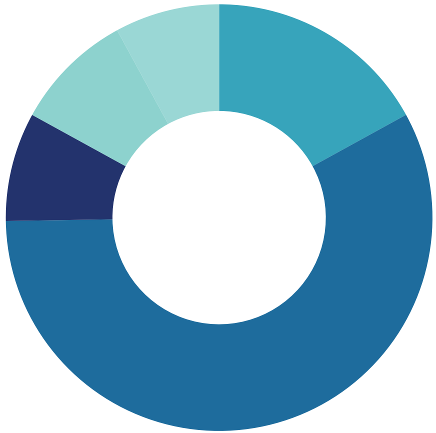
Notes & Reflections

Food pantry usage is up over the last two years. Staff has done a good job of keeping up with the demand, however being open another day would help with usage.

Possible collaborations with utilities in order to help those in need.

2025 InterServ Unaudited Financial Statement

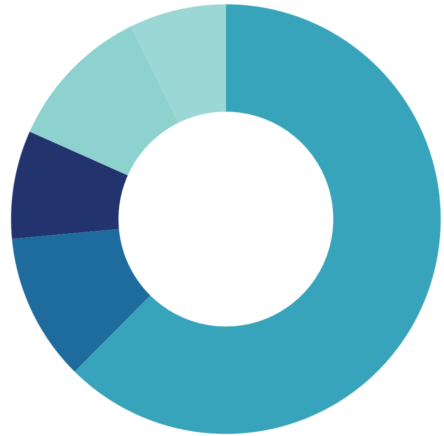
Income
$4,750,443



- Contributions (741848)
- Gov. Contracts (2520785)
- Program Fees (360084)
- Transfers from (395781)
- Net Assets (346443)

Unaudited 2025 financial statement.
Line items represent amounts greater than 5% of total.

Expenses
$4,516,938



- Payroll (2964684)
- Supplies (527197)
- Occupancy (386513)
- Individual Assistance (523700)
- Net Assets (346443)