

A photograph of two women walking on a city sidewalk. The woman on the left is wearing a bright orange jacket over a red hoodie and is holding a smartphone. The woman on the right is wearing a dark grey puffer jacket and a silver scarf. They are both smiling and looking at each other. In the background, there are brick buildings, a stop sign, and a clear blue sky.

remaining creative & courageous

ANNUAL REPORT 2020



St. Francis
community services

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St. Francis
community services

a message from our leadership

As we collectively navigate the grief, isolation, and economic distress of the COVID-19 pandemic, St. Francis Community Services stands resolute in our mission of walking beside and caring for the most vulnerable members of our community.

“We are determined to outlast COVID-19 and become stronger than ever. Thank you for being by our side through each twist and turn of the journey.”

The COVID-19 virus has disproportionately impacted those we serve. Most of our clients do not have access to quality health care and live in stressful, unhealthy conditions. They work in essential jobs that expose them to the public and cannot be performed at home. Many clients lack reliable internet access, so their children cannot keep up with online lessons from school. Overall, our clients and their families are at greater risk of infection and even death.

Our staff is creatively and courageously helping disadvantaged people survive this crisis. We provide free legal aid and interpretation for immigrants who, having lost their jobs, face eviction. We enable veterans, victims of violence and impoverished families to make video court appearances. We offer virtual tutoring, art, and music lessons for children of immigrants; provide

healthcare and companionship to isolated Vietnamese elders; and provide therapy for youth and families via video conference. Above all, we make sure clients know they are not alone - that in these uncertain and frightening times, we stand by them.

People like you, our supporters, have made this possible. Because of your contributions this year, St. Francis has responded to needs that were unimaginable just 12 months ago. You have helped us reimagine justice and continue our quest to create a world where everyone is valued. We are determined to outlast COVID-19 and become stronger than ever. Thank you for being by our side through each twist and turn of the journey.



Karen Wallensak
Karen Wallensak,
Executive Director



Marina A. Cahill
Marina A. Cahill
Board President

remaining creative & courageous

As the world transformed during 2020, the community members we serve became more at risk. Together with our staff, clients, and supporters, St. Francis remained courageous and creative while walking beside our neighbors.

WHO WE SERVE

We served
2,332
people in the past year

1,527 are immigrants

78% live below the poverty line

24% are under the age of 18

“I have never experienced the concern I have been shown from an agency that provides help to low-income individuals, as well as respect as a human being in need.”
-St. Francis Client

WHAT GUIDES US

PURSUING EQUAL ACCESS TO JUSTICE

Standing with and advocating for community members who face unjust systems.

BUILDING ECONOMIC MOBILITY

Helping each family have the tools and guidance to build their resources.

PROMOTING CULTURAL HUMILITY

Honoring the differences within our community members, and inspiring others to do the same.



Immigrant
Services



Legal
Aid



Long-Term Case
Management

**St. Francis Community Services
walks with our vulnerable neighbors
to create opportunities, to build
resiliency, and to advocate for justice.**

living our mission

Some of the many ways our staff lived out our mission this year.



Workforce Development workshops helped families locate meaningful employment throughout the year.



Volunteers donated 12,020 hours last year, expanding legal services for kids and veterans.



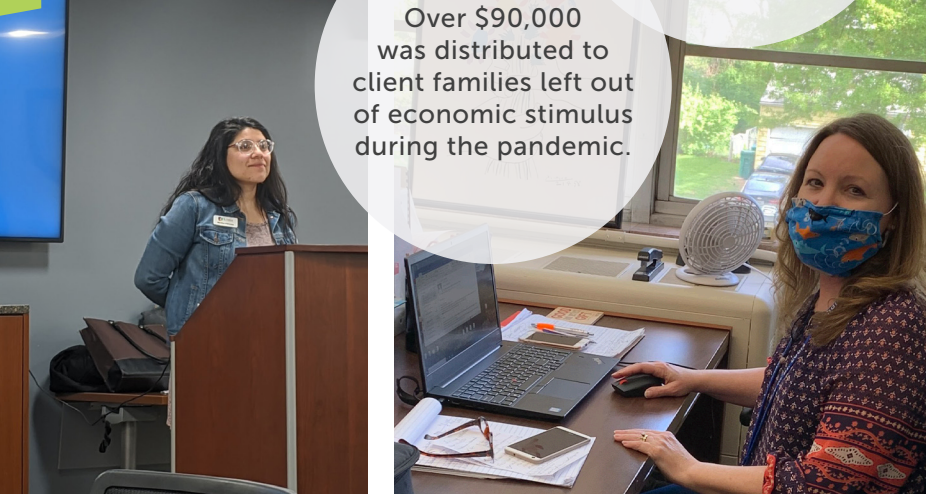
Inequities in Our Own System

Presentations and workshops expanded the reach of our services, ensuring more community members know their rights and resources.



Together with resilient donors, our first-ever virtual Seeds of Hope event surpassed its goal!

Over \$90,000 was distributed to client families left out of economic stimulus during the pandemic.



advocating alongside immigrant families

IMMIGRANT SERVICES

Whether immigrant families have just arrived to the U.S. or have been here for decades, they deserve services that meet their needs, recognize their strengths, and protect their rights. We advocate for Spanish-speaking and Vietnamese-speaking immigrants as they pursue better lives.

HOW WE SERVE:

110 children of immigrants served in the Youth Program

129 children and adults received Bilingual Mental Health Counseling

307 Spanish-speaking families assisted through Case Management

181 Individuals participated in our Vietnamese Health Clinic and Elders Group

COMMITTED TO SERVING IMMIGRANT FAMILIES

“I want to thank St. Francis and its staff, since without its services and advice that they give us, we would not have this huge help. God bless everyone for your big heart.”
- St. Francis Client

Each day, we hear stories from immigrant families who work hard to get ahead but have no safety net to support them. Our case managers diligently walk beside every family we serve, creatively finding resources to ensure these families are safe and supported in their lives.

98% of clients were satisfied with case management services

A YOUTH PROGRAM FOR CHILDREN OF IMMIGRANTS

“I am excited that Amy is a part of this program because she is already a good student but needs extra help. If Amy is confused about something, she has someone to work out problems with her. She attends every class and is doing a great job.”
-Jazmin, mother of a child in our Youth Program

Our Bilingual Youth Program recognizes that children of immigrants face particular barriers to success. We focus on empowering children of immigrants through educational excellence, innovative extra-curricular activities, and creating an environment where they feel safe to thrive academically and socially.

92% of kids advanced in reading level within the school year

defending dignity in the courts

LEGAL AID

Too often, our community members find themselves without an advocate in court - a bewildering legal maze of procedures and rules where no attorney is guaranteed. With the bravery of our clients and the determination of our staff, we intervene in thousands of legal matters each year.



HOW WE SERVE IN THE COURTS:

- 152** Family Law Cases
- 104** Guardian ad Litem Appointments
- 82** Guardianship Cases
- 327** Municipal Court Cases
- 1,138** Immigration Law Cases
- 34** Housing Law Cases

IMMIGRATION LAW: REUNITING IMMIGRANT FAMILIES

Our immigration attorneys assisted a mother as she applied for a U visa - reserved for victims of violent crimes - navigating her through the complicated, years-long process of applying. We connected her to mental health resources when she needed to retell the story of the crime she endured. The successful outcome of her case meant she gained safety, legal status, and was able to petition to reunite with her child after nearly a decade of separation. Upon reunifying with her daughter, she wrote us, "Thank you for being an angel that God put in our lives. We enormously appreciate all that you have done."

89 DACA
Renewals

37 Citizenship
Cases

136 Asylum
Cases

LEAVING NO VETERAN BEHIND

"I appreciate your services tendered. Every veteran that you help is deeply in your debt. If there is anything I can ever do for you, just ask."
- St. Francis veteran client

Far too often, we see Veterans entrenched in poverty because they lack the right support and resources to fix simple legal violations. We ensure they are able to resolve their legal issues, so they can find jobs, reduce their stress, gain housing, and be welcomed in our community.

85 Veterans
Served

109 Warrants
Removed

Veteran clients were
provided referrals and
case management

educating & empowering families

LONG-TERM CASE MANAGEMENT

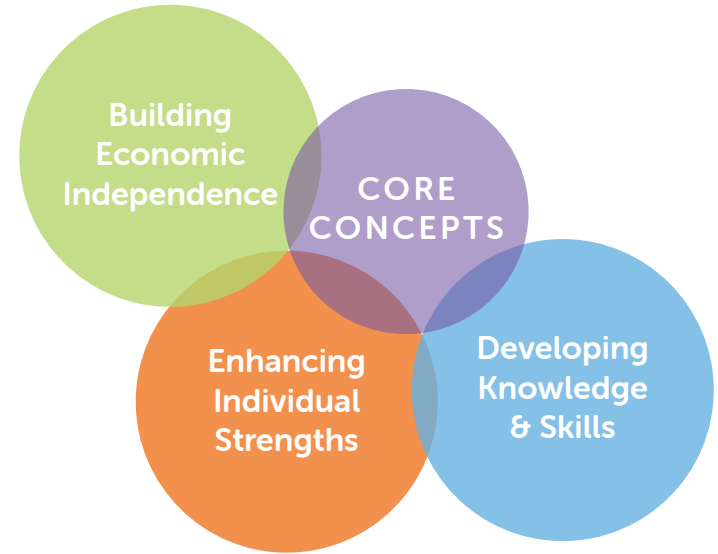
Pathways to Progress provides integrated support to families in North St. Louis City and County who are working to exit generational poverty. Offered in partnership with Catholic Charities, we assist with job training, financial literacy, legal assistance, and resources for mental health, and much more.



86 FAMILIES
SERVED

- 87%** improved their ability to meet financial obligations
- 87%** of adults improved education or job skills
- 94%** of kids graduated to the next grade level in school
- 80%** were able to maintain or improve their housing situation

“If it wasn't for you I would have given up a long time ago. Thank you for everything!”
- St. Francis Client



responding to the pandemic with courage & creativity

As the pandemic continued, our clients faced heightened barriers due to COVID-19, such as economic stress, inconsistent employment, isolation, lack of access to technology, and risk of eviction. Our staff have creatively adapted to meet clients needs through remote services.



AMONG OUR IMMIGRANT CLIENTS:

69% lost employment

82% were not eligible to receive government assistance

64% expected they would not be able to pay rent during 2020

ADAPTING OUR SERVICES

640 virtual bilingual mental health sessions **1,241** virtual Youth Program sessions

\$90,000+ in emergency aid distributed to client families since April, stabilizing basic needs like rent, food, medication, and utilities

“We’ve adapted to lawn-chair case management, so we can maintain distance but still get our clients the support they need.”
-St. Francis Case Manager

IMMIGRANT HOUSING JUSTICE PROJECT

From the first weeks of April, we received call after call from immigrant clients who lost work, were unable to pay their rent, and faced intimidation from their landlords. We launched a new initiative to stabilize housing for immigrant renters, connecting clients with the legal aid and direct financial assistance to maintain their housing.

COVID-19 RELIEF CALL CENTER

Starting in May, St. Francis partnered with Catholic Charities of St. Louis to help staff and manage their regional COVID-19 call center, which is expected to distribute \$2.2 million in rent and mortgage assistance to local families by the end of 2020.

thank you to our supporters!

Our donors enabled St. Francis to serve
2,332 community members this year.

GROUPS GIVING \$100 AND OVER, JULY 1, 2019 TO JUNE 30, 2020

ORGANIZATIONS, GROUPS & CHURCHES

Adorers of the Blood of Christ
Annual Catholic Appeal
Archdiocese of St. Louis
Catholic Charities of St. Louis
Catholic Charities USA
Center for Disaster Philanthropy
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Greater St. Louis Book Fair
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St. Louis County Children's Service Fund
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United Healthcare Services

financials

July 1, 2019 to June 30, 2020

INCOME

30% Contributions

27% Catholic Charities of St. Louis

14% Archdiocese of St. Louis

13% Foundations

6% Government

5% United Way

5% In Kind + Other

\$2,873,433

EXPENSES

77% Programming

23% Management + Fundraising

\$2,970,152

The deficit appearing for fiscal year 2020 is attributed to a timing issue. The additional expenditures reflected in FY2020 were funded by a loan that will be forgiven, and revenues realized, on the FY2021 budget.

thank you to our supporters!

INDIVIDUALS GIVING \$100 AND OVER, JULY 1, 2019 TO JUNE 30, 2020

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Thanks to our dedicated donors, our first virtual Seeds of Hope event surpassed our campaign goal! We are truly astonished - thank you for making the jump to this new online format and stepping up for our agency during this crisis.

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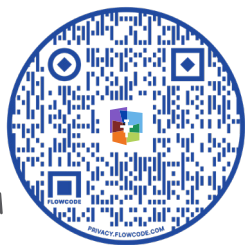


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our mission



St. Francis Community Services
walks with our vulnerable neighbors
to create opportunities, to build
resiliency, and to advocate for justice.



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