remaining creative & courageous
ANNUAL REPORT 2020
St. Francis community services
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.

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, Executive Director

Karen Wallensak
Executive Director
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.

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

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

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

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
LEAVING NO VETERAN BEHIND

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.”

IMMIGRATION LAW:
REUNITING IMMIGRANT FAMILIES

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LEAVING NO VETERAN BEHIND

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.

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

89 DACA Renewals
37 Citizenship Cases
136 Asylum Cases

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

85 Veterans Served
109 Warrants Removed
Veteran clients were provided referrals and case management
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.

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

FAMILIES SERVED 86

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

educating & empowering families

CORE CONCEPTS

Building Economic Independence
Enhancing Individual Strengths
Developing Knowledge & Skills
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.

### Virtual Services

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

### Emergency Aid

$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
Franciscan Sisters of Our Lady of Perpetual Help
Greater St. Louis Book Fair
Hands That Serve
Herbert Eastman Clinical Fund
Immaculate Heart of Mary Parish (New Melle)
Legal Support Services Group
National Community Reinvestment Coalition
Network For Good
Saint Louis Mental Health Board
Saint Louis University
Salesian Missionaries of Mary Immaculate
School Sisters of Notre Dame
Sisters of Mercy
Sisters of St. Joseph of Carondelet
Sisters of the Most Precious Blood of O'Fallon
St. Louis City Senior Fund
St. Louis County Children's Service Fund
St. Louis Interfaith Committee on Latin America
St. Peter Parish (Kirkwood)
The Kaufman Fund
United Way of Greater St. Louis
Ursuline Sisters

FOUNDATIONS
ASC Foundation
Berges Family Foundation
Charless Foundation
Commerce Bancshares Foundation
Deaconess Foundation
Episcopal Presbyterian Health Trust
Incarname Word Foundation
Interco Charitable Trust
Jefferson Foundation
Lutheran Foundation of St. Louis
Marillac Mission Fund
Medtronic Foundation
Missouri Foundation for Health
Nichols Research Foundation
Norman J. Stupp Foundation
– Commerce Bank, Trustee
Pettus Foundation
Raskob Foundation for Catholic Activities
Roman Catholic Foundation of Eastern Missouri
St. Louis Community Foundation
Start Small, LLC

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Provisio Partners
PwC
Reinsurance Group of America
Scholastic Testing Service, Inc.
Shea Kohl Law
Sugarfire Smoke House
United Heathcare 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

EXPENSES
77% Programming
23% Management + Fundraising

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

Christelle Adelman-Adler
Theodore and Donna Agniel
Concetta Ahrens
Seth and Cynthia Albin
Tracy Alonzo
Dennis and Donna Anderhalter
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Mathew Padberg
Virginia Padberg
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.
our mission

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