



**Building
Strong Kids,
Strong Families,
Strong Communities**

2017



Greetings!

I am pleased to present the 2017 Annual Report for Douglass Community Services. We have been diligently working this year to provide excellent quality programs in Hannibal and surrounding Northeast Missouri counties.

As you look through our report, we hope that you find that our programs and financial oversight show that we are committed to using our funds to continue to develop programs that are of benefit to those families and individuals that we serve.

We are also extremely proud of the 170+ staff that we employ in eight Northeast Missouri counties. Without these staff members and their dedication and commitment, we would not be able to achieve the success that we do.

Douglass is also fortunate to have 14 dedicated individuals that serve on our Board of Directors. These members provide guidance, leadership and oversight that assist us in providing transparent, quality service to individuals and families that utilize Douglass' services.

We are also grateful for the volunteers who aid us in meeting our mission by providing volunteer hours, advisory councils who provide guidance and leadership to our program directors and the many collaborations and partnerships we have with our various schools, churches, non-profits and service organizations who help us in a multitude of ways. Our commitment to our communities is evident in this report as it reflects the service and number of persons that we affect in just one year.

Douglass is proud of the work we do, current and upcoming, and we hope that this report gives you a glimpse of the wonderful work that the organization accomplishes.



Stephanie Cooper, BSW, MSW
Executive Director/CEO
Douglass Community Services, Inc.





The CASA Program trains and supports certified volunteers who speak independently for the best interests of abused and neglected children in the Tenth Judicial Circuit, which consists of Marion, Monroe and Ralls Counties in Northeast Missouri.

We support and promote court appointed volunteer advocacy so that every abused and neglected child can be safe, establish permanence and have the opportunity to thrive.



In 2017, the CASA Program served 67 abused and neglected children in the Tenth Judicial Circuit. Twenty-seven active volunteers dedicated over 803 case hours and drove 813 miles to make sure each child has a voice in the court system.

The CASA Program took great strides in 2017. The program was awarded the

Victims of Crime Act grant that allowed it to maintain a full time volunteer coordinator position. The program held its second annual CASA Fun Bubble Run in Palmyra, and the 3rd Annual Bowl for CASA fundraiser in Hannibal which were both great successes. The program held a Pinwheel Ceremony for Child Abuse Prevention Month in April.

The generous support offered through donating financially and contributing to CASA fundraising events allows CASA to continue its mission of advocating for abused and neglected children in the 10th Judicial Circuit.





2017 was a year of great accomplishment for both the Kids in Motion and Teens in Motion programs. In addition to the learning of work ethic and personal



responsibility, the kids made a conscious decision to positively influence change.

Teens in Motion launched a "Not All Heroes Wear Capes" T-shirt campaign to show support for local law enforcement. The kids designed the shirt, solicited sponsorships, wrote press releases and marketed the shirts. 300 shirts sold out quickly. A \$3,047 check was presented to the Hannibal DARE Officers at the May 2017.

Each of the three communities served by KIM added Random Acts of Kindness to their summer schedule. Examples include: handing out flowers and candy to people on the streets, placing quarters in vending machines with notes attached telling future vending visitors that their sodas had already been paid for, and putting



money in washers and dryers at the local laundry.

Teens in Motion started in the fall, with a "Mix It Up" Day (sitting at a different table and with people that they did not know in the cafeteria.) The Apples 2 Oranges Challenge social media challenge encouraged unity by focusing on similarities rather than differences with others.

The program served the following:
KIM: Hannibal -75 youth (an increase of 10 kids from 2016)
KIM: Bowling Green - 22 youth
KIM: Louisiana - 20 youth
TIM 2017-2018 school year - 20 kids (an increase of 10 kids from 2016)



Community Support Services

The Community Support Program provides care and assistance through a variety of services. These programs are designed to meet the immediate needs of families in crisis.

Utility Assistance is provided by the “round-up” program at Hannibal Board of Public Works. 103 families received utility assistance with the donations totaling \$29,002.87.

The Missouri Housing Trust Fund Emergency Assistance Grant of \$20,021.16 assisted 28 families with utility assistance and rent deposits.

The Emergency Food Pantry assisted 1691 families (4907 individuals). These figures represent 1934 children; 404 seniors; 889 families with children. On average, 141 families a month reach food security with this assistance.

On the first Thursday of each month, Douglass distributes the USDA Commodities for Marion County. The annual number served is 3308 families (9795 individuals). This number represents 3289 children; 1592 seniors; 1513 families with children. On average 276 families are assisted each month.

Nifty Thrifty, the DCS thrift store serves about 858 families each month.

An additional 866 families received free clothing.

The Community Support Services is able to help people because of its donors.

A list of donations includes:

- ◆ Emergency Food Pantry: \$7697.65; many large and small food drive donations. Walmart donated 18,288 lb. of food.
- ◆ Care Closet: Two churches held month-

long collections of toiletries/cleaning supplies.

In other activities, Community Support distributed 30 Thanksgiving baskets donated by General Mills Women in Operations Network.

Holiday Hope Adopt a Family program facilitated the adoption of 46 families by local families and groups. It purchased gifts for 20 nursing home residents.





RSVP

Lead with Experience

The USDA Free Summer Lunch Program successfully fed 65 children a day at the eight Hannibal sites. Each day required nearly 15 volunteers.

Each month the USDA Senior Food program provided a free, 15-pound box of non-perishable food to 250 low-income seniors in Marion County.

Douglass Community Services led the school supply drive for Hannibal Schools. Approximately 547 students received supplies and 427 of those received backpacks. Through the DCS partnership with Macon-based Shoes from the Heart, 443 students received shoes. Head Start staff represented DCS at the Ralls County Back-to-School Fair where they distributed glue sticks and accepted applications for shoes.

RSVP volunteers prepared 575 federal (and state) tax returns filed. Of those returns, 51% were for senior adults. The total amount of federal dollars returned was \$593,779. The average adjusted gross income of a VITA client in NEMO is \$16,561. That AGI is important because the federal poverty level for a family of two is \$16,242.

RSVP completed about 200 Missouri Property Tax Credit forms for a return of \$93,000. These funds are vital for low-income seniors and the disabled who use them to purchase dentures or glasses or to repair their cars.



The Hannibal Senior Expo brought seniors together with companies and services for them. Nearly, 524 participants and 65 booths comprised the 2017 Senior Expo. Participants were able to learn about services and activities available for senior adults.

Toys for Tots provided Christmas gifts for 1,331 children with five distributions in Northeast Missouri. Approximately 19 children who are in state care received Christmas gifts. For the first time, families attending distributions in Pike and Marion Counties were provided an opportunity to self-select gifts for their children. Over 100 volunteers collected and sorted toys and helped with distribution. Approximately \$18,000 was spent in Northeast Missouri for the purchase of toys.

Over the course of the year, 218 volunteers served 24,125 hours. Converted to income, it represents \$582,378 in value.





Head Start, Early Head Start, & Community Childcare Partnerships

The quality of teacher-child interactions in center-based preschool classrooms is assessed annually using the Classroom Assessment Scoring System (CLASS).

Ten CLASS dimensions are organized into three domains and are rated on a 7-point scale.

Federal Audit: None to report

Financial Audit: No findings

Funding:

Federal: \$6,829,325

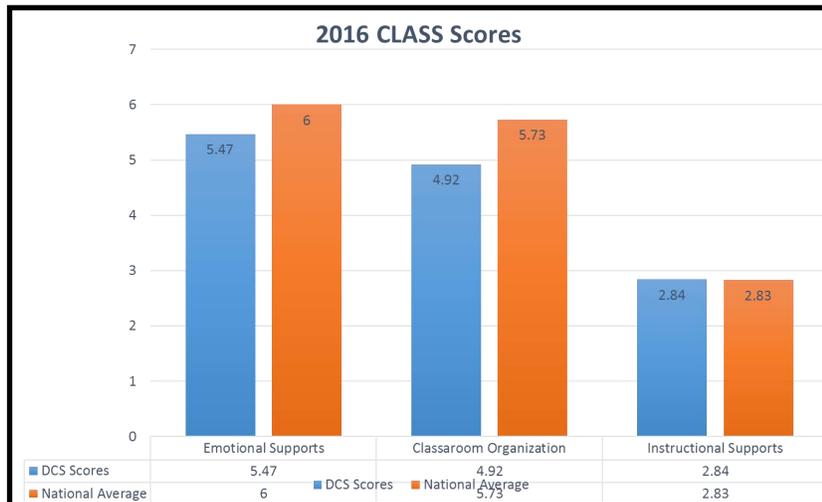
State (Child care subsidy & USDA):

\$191,485

Local: \$1,527,987

Positive Parent-Child Relationships:

Families had opportunities to attend family education, such as Positive Choices, Conscious Discipline, and



Kindergarten Readiness Skills:

Children meeting or exceeding age-appropriate expectations:

Family Well-being:

A total of 836 family education opportunities were provided, including Money Habitudes, Fire Safety, and I CAN Health & Dental. Eight of nine components in Family Well Being showed stability and growth.

Social/Emotional: Regulates own emotions and behaviors	97%
Physical: Demonstrates gross motor and fine motor manipulative skills	97%
Language: Uses an expanding vocabulary to express wants and needs	96%
Approaches to Learning: Demonstrates positive approaches to learning	98%
Literacy: Demonstrates phonological awareness and discriminates rhyme	96%



I Love You Rituals/Breathing Techniques. All three components showed growth.

Families as Lifelong Educators: All components showed growth in Child Development, Education in the Home and Family Literacy. A total of 712 family education opportunities were provided.

Families as Learners: Trainings provided included Volunteer Training and CDA for parents interested in volunteering in the classroom. One-hundred and twelve training activities were provided.

Family Engagement in Transitions: 794 transition-in conferences were held with all families when they entered the program and transitioned into other program options. Additional opportunities provided for children transitioning into Kindergarten.



Family Connections to Peers and Community: A total of 87 family education opportunities were provided, including Managing Anger, and Fun in Relationships.

Families as Advocates and Leaders: Both components showed growth, with 37 trainings provided that included Policy Council Training, Leadership Development, and State Legislative Advocacy.

	Funded Enrollment	Cumulative Enrollment	Average Monthly Enrollment	Number of Families Served	% Children that received medical exams	% Children that received dental exams	% Eligible Children Served
Head Start	370 Children	448	100%	406	100%	94%	60%
Early Head Start	132 Children & Prenatal women	225	100%	167	86%	84%	48%
EHS/Child Care Partnerships	76 Children	121	100%	108	100%	100%	





ShowMe Healthy Relationships (SMHR) provides comprehensive programming to build healthier and more stable couple relationships, become more effective parents and co-parents, manage stress and increase personal well-being, and achieve greater economic stability.

Douglass SMHR staff comprise a team of three Program Coaches and one Team Leader. In 2017 the team completed intakes and gathered pre-program data from 312 participants from all eight counties.

Of the 312 clients completing intakes, 97.1% were registered for a Core workshop series. Site-wide, 32 Core series were completed through the end of 2017: 16 Gottman Seven Principles for Marriage (and Committed Relationships) and 16 PICK a Partner for Singles. 77% of those registered completed their respective Core workshop. In the Gottman course, 83.2% of all program completers did so with their partner who also attended.

Of the 233 participants who completed a Core workshop, 85 registered for a Supplemental workshop (36.5%).



Thanks to the donations of local partners and individuals, Douglass Community Services was able to donate 12 flood recovery buckets to Church World Services.

The buckets contain cleaning supplies. Many flood victims need more than one bucket on their way to recovery.



Douglass staff donated over 120 canned goods and \$500 to the Hannibal Buddy Pack program through HAYS from their staff holiday party. Pictured are Mandy Comeau, Whitney Holliday-PAT Director and Buddy Pack coordinator, Kathy Runyon, Tina Cates, Beth Rouse and Stephanie Cooper.





Statement from the Chief Financial Office

Dan Whelan

Douglass Community Services is fiscally responsible for managing some \$10 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.

DCS management is responsible for the preparation and fair presentation of the statements of financial position in accordance with generally accepted accounting principles; this includes the design, implementation, and maintenance of internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Internal control policies have been implemented to insure 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. Douglass Community Services has an administrative rate of 7%.

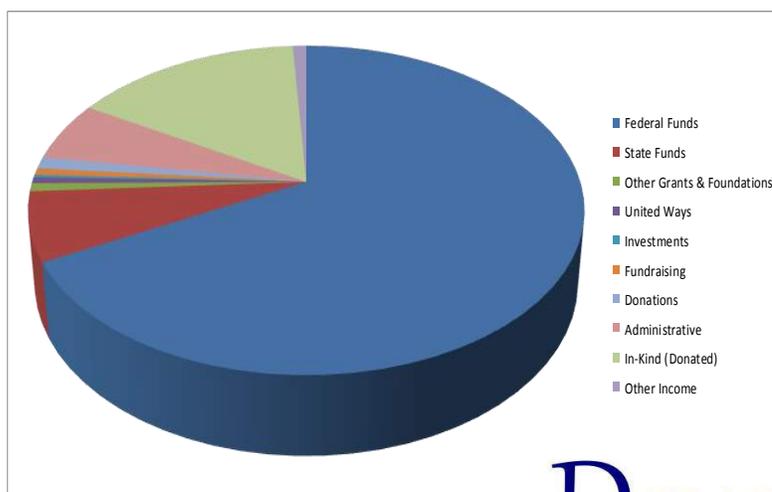
As stated in the independent audit report conducted by the independent audit firm of, Gray Hunter Stenn; "the financial statements of Douglass Community Services, Inc., present fairly, in all material respects, the financial position, and the change in its net assets, functional expenses, and its cash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

Finances:

- ◆ Please go to www.douglassonline.org for a copy of the 990, the full audit, and a copy of Head Start donors.
- ◆ Financial Audit: No findings

Financial Report

2018	Revenues	% of Revenue
Federal Funds	\$6,827,383.00	67
State Funds	\$684,356.00	7
Other Grants & Foundations	\$81,388.00	1
United Ways	\$61,096.00	1
Investments	\$26,063.00	0
Fundraising	\$67,381.00	1
Donations	\$117,599.00	1
Administrative	\$595,927.00	6
In-Kind (Donated)	\$1,588,224.00	16
Other Income	\$93,290.00	1
	\$10,142,707.00	100



Agency Directors

Stephanie Cooper, Executive Director
Selena Pratt, Human Resource Director
Daniel Whelan, Finance Director
Linda Bleything, Head Start Director
Amy Vaughn, Kids in Motion/Teens in Motion Director
Sarah Conner, Court Appointed Special Advocates Director
Peggy Walley, DCS Community Support Director
Stacey Nicholas, Community, Outreach Initiative Director

Douglass Community Services

Board of Directors

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Corinne Fessenden, Treasurer
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Jill Janes
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John Coleman
Amanda Wosman
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*100% of the board of directors generously
donated to Douglass Community Services*



United
Way

