



**FIVE STAR
CENTER**

ANNUAL REPORT

For Fiscal Year Ending June 30, 2021

**2832 Arsenal Street
St. Louis, MO 63118**

314-664-1008 | 5starCC.org

A LETTER FROM THE DIRECTOR

As I look back over the last year, I am both saddened and impressed at the same time. My biggest sadness is that our clients are still not coming back into the center to enjoy the programs we offer due to this deadly COVID-19 virus. However, the things I am impressed with help me feel more optimistic about the future.

I am extremely impressed with our staff. In the way they continue serving the needs of our clients with compassion and great professionalism. They are conducting the large amount of services you see here in this report. What you cannot see is the caring way these tasks are carried out. I am impressed with our volunteers who come out to help with fundraisers, and the fun they have with each other as they support our mission. I am impressed with our funders who see the impact we have in this community, and continue to support us with their monetary contributions. I am impressed with our board of directors and their interest and guidance in the operations of the center. Especially the lead they have taken on a succession plan to find the best-qualified person to take the center into the future.

When I look back over the last 42 years with Five Star Center, I am impressed and proud of the services we have provided, the lives we have touched, and how so many have touched me. I am impressed and excited about the potential of where Five Star Center can go and grow for the future, by continuing to be the finest senior center in St. Louis.

Thank you,



Mike Howard
Executive Director



OUR MISSION

To promote, maintain, improve and protect the quality of care for older adults and adults with disabilities living in St. Louis City, so they may live as independently as possible with dignity and respect.

OUR VISION

To be recognized as a leader in providing community services, education and outreach in the city of St. Louis.

OUR HISTORY

Five Star Center was founded in 1976 by members of five neighborhood churches who identified a growing need to support the health and independence of seniors and adults with disabilities by providing nutritious meals and a place to gather. As a result of their collaborative efforts, the Center, then known as Five Church Older Adult Center, became a vital part of this south side community in the city of St. Louis. Now, Five Star Center is an independent, non-sectarian 501(c)(3) organization not affiliated with any religious group or congregation.

FY21

PROGRAM NUMBERS



142,259 hand-delivered meals
Over **3 million** since 1976



889 wellness reassurance calls



3,311 rides to doctor appointments,
to get groceries, or to go to the bank



28,358 miles of travel within St. Louis City
Over **400,000** rides since 1976



\$25,488 awarded to provide lawncare
or exterior home repairs



3,942 reduced fare bus passes provided
Over **1 million** since 1976



1,751 clients received regular
assistance



7,794 rides to receive a COVID-19
vaccine

FY21

CLIENT SNAPSHOT

Five Star Center is proud to serve a diverse group of adults 60 years and older as well as any adult with a disability. With an abundance of caution, we suspended all in-house services for FY 2021. In spite of this challenge, we still regularly served **1,751** community members through meal delivery, transportation services, and wellness reassurance calls.

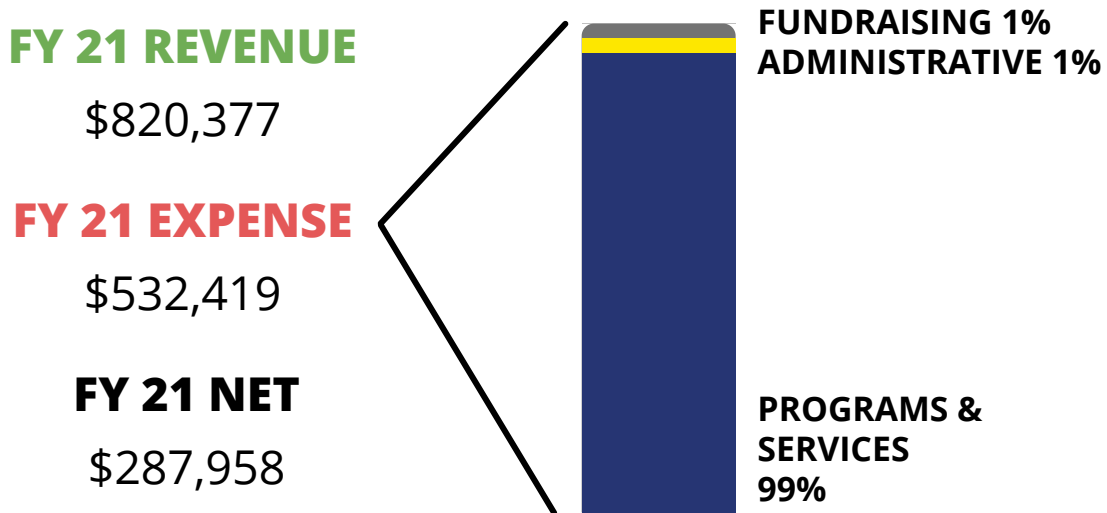


"I can't get over how great this was. I've been trying to get my home fixed for two and a half years, but I couldn't find anyone I could afford. I had given up. Your workers called every morning to tell me they were coming, worked very efficiently, wore masks the whole time, and knocked on the door when they left. I am thrilled to death! I literally cried when they finished. Thank you so much for this service."

- Home Repair Client

OUR FINANCIALS

Five Star Center is governed by a local, independent, volunteer board of directors. The board creates and approves an annual budget. Additionally, they review financial statements and progress monthly.



Five Star Center received an incredibly generous bequest in the 2021 fiscal year of \$177,800. Through the guidance of our board and financial professionals, we determined it was in the best interest of the organization to create an endowment.

With the uncertainty of these unprecedented times, this endowment will secure a financial future for Five Star Center and allow our mission to withstand difficult times. Ensuring we are always here to serve our clients is of the utmost importance.

FY 22 PROJECTED BUDGET \$625,615

Please note: the amounts listed above have been calculated from finalized numbers on our 990 return. These amounts and reports have been professionally generated by a third-party accountant and approved by the board of directors. Our full 990 return can be found on our website.

OUR SUPPORTERS

We rely on the support of many individuals, businesses, and foundations in this community to achieve our mission.

**CHARLESS
FOUNDATION**



**EGNER
FOUNDATION**



OUR BOARD OF DIRECTORS

In FY 2021, Five Star Center was blessed to have 12 volunteer board members. They met monthly (virtually and in-person) to oversee the organization's mission, finances, programs, and services. Each member gave freely of their time and personally contributed to ensure we could serve our clients. The board included:

Ann Auer	Carol Galgani
Ernie Boulicault	Dave Greiner
John Caraker	Dee Magee
Margaret Czapla	Don Owens
Joseph Domian	Jackie Robinson
Joan Dougherty	Gregory Stone

A LETTER FROM THE PRESIDENT

I have served on the board for over 20 years and had the honor of being the president for the last two. This past year has been a challenge and a crossroads. The challenge for the board was to support the staff and make good, informed decisions to position the center to be able to provide the services our seniors needed now but look to the future at the same time. I am happy to say they stepped up to the plate and came through on every front!

With the announcement of Mike's retirement, our challenge rose to a higher level assessing the status quo and outlining what our future direction might be. We began a two-fold process of starting a search for a new director and reviewing our strategic plan. We have steadily moved forward on both of those fronts. In July, a new executive director was hired to replace Mike - if that's even possible! We are very pleased to announce that Matt Elmore has joined the team and we are very energized by his enthusiasm, knowledge, and understanding of our goals and mission.

We will begin updating the strategic plan this fall to seriously assess the future needs of the community, and ensure we are ready to meet them. With input from the community, board members, and Mike and Matt's insights, we will outline a plan to move us forward. We couldn't do any of this without the support of our funders, large and small. Their financial support makes all of this hard work possible and we thank them wholeheartedly.

It's an exciting time at Five Star Center and I hope you will join us in supporting the center and utilizing our services!

Thank you,
Ann Auer
Board President