

2025 ANNUAL REPORT



BOARD OF DIRECTORS

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MESSAGE FROM LINDSEY DRAPER, BOARD CHAIR

Looking at 2025, there are highlights that very much speak to the mission of St. Charles and the people who are a part of and contribute to the St. Charles community.

Nothing illustrates the hopes we all have for St. Charles and its people any more than did the initiation of the Garden of Hope. The garden was facilitated greatly by members of the staff who helped clear the ground and create a space for a garden which was planted and tended by residents who, in many instances, had their first experiences planting and being responsible for the care of plants. The young men who, again assisted by members of the staff, carted water to the flowers and vegetables they planted, saw plants for which they were responsible, and produced beautiful results which were shared and admired. The pride the residents took in seeing literal fruits of their labor was not to be forgotten.

The significance of their work was noted, as representatives of Milwaukee County government, law enforcement, and the news media joined the St. Charles staff in dedicating the garden and applauding the work of the young men who contributed to its development. The creation of an outdoor “quiet space” as part of the effort to use as much of the grounds as possible for the treatment programs at St. Charles accompanied the development of the garden.

A second notable highlight was the December dinner and training for treatment foster parents. In addition to having an educational component covering tools to assist in building the resilience their work with the foster children in their care requires, the foster parents were recognized for their commitment to providing loving homes and a safety net for young people whose lives greatly benefit from their care.

An additional highlight for me was the Christmas gathering organized for the residents. Particularly noteworthy was the invitation to all those providing services to our residents to attend and the number who came and interacted with residents in an environment that not only emphasized the caring nature of their work, but also the importance of the St. Charles residents as individuals worthy of our time and celebration.

Looking back on 2025 and knowing of many plans for 2026 adds to the honor of being associated with the administrative team, the line staff and all service providers, and members of the St. Charles Board. The dedication of each portion of the St. Charles community is a source of considerable pride.

Sincerely,

Lindsey Draper

LETTER FROM MIKE UMHOEFER, PRESIDENT/CEO



As we reflect on the year behind us, one theme rises above the rest: St. Charles is support you can count on.

*Support in moments of crisis.
Support in times of transition.
Support when you need stability.*

Across all of our programs, we remain a constant for individuals and families navigating uncertainty. Whether it is a foster parent needing after-hours support, a case manager helping a young adult secure employment, or a mental health provider walking alongside someone’s healing journey, our commitment remains the same: to show up with professionalism, compassion, and accountability.

This year also reaffirmed the power of partnership. Our impact would not be possible without the dedication of our staff, the generosity of donors, the trust of county and municipal partners, and the extraordinary community that we serve. Together, we are building systems of care that not only respond to immediate challenges, but create lasting opportunity.

As we look ahead to 2026, our focus remains clear: to expand access to services, strengthen community partnerships, and ensure that every individual and family who walks through our doors finds support they can depend on.

Thank you for standing with St. Charles. Your partnership ensures that when our community needs support it can count on, we are there.

With gratitude,

Mike Umhoefer
President & CEO



Our Mission

Established within the foundation of Catholic principles, St. Charles Youth & Family Services, Inc. provides services as an independent, not-for-profit human service agency responding to current and evolving community needs. Our agency supports individuals and families to address challenges; helping them learn, grow, and build their confidence as valuable members of their community.



Who We Serve

St. Charles serves youth, adults, and families in Milwaukee County and from various Wisconsin communities who are navigating life challenges related to justice-involvement, behavioral/mental health, employment, or education.



Our Programs

St. Charles offers a comprehensive continuum of community-based, Treatment Foster Care, and residential services designed to promote stability, accountability, and long-term success. Our programs are tailored to meet individuals where they are, grounded in a strengths-based, person-centered approach that empowers individuals to thrive.

PROGRAMS



Early Intervention Programs

Funded through Milwaukee County Children, Youth, and Family Services (CYFS)

St. Charles provides a continuum of services for justice-involved youth through Level II In-Home Monitoring Program, Intensive Monitoring Program (IMP), and Alternative to Sanctions (AtS) program. These programs offer structured oversight, individualized case management, and skill-building support designed to promote accountability, strengthen family engagement, reduce recidivism, and work toward a more hopeful future.

Early Intervention Programs Enrollment Statistics - 2025



Residential Treatment

Funded through Wisconsin Department of Children and Families and various Wisconsin counties

St. Charles' Residential Treatment Program provides a structured, therapeutic environment for youth with significant behavioral health and trauma-related needs. Through individualized treatment planning, clinical services, education coordination, and daily skill-building support, youth receive the stability and guidance necessary to promote healing and personal growth. The program prepares participants for successful reintegration into their homes, schools, and communities with strengthened coping skills and long-term support strategies.



Employment And Education Support Services

Funded through Milwaukee County Behavioral Health Services

St. Charles' Supported Employment and Education Program (SEEd) helps youth and adults build pathways to education and competitive employment. Through the individual placement and support model (IPS), participants receive coaching, strengths-based goal planning, and coordination with clinical team members. The goal of the program is to guide individuals to identify career interests, secure employment, and/or develop the skills necessary for long-term success through education and training.



SEEd Programs Enrollment Statistics - 2025



Owen's Place

Funded through Milwaukee County Wraparound Children's Community Mental Health

Owen's Place is the name for St. Charles' free drop-in resource centers that serve as an access point to basic needs, resources, and services for a wide range of vulnerable populations of youth and young adults who need supportive services. Currently operating in two high-need neighborhoods, Owen's Place North (4610 W. Fond Du Lac Avenue) and Owen's Place South (504 W. National Avenue) provide community-based resources and referrals, opportunities for life-skills development, social and community engagement, and employment and education programming. The desired impact is to help youth and young adults transitioning into adulthood develop confidence, connections to resources, and life skills for long-term stability and independence.

Owen's Place Enrollment and Visit Statistics - 2025



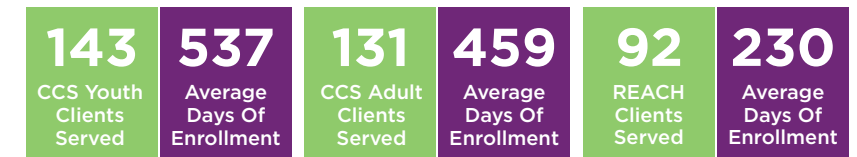
Case Management And Care Coordination Programs

CCS Youth & Adult is funded through Milwaukee County Behavioral Health Services; REACH Crisis Care Coordination is funded through Milwaukee County Wraparound Children's Community Mental Health

St. Charles' Case Management and Care Coordination programs provide individualized behavioral health support for youth and adults living with mental health or substance abuse challenges. Comprehensive Community Services (CCS) provide individuals structure to develop recovery goals, access therapeutic services, build life skills, and strengthen natural supports. In contrast, the REACH Crisis Care Coordination program provides immediate and ongoing crisis-focused mental health support to help individuals stabilize and safely navigate acute situations and avoid higher levels of care.



CCS and REACH Program Enrollment Statistics - 2025



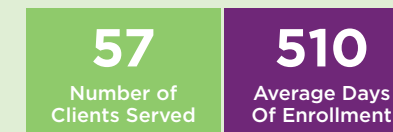
Treatment Foster Care

Funded through Wisconsin Department of Children and Families and various Wisconsin counties

The Treatment Foster Care program provides youth with safe, structured, family-based placements supported by comprehensive therapeutic services and individualized case management. Specially trained foster parents work in partnership with clinical and care coordination staff to address behavioral health needs, strengthen coping skills, and promote emotional stability. By combining a nurturing home environment with consistent treatment support, the program helps youth build resilience and prepares them for successful transitions to permanent family connections or less restrictive settings.



TFC Program Enrollment Statistics - 2025



OWEN'S PLACE

Support When You Need It.
Where You Need It.



For decades, transition-age young adults have faced an abrupt and often destabilizing gap in services when they “age out” of child-based systems. At a time when young adults are navigating education, employment, housing, and independence, even minor setbacks can quickly become long-term barriers. Owen’s Place was created to close that gap.

Through a partnership between Milwaukee County Wraparound-Children’s Community Mental Health and St. Charles Youth & Family Services, Owen’s Place Resource Centers provide low-barrier, drop-in access to essential supports without appointments, referrals, or stigma. When a young adult (ages 16-24) walks through the doors, they are met by resource center specialists eager to help them with their individual needs.

Whether it’s help applying for jobs, navigating community resources,

accessing behavioral health services, using a computer, doing laundry, or attending one of Owen’s Place weekly events, individuals are met where they are. Staff provide support and guidance at a pace that feels manageable and empowering.

Owen’s Place is a stabilizing force within the community. It offers immediate and accessible pathways to workforce participation, mental health support, and independence. When communities invest in consistent, accessible support for transition-age youth, outcomes improve for individuals and the broader community.

Owen’s Place offers a proven, community-centered model that can be adapted and expanded. When young adults know there is a place they can access, communities become stronger, more stable, and more resilient.

Why Are Members Visiting Owen’s Place Resource Centers?

NORTH 4610 W. Fond Du Lac Avenue		SOUTH 504 W. National Avenue	
Opportunity	Visits	Opportunity	Visits
Recreation Opportunities	1542	Recreation Opportunities	2500
Professional Meeting Space	1437	Professional Meeting Space	332
Visitors Provided Food/Snacks	1,154	Visitors Provided Food/Snacks	972
Community Resources/Referrals	282	Community Resources/Referrals	463
Employment Related	215	Employment Related	17
Laundry	66	Laundry	14

Supporters of Owen’s Place:

The measurable impact of Owen’s Place is made possible through the generosity of the local community, who believe in the power of accessible support. St. Charles is grateful for the following supporters who help make Owen’s Place a consistent and reliable source of hope and opportunity:

Milwaukee County DHS – Wraparound	Food, clothing, safety materials
Pilgrim Rest Missionary Baptist Church	Hygiene products, clothing items, food
You Are Special	Bakery & cakes for member events and personal accomplishments (birthdays, graduations, job placement, etc.)
Summit Credit Union	Financial literacy and budgeting classes as well as financial support for programming.
Alpha Kappa Alpha Sorority – Upsilon Mu Omega Chapter	Clothing, hygiene products, programming
Milwaukee area barbers (Barber Darrel, Barber Tay, along with barbers from Valentino’s barber shop)	Free haircuts to members
Me Time Your Time, Inc.	Resources, food/meals, baby supplies, family activities and materials for parents
Molina Health Care	Cleaning products, health care materials, parent bags
Boys & Girls Club	Organized and facilitated socio-emotional health group activities
R.U.B.I.E.S	Human trafficking prevention classes, food and meals for members
Equus Employment, Job Corps and Employ Milwaukee	Ongoing employment services, training opportunities and job placement
Safe N Sound	Programming for self-esteem building, safety materials, food

TREATMENT FOSTER CARE



Every year, youth in our community face circumstances that require them to be placed outside of their homes. Many are navigating trauma, loss, instability, and behavioral health challenges. In these moments, what they need most is not simply a placement – they need consistency, patience, and someone willing to show up every day.

St. Charles' Treatment Foster Care program provides structured, therapeutic, family-based homes designed to promote healing and long-term stability. Specially trained foster parents partner closely with our clinical and case management teams to create supportive home environments where young people can build trust, strengthen coping skills, and begin to envision new possibilities for their future.

The impact of a treatment foster parent extends far beyond providing a bed. It means helping a young person regulate emotions after a difficult day. It means encouraging school attendance and celebrating small victories. It means modeling healthy relationships and offering steady guidance during moments of uncertainty. When youth are placed in healthy homes they experience improved emotional stability, school engagement, and behavioral health outcomes that ripple outward and reduce system involvement.

However, the foster parents stepping up also need support.

St. Charles ensures that foster families are never navigating challenges alone. With comprehensive training, individualized care coordination, and ongoing clinical support, foster parents have a dedicated team ready to respond at all points in time, both in moments of crisis and in everyday decision-making. This partnership allows foster parents to focus on what matters most: building connection and stability.

The need for committed foster parents remains urgent. Youth in our community need homes where they can feel safe, supported, and understood. Becoming a foster parent is an opportunity to provide support that can change a trajectory, restore confidence, and create lasting impact in a young person's life. If you are ready to open your home and your heart, St. Charles is ready to stand beside you.



FOSTER CARE PARENT



For nearly ten years, Ms. McCullum has opened her home to youth through St. Charles' Treatment Foster Care program. In that time, she and her husband have fostered five children — each with their own story, needs, and hopes for stability.

Her connection to St. Charles began through family. When she and her husband decided they wanted to foster, relatives who had fostered in the past encouraged them to partner with St. Charles. They were looking for a way to contribute meaningfully to children who needed help, but what they found was more than a placement agency – they found a team.

“Every time I've had a crisis, or needed immediate support, someone has picked up the phone and guided me to exactly what I needed,” she shares. That consistency has kept her with St. Charles for nearly a decade.

St. Charles' Treatment Foster Care program provides foster parents with a dedicated team, emergency support, and ongoing training to make sure foster parents are ready to navigate challenges that come with the role.

“The most fulfilling thing is when a child finds home in you,” Ms. McCullum says. “When they don't want to leave. Seeing them come out of the trauma.”

“If you want to be influential in a child's life — if you want to help a child who has been going through things — and if your heart is in it, do it.



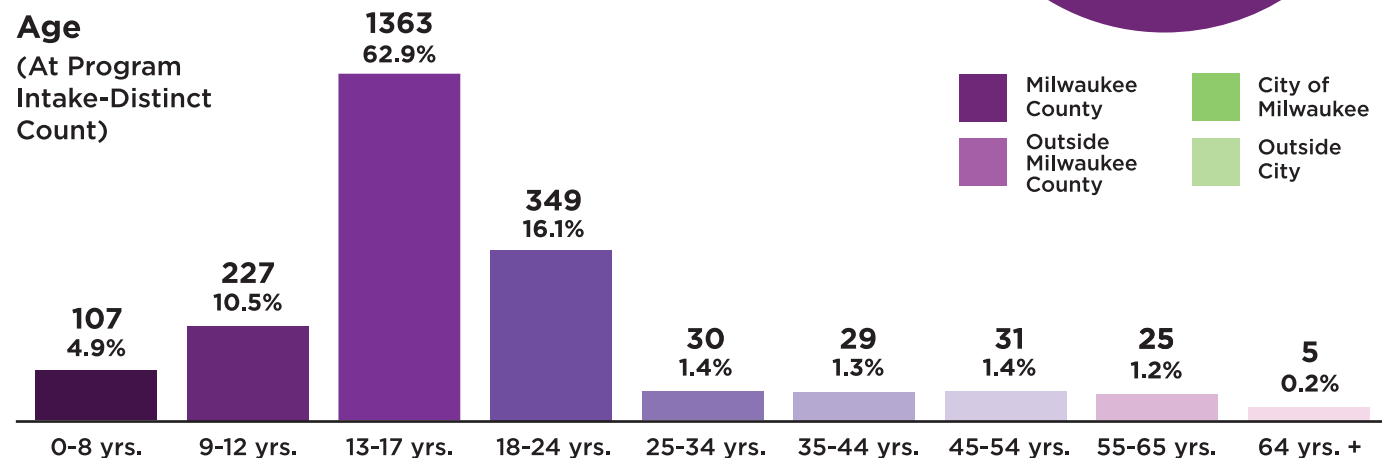
“The most fulfilling thing is when a child finds home in you...”

CLIENT NUMBERS AND STATISTICS

Gender (distinct count)	Number	Percent of Total
Females	748	34.5%
Males	1378	63.6%
Non-Binary	6	0.3%
Transgender	6	0.3%
Perferred Not to Answer	10	0.5%
No Information	18	0.8%
Total	2166	100%

Race/Ethnicity	Number	Percent of Total
American Indian or Alaskan Native	30	1.4%
Asian	23	1.1%
Black or African	1560	72.0%
White	328	15.1%
Other	63	2.9%
Hispanic or Latino	320	14.8%
Native Hawaiian or Other Pacific Islander	6	0.3%
Middle Eastern or North African	6	0.3%
Prefer not to answer	44	2.0%
Total	2380	109.9%

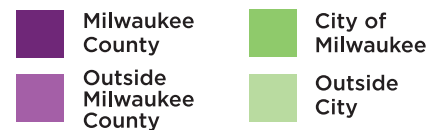
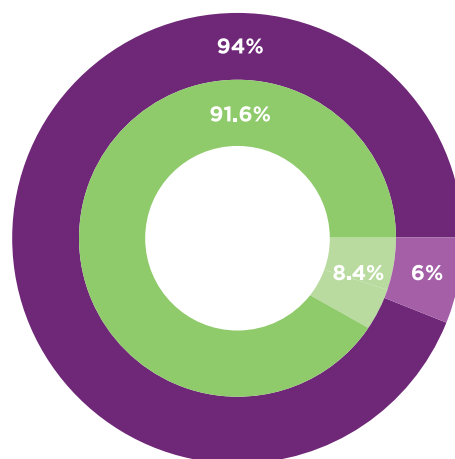
Age
(At Program Intake-Distinct Count)



Total Clients Served in 2025

2166

Zip Code-Most Permanent
(Address at first program enrollment-count)



STAFF NUMBERS AND STATISTICS

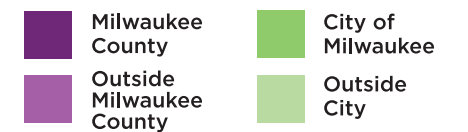
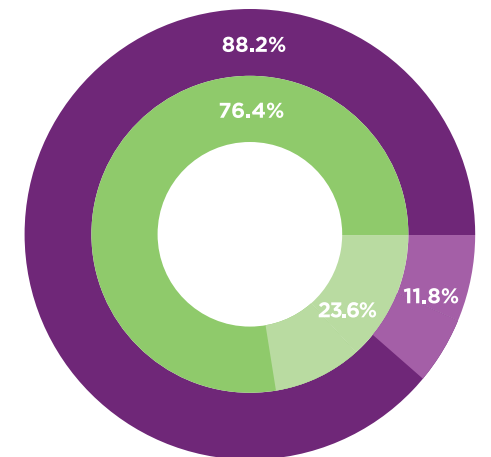
Total Number Employed Within 2025

161

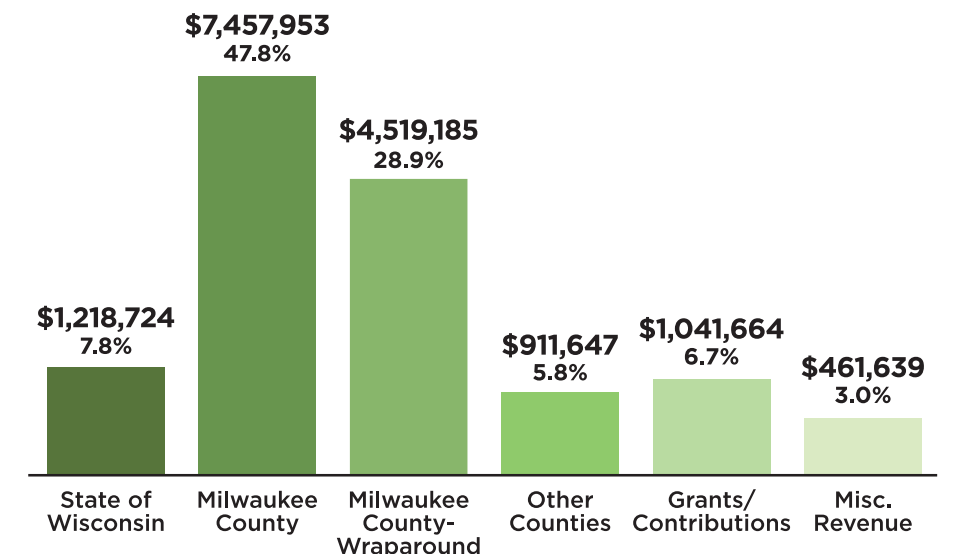
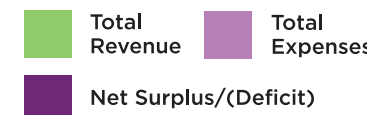
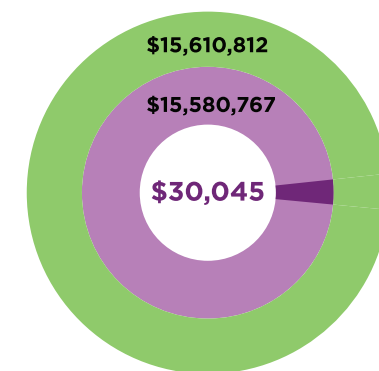
Race/Ethnicity	Number	Percent of Total
Asian	3	1.9%
Black or African American	79	49.1%
White	59	36.6%
Multi-Racial	6	3.7%
Hispanic / Latino	14	8.7%
Total	161	100%

Race/Ethnicity (distinct count)	Number	Percent of Total
Hispanic or Latino	14	8.7%
Non Hispanic / Latino	147	91.3%
Total	161	100%

Zip Codes-Staff



AGENCY FINANCIAL INFORMATION



We Would Like To Thank Our Generous Donors

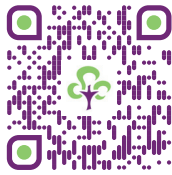
Who Financially Supported St. Charles Over The Course Of 2024 and 2025:

Bradley Impact Fund (Jill & George Fahr Charitable Fund)
Greater Milwaukee Foundation
Janto Family Charitable Foundation
J.G. & T.E. Novotny | Lindsey Draper
Summit Credit Union

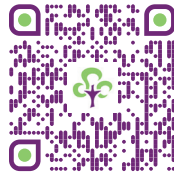
We Would Also Like To Thank Our 2024 And 2025 Grant Partners:

Bader Philanthropies
Potawatomi - Heart of Canal Street

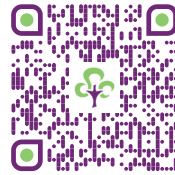
Learn More About St. Charles:



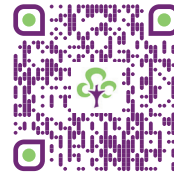
Website



LinkedIn

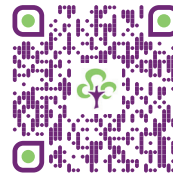


Instagram

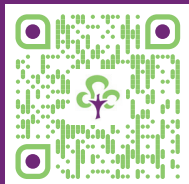


Facebook

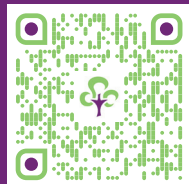
Sign Up For The St. Charles Newsletter:



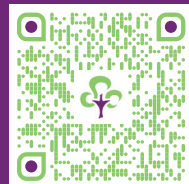
Learn More About St. Charles' New Mental Health And Substance Abuse Clinic, The **STC Wellness Center**:



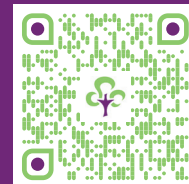
Website



LinkedIn



Instagram



Facebook