



2025

ANNUAL REPORT

INSPIRING HOPE THROUGH COMPASSION & ACTION



“But you, be strong and do not lose courage, for there is reward for your work.”

2 CHRONICLES 15:7

LETTER FROM THE CEO

Friends,

The year 2025 marked the beginning of a new chapter in our shared story. After 56 years as Council of Churches of the Ozarks, we officially embraced our new name — Crosslines Community Outreach. While our logo and look have changed, our mission remains rooted in Christ's call to love our neighbors.

This year, unmet needs across our community continued to rise. More families lined up for food, more women sought shelter, more parents turned to us for diapers, and more children needed encouragement in their education. Once again, we set records in both requests for services, as well as our ability to stretch a dollar!

Yet in the midst of all this demand, God's provision has been constant. Through the NextLevell Campaign for Safe to Sleep, through the vision of a "one stop" Compassion Campus at Division and Packer, and through the faithful service of staff, volunteers, and supporters like you, we have been able to respond to the needs of our community with compassion and dignity.

The years ahead will not be easy, but we remain steadfast in our belief that together, we can create a community where every neighbor experiences hope and opportunity.

Thank you for your prayers, your partnership, and your trust.

Blessings,



JAIMIE TRUSSELL, PRESIDENT & CEO
Crosslines Community Outreach





EXECUTIVE LEADERSHIP

Jaimie Trussell

President and CEO

Wes Buchholz

VP of Programs

Travis Gathman

VP of Administration

Shannon Terry

Controller

Gabby Sanders

Executive Assistant

BOARD MEMBERS

CHAIR CURTIS MCLAUGHLIN

CoxHealth

VICE CHAIR JAY GUFFEY

Mercy (Retired)

SECRETARY MARY KAY ROSS

Community Volunteer

TREASURER TODD LARSEN

Guaranty Bank

PAST CHAIR CATHERINE CROCKETT

SRC Electrical

TYLER PADGITT

Courageous Church

JEREMY HILL

Dominoes/American Pizza Inc.

JOE REYNOLDS

CSI

ORIN CUMMINGS

Messiah Lutheran

JIM ANDERSON

Springfield Chamber of Commerce (Retired)

JACK COLE

City of Rogersville

RACHEL RISO

Ellis Ellis Hammons & Johnson PC

BRAD KEATING

Brad Keating Insurance

JILL BRIGHT

Founder, Diaper Bank of the Ozarks

JOHN MOORE

Drury University (Retired)

AUDREY GARARD

Grooms Office Supply

ROBERT TEMPLE

Kembell Woods & Martinsen, LLP

BOB HAMMERSCHMIDT

Commerce Bank (Retired)

PROGRAM INFORMATION



CROSSLINES FOOD PANTRY

Dignified access to food and essential items for low-income families, seniors, and children.

DIRECTOR NATHAN MORTENSON



AMBASSADORS FOR CHILDREN

Providing children and youth in foster care with essentials they need — from clothing to personal items — as well as the confidence that comes from being seen and supported.

DIRECTOR AMANDA INGLE



DIAPER BANK OF THE OZARKS

Keeping babies and families healthy with diapers, period supplies, and incontinence products.

DIRECTOR TRANNA SHAUGHNESSY



SAFE TO SLEEP

Emergency shelter and case management for women experiencing homelessness.

DIRECTOR KELLY HARRIS



MATH & READING BUDDY PROGRAMS

One-on-one mentoring to strengthen early literacy and math skills.

DIRECTOR TINA MILLER



OMBUDSMAN PROGRAM

Advocacy and support for residents of long-term care facilities.

DIRECTOR CONNIE PAYNE



WISH I MAY

Making sure every child can celebrate their birthday with joy and every parent can provide for those they love.

COORDINATOR AUSTEN KORELL



SENIOR SERVICES

Monthly food boxes tailored to the nutritional needs of older adults.

COORDINATOR MELL POTTS



CENTRALIZED CASE MANAGEMENT

Wraparound support helping families move from scarcity towards security.

DIRECTOR JESSICA LURAAS

IMPACT HIGHLIGHTS

2025

24,717

PANTRY
SHOPPING VISITS

1,000,059

DIAPERS DISTRIBUTED

584

WOMEN SHELTERED AT
SAFE TO SLEEP

717

BIRTHDAY BAGS
PROVIDED THROUGH
WISH I MAY

86%

OF READING BUDDY
STUDENTS IMPROVED
THEIR READING SCORES

638

FOSTER YOUTH SERVED
THROUGH AFC

1830

ON-ON-ONE
TUTORING SESSIONS.

634

CASES MANAGEMENT
MILESTONES ACHIEVED
AND IN PROGRESS

6,488

SENIORS RECEIVED
MONTHLY FOOD BOXES



VOLUNTEERS

14,818

**VOLUNTEER
SHIFTS FILLED**

59,131.75

**VOLUNTEER HOURS
CONTRIBUTED**

\$2,057,194

**APPROXIMATE VALUE OF
DONATED TIME**

"Volunteers are the lifeblood of Crosslines. From pantry shoppers and shelter monitors to math buddies and birthday bag packers, every program depends on the faithful service of people who give their time and talents. Together, they embody compassion in action."

Director of Volunteer Engagement – Diana Flannigan



STORIES OF **IMPACT**

Compassion in Action

When a mother came to Crosslines Food Pantry for the first time, she expected to leave with groceries. What she didn't expect was to also find diapers for her baby, coats for her children, and even a birthday bag for her daughter, whose birthday was that very day. She left not only with food, but with tears of gratitude — a reminder that dignity and hope are just as essential as bread and milk.

From Scarcity to Security

At Safe to Sleep, sisters Amy and Sue reminded us that homelessness doesn't always look the way we expect. One in a wheelchair, the other her devoted caregiver, they were displaced and desperate to return to Joplin, where doctors and opportunities waited. Thanks to donor support, we were able to arrange a wheelchair-accessible ride, reconnect them with their resources, and help them take the next step toward sustainable housing.

The Ripple Effect of Generosity

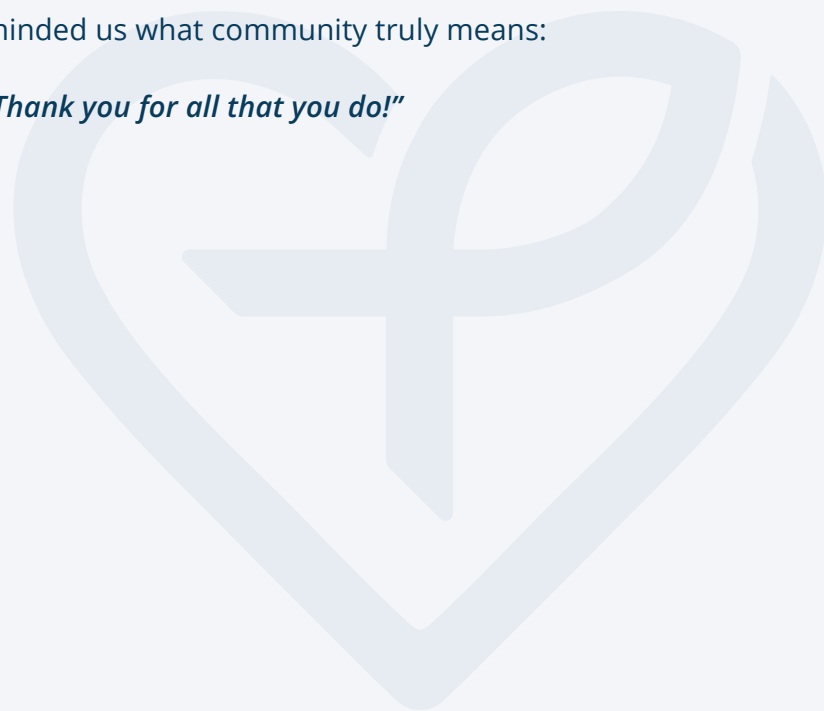
A Springfield Uber driver met a woman in crisis — hungry, injured, and without a home. He connected her to Crosslines, where she found food, stability, and ongoing support. That one act of kindness sparked a connection that now involves the driver and his friends volunteering and learning about our mission.



Hope in Hardship

When illness turned a family's world upside down, a husband's cancer diagnosis and loss of income left them struggling to make ends meet. They reached out to Crosslines for the first time, asking only for food. But through conversation, our team learned their challenges went far deeper — they were about to fall behind on rent while waiting for disability benefits to begin. Thanks to the generosity of the Jeannette Musgrave Foundation and our compassionate staff, we were able to help them stay in their home and ease their burden during a time of deep uncertainty. Their words of gratitude reminded us what community truly means:

"We feel so blessed and I'm at a loss for words. Thank you for all that you do!"



LESSONS LEARNED FROM OUR REBRAND

From Council of Churches of the Ozarks to Crosslines Community Outreach



In early 2025, **Council of Churches of the Ozarks** officially became **Crosslines Community Outreach**. This change was more than a new name and logo — it was a journey of faith, refining, and recommitment to our mission. Along the way, we learned important lessons that will continue to shape our work for years to come.

1. Identity Matters

Our original name reflected our founding roots, but it often caused confusion. Many in the community didn't know what we did, or assumed our services were only for churches. The rebrand clarified our identity and allowed us to lead with our most recognized and unifying program — Crosslines. Now, every introduction begins with a name that immediately communicates compassion in action.

2. Unity is a Strength

The process of rebranding brought together board members, staff, volunteers, donors, and community partners. We learned that true ownership of a new identity comes when the entire community has a voice in shaping it. The conversations (some of them passionate) deepened our sense of unity and reminded us that the work is not about any one program or person, but about what we can accomplish together.



3. Community is Our Anchor

A name alone cannot carry an organization — but a mission carried by a community can. Throughout the rebrand, we were encouraged by how strongly our supporters rallied behind the “why” of our work. We discovered that our community isn’t attached to a name, but to the mission of serving our most vulnerable neighbors with compassion and dignity.

4. Change Requires Courage

For decades, leaders had considered a name change, but the timing was never right. We learned that bold steps require courage, patience, and persistence. It took 35 years of discussion and prayer to bring this vision across the finish line. The process reinforced that meaningful change happens when we balance courage with careful discernment.

5. A New Chapter, Same Mission

Perhaps the most important lesson was this: while names and logos evolve, our mission does not. Our commitment remains to combat poverty in all its forms through response, prevention and elimination efforts - in the name of Jesus Christ. The rebrand wasn’t about becoming something new, but about better reflecting who we really are. At the end of the day, the rebrand taught us that clarity fuels impact, unity multiplies strength, community sustains mission, and courage moves us forward. **With a stronger identity, we are better equipped to inspire hope through compassion and action as Crosslines Community Outreach.**

FINANCIAL HIGHLIGHTS

October 1, 2024 – September 30, 2025

\$11,286,371

TOTAL REVENUE

\$8,685,132

TOTAL EXPENSES

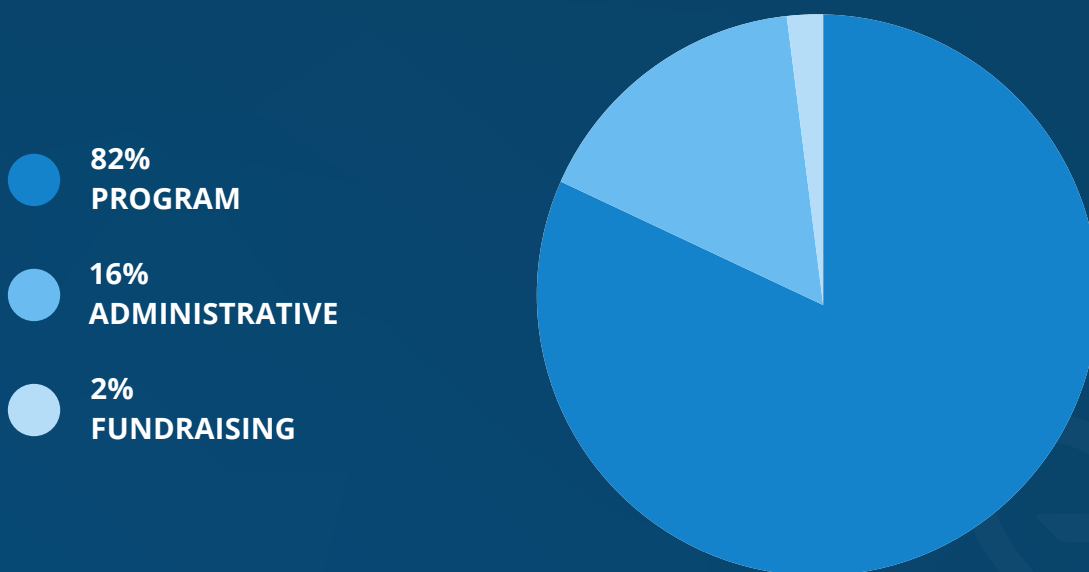
\$2,601,239

NET INCOME

**Revenue includes restricted gifts toward capital projects. \$2,018,379 in revenue resulted from the merger with the CCO Foundation. These are unaudited Financials.*

Expense Breakdown:

Even as the need increases, we remain committed to stewarding resources wisely, maximizing every gift, and ensuring that compassion reaches those who need it most.



WAYS TO GIVE

- **ONLINE, CHECK, OR ACH:**
Quick and secure giving options.
- **TAX CREDITS:**
50% credits available on eligible gifts.
- **STOCK & IRA DISTRIBUTIONS:**
Maximize impact and minimize tax burdens.
- **LEGACY GIVING:**
Ensure lasting change by including Crosslines in your estate plans.
- **REAL ESTATE & PROPERTY:**
Gifts that make a transformative difference.

Donate Today

Gifting stock means giving wisely. To make a gift of stock you will need the following information:

RECEIVING FIRM:

Merrill Lynch

ACCOUNT REPRESENTATIVE:

Jim Hallam (417) 885-0646

ADDRESS:

1630 E. Bradford Parkway
Springfield, MO 65804

OFFICE PHONE NUMBER:

(417) 885-0600 | (417) 459-4661 (FAX)

MERRILL LYNCH ACCOUNT NUMBER:

599-07112

CCO DTC CLEARING NUMBER:

8862 (since 4/20/18)

ACCOUNT REGISTRATION:

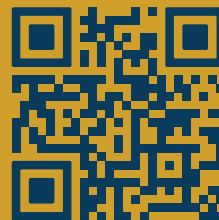
Crosslines Community Outreach

EIN:

43-0903657

Donate online:

www.crosslines.org/donate



For more than a decade, Safe to Sleep has provided a lifeline to unsheltered women in our community, offering a warm place to sleep and compassionate care. But from the very beginning, our work has been constrained by an urgent reality: Safe to Sleep has never had a home of its own. Soon that will change!

Facing New Challenges

Our current location — a church gymnasium — has been a temporary solution to a long-term crisis. The church's generosity has been invaluable, but the arrangement is not sustainable. Tension between our guests, the surrounding neighborhood, and a nearby school has created ongoing challenges. In fact, the city's own charter prohibits emergency shelters within 1,000 feet of a neighborhood, and we are only able to operate under a special exception — one that could change at any time. The need for a permanent home has never been more urgent.

A Place to Rebuild

This shelter will be a place of dignity and compassion, offering warmth, safety, and support to those in crisis. It will be clean, welcoming, and thoughtfully designed to help women regain stability, but it will also

remain an emergency shelter — not a long-term residence. This balance is crucial; if the shelter is too bare, it feels unwelcoming, but if it's too luxurious, it risks making the transition to permanent low-income housing feel like a step down. The goal is to provide a safe, respectful space where women can begin rebuilding their lives, while reinforcing that the next step — securing stable, independent housing — is the ultimate goal.

Home on the Horizon

In March 2025, Crosslines Community Outreach launched NextLevell — the campaign to bring Safe to Sleep HOME. Funding acquired during this capital campaign will construct a permanent, purpose-driven emergency shelter, securing Safe to Sleep's future and providing a dignified, stable, and welcoming space for the women we serve. We are deeply grateful that the City of Springfield and the State of Missouri have already committed funds from ARPA (American Rescue Plan Act) to help make this vision a reality.

As of print time, we are just 1.1 million short of our 4 million dollar campaign goal and finishing the new home for Safe to Sleep 100% DEBT FREE!



*Be a part of the
NextLevell campaign!*

www.ccozarks.org/nextlevell





The Merger of

COUNCIL OF CHURCHES FOUNDATION & CROSSLINES COMMUNITY OUTREACH

In 2025, the Council of Churches of the Ozarks Foundation formally merged back into its parent organization, now known as **Crosslines Community Outreach**. This important step brought clarity, unity, and renewed strength to our mission.

The Foundation was originally established in 1998 with the purpose of building and managing an endowment to benefit the Council of Churches. Over time, however, the relationship between the two organizations became strained, with separate boards, separate leadership, and sometimes competing views about donor intent. By 2019, the connection between the Foundation and the Council was nearly severed.

When new leadership joined the Council in 2020, conversations began to restore the original vision of the Foundation as a perpetual source of support. Together, we rebuilt trust, aligned the boards, and grew the endowment — even adding \$250,000 from Crosslines' reserves in 2021 to strengthen future earnings.

The 2025 merger completes this journey of reconciliation. Now, the endowment and the operating body are united as one organization, ensuring donor intent is honored, resources are stewarded wisely, and every gift works toward a single mission: **to inspire hope and transform lives through compassion in action in the name of Jesus Christ**.

This merger simplifies governance, reduces duplication, and strengthens Crosslines' long-term sustainability. Most importantly, it guarantees that legacy gifts entrusted to us will continue to provide a steady stream of support for generations to come.

GET INVOLVED



SHARE

Spread the word in your church, workplace, and community.



SUPPORT

Make a one-time or recurring gift.



SERVE

Volunteer your time and talents.

***Building a
community
where compassion
and action meet
- at the foot of
the cross.***

Our Mission

The mission of Crosslines Community Outreach is to improve the quality of life in our region through compassionate service and outreach to our most vulnerable neighbors by doing together what can best be done together in the name of Jesus Christ.





CROSSLINES
COMMUNITY OUTREACH

