

TRUE SERVICE INC.

REACHING OUT TO OTHERS

ANNUAL & FINANCIAL YEAR-END REPORT

Community support, reentry and restoration

FISCAL YEAR 2023-2024

July 1, 2023 - June 30, 2024

DOCUMENT STATUS

Board & Leadership Review Copy

Prepared from supplied annual and grant-reporting records.

DOCUMENTARY BASIS

Annual report supplied by True Service | financial submission dated January 24, 2025

01 / EXECUTIVE REVIEW

Executive performance snapshot

True Service Inc. identifies the 2023-2024 reporting period as a year of direct crisis response, reentry support, family engagement and community partnership. This review edition organizes the organization's supplied annual report and its accompanying United Ways financial submission into a consistent year-end presentation. Statements are attributed to their documentary sources where their reporting periods differ.

105

PEOPLE SERVED

Annual report's reported community reach.

$10,000

FUNDS RAISED

Reported for this fiscal year by leadership.

95%

POSITIVE FEEDBACK

Figure reported in source annual report.

What the reporting record establishes

The source annual report describes assistance with food, clothing, temporary shelter and access to support services; job-readiness and reentry efforts; family counseling and support groups; and community partnerships. It also documents fundraising and volunteer engagement. The $10,000 raised has been affirmed for this year by the organization.

What these indicators do not establish

The annual report does not provide a client-level reconciliation of the 105-person figure or the survey methodology behind the 95% feedback score. It also does not provide a complete statement of activities reconciling reported fundraising to year-end revenue, expenses and net assets. These limitations are disclosed rather than filled with estimated values.

INTERPRETATION STANDARD

Program indicators are organization-reported historical figures. United Way conducts the mid-year and year-end reviews, as reported by organizational leadership. This editorial review copy is not itself an independent CPA audit opinion or financial-statement certification.

02 / OPERATING FRAMEWORK

Purpose, mission & population

A practical response to barriers

Established in 2013, True Service Inc. works to help people and families move from urgent need toward stability, opportunity and restored community connections. Its work spans emergency response, support after incarceration, family relationships, resource referral and community-centered restoration. The organization's faith-based foundation informs its commitment to compassionate, dignified service.

Priority service populations

- Individuals and families facing food insecurity, temporary housing needs and other immediate crises.
- People returning from incarceration who require job-readiness, mentoring and service navigation.
- Families working to reconnect after separation, crisis or justice-system involvement.
- Community members who benefit from collaborative outreach, peer support and restorative practices.

Immediate stabilization

Food, clothing, temporary shelter and referral coordination address short-term household disruption.

Long-term opportunity

Training, mentoring, family relationships and community partnerships address barriers to durable stability.

SCOPE OF SERVICES

Program descriptions reflect the organization's source annual report. They should not be interpreted as evidence that every listed professional or clinical service was provided directly by licensed True Service personnel.

03 / PROGRAM PERFORMANCE

Reported community reach

105 community members served

The source annual report identifies 105 community members served, principally in the context of providing immediate aid to individuals and families in need. It describes a coordinated response that mobilized supplies and volunteer assistance to address essential needs. As the source does not state whether all activities use an unduplicated count, this report does not sum figures across programs.

105

REPORTED COMMUNITY REACH

People and families reached through the annual report's documented immediate-aid and community support activities.

Reported positive experience

The annual report cites a 95% positive feedback score. This is retained as a source-reported indicator, but the underlying questionnaire, sample size, collection dates and calculation were not included in the submitted records. It therefore should be described as reported participant or service feedback, rather than a rigorously verified satisfaction rate.

Measure interpretation

The 105 reach figure and 95% feedback measure describe different dimensions of organizational activity. They do not establish how many unique individuals obtained employment, remained housed, avoided reincarceration or achieved a specified long-term outcome in the 2023-2024 fiscal year.

DATA QUALITY

Before final public release, verify the source period and denominators for the annual report indicators against intake records, service logs or approved board reporting.

04 / SERVICE DELIVERY

Supportive services & crisis response

Meeting urgent needs first

Crisis assistance focused on practical necessities: food, clothing and temporary shelter or relevant connections to community supports. The annual report emphasizes timely mobilization of volunteers and community resources. This is consistent with True Service's community-restoration approach, which recognizes that immediate stabilization can be a prerequisite for progress in employment, family functioning and reintegration.

Delivery channels described in annual materials

Direct aid and navigation

Immediate resource assistance and connection to community partners for food, shelter and other essential needs.

Counseling and support

Professional-support and referral pathways were described, together with short-term attention to social and emotional needs.

Training and mentoring

Job-related workshops and ongoing mentoring sought to improve readiness and reintegration.

Family connection

Family counseling and group support activities addressed relationship rebuilding and shared community support.

Reporting limitation

The 2023-2024 annual report provides a broad organizational reach count; it does not give separate verified counts for every service modality. The detailed outcome counts in a later-dated United Ways submission are reproduced in the historical supporting-record section rather than automatically assigned to this fiscal year.

05 / PATHWAYS TO STABILITY

Reentry, workforce & family restoration

Employment readiness and reintegration

True Service describes reentry support as a combination of job-readiness workshops, placement assistance, mentoring and community connections. Rather than reducing reintegration to a single employment event, the approach recognizes the influence of transportation, housing, financial stability and personal support on job retention and long-term participation.

Family reunification and mutual support

The organization's reporting materials identify family counseling and support groups as tools for strengthening relationships affected by incarceration and crisis. These services were framed around communication, sustained support and access to trusted resources. No family-reunification total is assigned to FY2023-2024 from the undated annual report alone.

Restorative practices and community engagement

Workshops, facilitated dialogue and community education were included in the organization's service mix. The intended contribution of these practices is to strengthen understanding, promote accountability and rebuild productive community relationships. The supporting January 2025 grant submission includes additional activity counts, but its dates should be reconciled before those counts are attributed to the FY2023-2024 reporting period.

OUTCOME DISCIPLINE

Activity descriptions establish what was reported as offered; they do not independently establish participant-level effects or causal impact. Placement and reunification counts from a later-dated grant document remain separately attributed.

06 / COMMUNITY COLLABORATION

Partnerships, volunteers & reach

A partnership-centered service model

The annual report identifies four new partnerships and describes collaboration across food assistance, family needs, treatment referrals, community outreach and mental-health-related resource connections. Individual external organizational names are not reproduced here because historical relationships and jurisdictions require current verification before publication.

4

PARTNERSHIPS

New relationships reported in source.

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VOLUNTEER HOURS

Not quantified in source materials.

Examples of coordinated volunteer work

- Food-assistance activities supported household access to prepared meals and basic necessities.
- Community partners helped mobilize resources and practical supplies for families with urgent needs.
- Volunteer involvement supported outreach, relationship building and referral connections.

Why collaboration matters

Small organizations often extend their capacity through trusted referral networks and volunteer participation. Such partnerships can help address gaps without claiming that every service was independently administered by True Service. The annual report presents this collaboration as a core element of community engagement.

DISCLOSURE

The four-partnership figure and descriptions are from historical annual-report content. Partnership status, scope, written agreements and activity dates should be validated before external use.

07 / IMPACT ILLUSTRATION

Lived experience and community response

Beyond an activity count

The organization's annual narrative describes how assistance works best when families receive both practical support and reliable human connection. Community support can be especially consequential during transitions that combine financial insecurity, separation from family, a lack of transportation and diminished access to stable employment.

Illustrative themes in the source

Dignity in crisis

Timely food, clothing and shelter assistance can provide a moment of stability while longer-term needs are assessed.

Opportunity after release

Job-readiness, mentoring and referrals can help participants identify attainable next steps toward employment.

Family reconnection

Support groups and counseling pathways can give families a structured setting for conversation and mutual support.

Community participation

Volunteer engagement and cooperative outreach can help restore connection and broaden access to services.

PRIVACY AND EVIDENCE

Names, photographs and direct quotations from historical materials have not been republished here without confirming consent. These are program themes, not newly verified individual case outcomes.

08 / RESOURCE OVERVIEW

Financial stewardship at a glance

$10,000 raised during FY2023-2024

True Service leadership has identified $10,000 raised for the 2023-2024 reporting year, consistent with the amount stated in the supplied annual report. This figure is presented as the organization's reported fundraising result. The provided annual report does not include the complete revenue ledger or a financial-statement audit opinion. The United Way mid-year and year-end review process is identified separately in the review and oversight section.

$10,000

FUNDS RAISED

Management-reported FY23-24 amount.

$5,000

GRANT SPENDING

Associated report dated Jan. 24, 2025.

Fundraising and grant reporting must remain distinct

The supporting financial report dated January 24, 2025 describes expenditures from a $5,000 United Ways grant. It does not establish whether that $5,000 was included in the $10,000 raised during FY2023-2024, nor does the document independently identify its exact grant service period. Accordingly, those figures are not added together or treated as separate confirmed annual receipts.

What remains to be reconciled

- Cash receipts, contributions, grants and restricted balances during July 1, 2023-June 30, 2024.
- Program, administrative and fundraising expenses for the same period.
- Opening and ending cash, liabilities and net assets, reconciled to bank and accounting records.

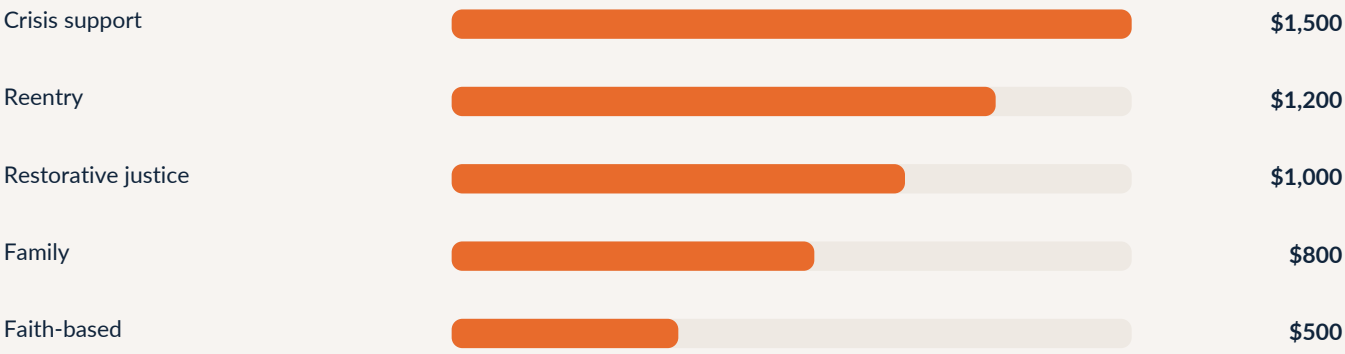
09 / HISTORICAL SUPPORTING FINANCIAL RECORD

Associated United Ways grant allocation

A financial submission dated January 24, 2025 reports use of a $5,000 United Ways grant. Its allocation is summarized below because it was supplied alongside the annual report. Since the document does not independently state that all grant activity falls within FY2023-2024, the figures are presented as a separately dated supporting record.

GRANT-FUNDED PROGRAM AREA	EXPENDITURES
Crisis support	$1,500
Prison reentry	$1,200
Restorative justice	$1,000
Family reunification	$800
Faith-based outreach	**$500**

Composition of reported $5,000 expenditure



FINANCIAL CLASSIFICATION

This breakdown fully sums to $5,000. It is not a complete FY2023-2024 statement of operations and does not prove which receipts or expenditures are included in the separately reported $10,000 raised.

10 / SUPPORTING REPORT DETAIL

Detail of grant-supported activities

The January 2025 financial report divides the $5,000 grant into specific program purposes. The following allocations are reproduced from that source; they are not separately validated against invoices, general-ledger entries or an identified FY2023-2024 grant period.

SPECIFIC USE	DOCUMENTED SPENDING
Emergency assistance	$1,000
Counseling services	$500
Job training & placement	$800
Reentry mentoring	$400
Family counseling	$500
Family support groups	$300
Community workshops	$600
Restorative circles	$400
Bible study/spiritual support	$300
Community outreach	**$200**

Additional historical output figures

The separately dated grant report describes 20 emergency-aid recipients; 15 job-training participants and 10 placements; eight mentees; 12 family counseling sessions supporting five family reunifications; and four restorative-justice workshops reaching 50 community members. These are source-reported grant outputs, not newly verified FY2023-2024 outcomes.

NO DOUBLE COUNTING

Counts from different services may refer to overlapping individuals. They are not combined with the annual report's 105-person reach figure.

11 / RISKS AND CHALLENGES

Organizational resilience and capacity

Constraints described in the historical record

The supplied annual materials describe the effects of resource limitations on staffing, service continuity and fundraising. They also discuss historical disruptions from the COVID-19 pandemic, including reduced volunteer availability, interrupted partnerships and loss within organizational leadership. These passages provide organizational context; they are not represented as events newly occurring in the July 2023-June 2024 period.

Operational implications

- Service intensity: Households facing multiple overlapping needs may require longer case management and more referral coordination than one-time assistance.
- Staffing capacity: Small teams may experience high caseloads and challenges maintaining consistent follow-up.
- Funding continuity: Reliance on time-limited support can constrain planning, training and expansion.
- Data integrity: Varying definitions of households, community members, participants and activities complicate aggregation.

Recommended controls

A clear service taxonomy, staff and volunteer procedures, referral verification, routine financial reconciliations and a standardized annual outcome dashboard would make future reporting more consistent and reduce avoidable reconciliation work.

12 / STRATEGIC DIRECTION

Priorities emerging from the reporting year

The historical report identifies several forward-looking priorities. Presented here as proposed actions, they do not imply that funding, staffing, licenses, facilities or partnerships were secured during FY2023-2024.

01 Expand accessible assistance

Strengthen outreach and resource-navigation relationships that help families identify timely support.

02 Improve outcome measurement

Adopt consistent definitions for people served, unique participants, referrals, employment, housing and family stabilization.

03 Build workforce opportunity

Coordinate employers, training partners and mentors to support skills development and job retention.

04 Strengthen fiscal visibility

Present annual receipts, grant restrictions, functional expenses and cash flows with reconciled documentation.

05 Invest in service capacity

Build volunteer orientation, documented program roles and manageable follow-up practices.

06 Maintain community trust

Use accurate public reporting, privacy-conscious success stories and verifiable descriptions of partnerships.

13 / REVIEW AND OVERSIGHT

United Way review & reporting integrity

United Way review process

According to True Service leadership, United Way serves as the reviewing organization and conducts mid-year and year-end program and financial reviews. These reviews provide external grant-accountability oversight. This report records that review relationship without claiming a separate independent CPA financial-statement audit or an audit opinion that has not been supplied.

Accounting support: True Service identified Kenneth Howard of D. A. Rainsberger Co. as its accounting firm contact supporting this reporting process in connection with United Way. The available materials do not establish that this firm issued an independent audit opinion.

Key reporting decisions used in this edition

- Reporting period: FY2023-2024 is used at True Service's direction; the supplied annual-report PDF itself does not print a fiscal period.
- Community reach: 105 community members is reproduced as reported; no deduplication methodology was supplied.
- Funds raised: $10,000 was affirmed by True Service leadership and appears in the annual report; the figure should be reconciled to the records considered in United Way reviews.
- Feedback: 95% positive feedback is quoted as a source figure with survey methodology unspecified.
- Grant spending: $5,000 is taken from a separate financial submission dated January 24, 2025; exact FY2023-2024 assignment needs verification.
- Historical outputs: Counts from the financial submission are not added to the undated annual report's reach total.
- Privacy: Named testimonials and participant images were omitted from this review pending confirmation of publication permission.

REQUIRED PUBLICATION APPROVAL

Confirm fiscal-year attribution, $10,000 fundraising receipts, available United Way review records and grant periods, then approve public release of named partners or participant stories.

APPENDIX / DOCUMENTARY BASIS

Sources, status & publication checklist

Documents supplied for preparation

1. True Service annual report (13 pages, undated). Describes organizational mission, 105 community members served, 95% positive feedback, $10,000 raised, four new partnerships, program activities, volunteer work and historical challenges. True Service identified this material for the 2023-2024 report.

2. Financial Report to United Ways (13 pages, dated January 24, 2025). Reports a $5,000 grant expenditure allocation and historical program outcomes. This report is later dated than June 30, 2024 and does not independently specify its grant performance period.

3. Organization-supplied clarification. True Service reported that $10,000 was raised during the year under review. This is used as a management-supplied amount, separate from the accompanying grant expenditure schedule.

4. Reporting and accounting arrangement (organization-supplied clarification). True Service states that United Way conducts mid-year and end-of-year reviews in connection with its accounting firm, D. A. Rainsberger Co., and contact Kenneth Howard. Review materials or a formal audit opinion were not provided.

Final publication verification

- Confirm the FY2023-2024 reporting period for the undated annual report.
- Verify receipts and grant accounting against records reviewed by United Way.
- Approve terminology, historical partner references, governance titles and final figures.
- Obtain internal approval for publication through the nonprofit website.

DOCUMENT STATUS

Board & Leadership Review Copy. This report is prepared in the visual format of True Service's FY2025-2026 year-end review. It is a draft for internal approval and has not been uploaded to the public website. The United Way review role is acknowledged; no separate CPA audit opinion is attached.