

# 2025 ANNUAL REPORT



*Restoring Lives in Jesus' Name*



## A LETTER FROM KARM'S CEO

For more than 65 years, Knox Area Rescue Ministries has been meeting the needs of our area's homeless, hungry and hurting neighbors.

Why? Because Jesus has called us to do so. It's our privilege to welcome almost 5,000 men, women and children who walk through our doors every year. In one of the hardest seasons of their lives— a time of homelessness —we meet them where they are with compassion and overwhelming biblical hospitality. The mission that guides everything we do is to be used by God to restore lives in Jesus' name.

This Annual Report celebrates God's faithfulness and recognizes the donors, staff, and volunteers whose efforts made a meaningful impact in 2025, along with several important accomplishments from the year.

- Never once did we close our doors in spite of the increased volume of men, women and children coming to us.
- The expansion of on-site medical care with partnership Summit Medical. We also grew our partnership with Covenant HomeCare from six beds to thirty beds serving both men and women.

- We secured a new 15-acre location near Dandridge and Sevierville for men, allowing them to heal in a restorative environment.
- 73 men found hope through a long-term restoration program last year.
- We celebrated 187 people who secured housing!

You'll read of even more outcomes in the following pages. We know these outcomes are only because God goes before us and because He uses you to be "partakers of grace" (Phil. 1:7) with us as together we live out His command to feed, clothe, shelter and care for "the least of these" (Matt. 25:40). So, whenever you read the word "our" in this Annual Report, please know that also means "you."

If you want to learn more, we would love for you to come take a tour—most people leave a tour saying "I had no idea!" Just reach out to us at [info@karm.org](mailto:info@karm.org) or at **865.673.6540**.

May God richly bless your year,

A handwritten signature in blue ink that reads "Danita".

Danita McCartney, President & CEO



## ONE MISSION, MANY MINISTRIES

As you can imagine, working toward our guests' restoration through meeting their physical, spiritual, and emotional needs requires multiple teams of dedicated staff and volunteers. While we are one mission, it requires many ministries to achieve our goals for our guests' lives.

These ministries are described in more detail later in this report.



### **KARM's Mission:**

To restore lives of our homeless neighbors through Christ-centered support



### **KARM's Vision:**

We are zealous to create a refuge where aspirations thrive and where the transformative power of faith in Jesus and self-determination intersect, fostering lives of purpose and resilience



### **KARM's Strategy:**

To provide comprehensive support, by fostering physical and mental stability, developing workforce competence, securing housing, and integrating our homeless neighbors into a supportive community of believers

# 2025 AT A GLANCE

This page provides a “snapshot” of KARM’s many ministries. These programs help men, women, and children break the cycle of homelessness, addiction, poverty, and dysfunction in their lives and leave KARM restored and whole.



**4,906**  
Total Guests Served



**153,065**  
Total Nights of Shelter



**339,942**  
Meals Served



**50**  
Children Served



**8,554**  
Total Medical Services



**38**  
Professions of Faith



**217**  
LaunchPoint Graduates



**66**  
Serenity Residents



**61**  
New Life Residents



**26,668**  
KARM Volunteer Hours



**187**  
Guests Housed

Keep reading to learn more about KARM’s ministries that helped make these life-changing outcomes in 2025!



## GUEST SERVICES

Every day, KARM’s Guest Services staff and volunteers are given the opportunity to dive into the upside-down values of the Kingdom of God: to serve the least as if they were the most important, to provide generously for those who have nothing, and to draw the lonely into community.



## CARE COORDINATION

KARM’s Care Coordinators provide the relationships needed to ensure that our guests continue to move forward. This includes assessing needs, creating a safe environment where God is at the center, and coordinating resources and referrals, all while helping them move toward sustainable independence. We’re committed to walking with guests not just for a night, but for the journey. That journey often begins with Care Coordination. Care Coordination is where guests come for more than a meal, it’s where they take their next step.

Here, our team provides personalized support through help with ID or other vital documents, referrals for recovery, healthcare, and housing, access to chaplains and mentors, and a listening ear and encouragement rooted in Christ.





## LAUNCHPOINT

LaunchPoint is KARM's program that stabilizes, equips, and empowers individuals on their path out of homelessness. With biblical foundations and practical tools, guests journey through three transformational phases:

- **LaunchPoint 101: Ignite** - Two-week stabilization & KARM Orientation
- **LaunchPoint 201: Elevate** - Ongoing life skills, job readiness, & spiritual growth training
- **LaunchPoint 301: Thrive** - Peer mentorship, leadership training, and long-term support

Each phase is designed to help guests move toward housing, employment, and deeper purpose. Join us at Knox Area Rescue Ministries (KARM) as we walk with men and women on a journey from homelessness to hope through LaunchPoint—our three-phase life-transformation program.



## SERENITY MINISTRIES

For nearly 40 years, Serenity has been a light in the darkness for women in crisis. Serving women and children, Serenity offers an 18-month biblically-based residential program in two beautiful, secure homes for those seeking a safe place of rescue, recovery and restoration.

From the moment a woman enters Serenity, volunteers and staff begin preparing them for the day they will leave. We've learned one of the most important keys to successful recovery is for a person to truly understand they are a unique creation, deeply loved by God.



## GUEST DEVELOPMENT

Men and women struggling with homelessness need more than a meal and a safe place to sleep, they need a path to success. Job training through our Guest Development program provides Biblically-based job skills training and employment placement assistance.

Guest Development helps restore purpose, hope and dignity by helping guests find meaningful, sustainable employment. Our goals for participants are to understand we are created by God to work, to understand work as a calling to a mission, to overcome roadblocks, and to develop positive workplace skills.



## NEW LIFE

New Life is a 12-18 month restoration program for men facing life-controlling challenges, like addiction or chronic homelessness. New Life's main objective is to prepare men for the abundant life God has planned for them with a strong biblical foundation to build a fulfilling, sober life.

## KARM CARE

KARM's Care Center is where we offer on-site space to healthcare providers, so guests can access much-needed primary medical care for physical and mental health needs.

KARM's HomeCare Center is where men and women being discharged from a Covenant hospital can stay to recuperate and rest, with care overseen by Covenant's HomeCare nurses and KARM's trained staff.



## VOLUNTEER

Volunteering at KARM means more than just giving your time; it means feeding the hungry, clothing the poor, cherishing the forgotten, and sharing the love of Christ. Come use your God-given gifts to serve the most vulnerable in our community. You will build great relationships with our guests, work as a team with other volunteers, and make a difference in the Knoxville community.

Meet Hannah. For over a decade, Hannah has woven service into her family's life, from leading Bible studies to now serving weekly on the Guest Services team. Volunteering at KARM even inspired her to pursue a degree in social work. "We are called to love," she says, "and KARM allows me to love people who need it desperately and to do it unashamedly in the name of Jesus."



## AFTERCARE

We've learned that the transition from staying at a shelter to living in permanent housing can be jarring. Too often, former guests go from being constantly surrounded by people, support and services to being completely alone. Sadly, this transition can sometimes have devastating consequences, even resulting in relapsing into homelessness.

AfterCare seeks to ease the transition out of homelessness and help men and women continue their journey toward a fully restored, abundant life. Our staff and volunteers accomplish this goal by making home visits and helping former guests connect to a thriving church, community resources, and social and service opportunities in their new community.



Today, her two teenage boys serve alongside her, and the compassion she's shown has left a lasting mark, not just on our guests, but on her entire family. "I may not have all the answers," Hannah says, "but I can tell our guests with confidence that they are not alone."

If you want to serve with people like Hannah, KARM provides over 50 different opportunities for you to serve throughout our ministry. In 2025, 2,082 volunteers served more than 26,668 hours, volunteering in every single department across multiple campuses. We have room for you, too! If you want to learn more about the difference you can make in your community and God's Kingdom, visit [karm.org/volunteer](https://karm.org/volunteer) or scan the QR code to get started today.

# KARM STORES

KARM Stores is tremendously blessed by a loyal community of customers, donors, and volunteers who empower us to meet the local needs of our neighbors. Thanks to this support, KARM Stores has become an East Tennessee staple for thrift enthusiasts seeking high-quality, repurposed clothing, furniture, and unique treasures. You truly never know what you'll find when you step into one of our locations.

We proudly support Knox Area Rescue Ministries by directing 100% of our profits toward life-changing services and programming. With 26 permanent locations and two seasonal Christmas stores in 2025, the reach and impact of KARM Stores has never been greater.

Our commitment to the community is reflected in the tangible support we provide. Last year, more than 25,000 pounds of essentials were given to individuals at KARM. Ahead of the winter months, we partnered with KARM and other organizations to collect and distribute more than 8,000 coats for the annual Coats for the Cold campaign.

We also distributed over half a million dollars in gift cards to our Corners of Your Field partners throughout East Tennessee. Through the Corners of Your Field program, we honor the generosity of our donors. When individuals donate gently-used goods, KARM Stores returns the favor by providing a portion of the value of those donations in the form of gift cards to the local church or non-profit organization associated with the donor.

KARM Stores was named a USA Today Top Workplace for each of the last two years. We take great pride in our culture and development. We operate with a commitment to being trustworthy, team-minded, and teachable in all that we do. We are dedicated to delivering excellent customer service and cultivating leaders across every level of our organization.

Our mission is to REVEAL Christ to all of our donors, customers, volunteers, and team members, TELL the KARM story at every opportunity, and PROVIDE funding to KARM with 100% of our profits.



25+ STORES, ONE MISSION

## IN 2025:

KARM Stores provides 100% of its net revenue to help fund KARM's life-changing services and programs. The impact of KARM Stores extends beyond the stores and mission walls. Last year, KARM Stores:



Gave **\$563,900** in gift cards to more than 1,000 partner churches and nonprofits



Raised **\$317,546.55** for KARM from its Round Up for Restoration in-store fundraiser



Provided **25,380 lbs** of essentials to KARM's ministries



# 2025 DEVELOPMENTS




## WOMEN AND CHILDREN'S CAMPUS

Homelessness in Knoxville has reached a critical point, with more individuals living unsheltered on streets and sidewalks than at any time in the city's history. The crisis is especially devastating for women and children, who face unique dangers and instability. KARM is already operating at full capacity, and on any given day, more than 2,000 people are seeking homeless services throughout the city. With just over 400 total beds available across all shelters, there simply are not enough places for people to go when they have no home.

KARM is responding by developing a dignified and welcoming 24/7 campus that will serve women and women with children experiencing homelessness. The goal is to bring women and children off the streets and into a secure, life-giving environment that offers both immediate care and long-term transformation.

Through these efforts, KARM seeks to reduce street homelessness and build pathways to restoration, ensuring that every person has the opportunity to move from the streets into stability and hope.



Listen here 

## THE HOMEWARD PODCAST

Did you know that KARM has a podcast?! The mission of The Homeward Podcast is to illuminate the human stories behind homelessness - redefining what 'home' truly means through real voices, honest conversations, and education that fosters empathy, awareness, and action.

While The Homeward Podcast has KARM specific episodes, we also have episodes that discuss homelessness of a national level, trends we're seeing, how to get involved in your local shelter, and more. These conversations are helping people around the world better understand the complexities of homelessness and learn what it means to be a good neighbor.

Episodes drop every other Thursday, and it's available on every podcast platform. Listen today!



## NEW LIFE'S MOVE

Last spring, New Life transitioned into a new environment surrounded by open green space, fresh air, and room to work, an intentional setting designed to support long-term transformation. Since the move, the men in the program have been thriving.

The rural setting offers a slower, more intentional pace of life. Away from the noise and distractions of downtown, men are able to focus on personal growth, healing, and building healthy routines. This environment also provides meaningful opportunities for hands-on work. These experiences build confidence, accountability, and a renewed sense of purpose. The men are able to support one another without many of the pressures and temptations often found in city life, allowing them to fully invest in their recovery and future goals.

In October, KARM proudly hosted a New Life program graduation at the new location, a milestone that celebrated not only completion, but growth. The graduation reflected the success of this transition and the visible progress of men who are healing, working, and preparing for a new chapter.

## HOMECARE EXPANSION

Knoxville continues to experience a growing need for safe and compassionate care for individuals who are homeless and in recovery from illness or injury. Many of our neighbors are medically ready to leave the hospital but have no home where they can continue to heal safely. Without a stable place to recover, their health often declines, and the cycle of illness and instability continues.

In response, KARM expanded its HomeCare program through an ongoing partnership with Covenant HomeCare. What began as a 6-bed program for men is now growing to 30 total beds for both men and women, with 24/7 coverage and professional medical support provided through Covenant. Through this partnership, KARM works closely with local hospitals and medical professionals to ensure that guests receive the care and attention they need to heal well.

Ultimately, this expansion is about more than additional beds. It reflects a deepened partnership with Covenant, stronger coordination with hospitals, and our commitment to holistic, Christ-centered care. Together, we are ensuring that no one in Knoxville has to face healing or the road back to stability alone.



## SUMMIT MEDICAL GROUP IN KARM'S CARE CENTER

In August 2025, KARM's Care Center and Summit Medical Group proudly announced a transformative partnership to provide accessible medical care to Knoxville's unhoused and underserved communities. This innovation collaboration has allowed acute and chronic care, onsite lab testing and screening, minor procedures, wound care, and personalized care plan all on site from KARM's Care Center at 418 North Broadway.

"This partnership represents a significant step forward in our mission to care for our neighbors in need," said Andrew Church, Vice President of Programs at KARM. "For the first time, we can offer comprehensive, compassionate care without barriers."

The care team will consist of a Physician Assistant and a Licensed Practical Nurse, focused on creating a welcoming environment for all who seek care. "Every person deserves access to healthcare. KARM's partnership with Summit Medical Group delivers quality, patient centered care to those who desperately need it," said Stephanie Pardue, Director of KARM's Care Center, adding that the partnership exemplifies the power of collaboration between healthcare providers, nonprofits, and the community.

# "DOORS OPENING IN PLACES WE ONCE ONLY PRAYED ABOUT."

If the last year has felt fast, it is because it has been. New spaces. New programs. New partnerships. Doors opening in places we once only prayed about. From the outside, it may look like sudden growth. But from the inside, we know better. None of this has happened by accident. Every step forward at KARM has been shaped by strategy, covered in prayer, and guided by deep intention. Because when you are serving people in crisis, speed alone is not enough. Urgency must be paired with wisdom. Expansion must be matched with stewardship. And every new opportunity must answer one simple question. Will this help our neighbors move from homelessness to lasting stability? That question has anchored us through every decision this year.

As homelessness continues to rise across Knoxville, we have felt the weight of that reality. More people are walking through our doors than ever before. Needs are more complex. Stays are longer. The path forward is rarely simple. So we have not simply tried to do more. We have worked to do better. **Better care. Better coordination. Better pathways out of homelessness.** The outcomes and expansions you have just read about were not built to impress. They were built to respond. To create room where there was once crowding. To place the right services in the right spaces. To meet medical, emotional, and spiritual needs across our campuses and throughout the community. To make restoration not just possible, but sustainable.

And through it all, we have remained committed to what has always set KARM apart. **We do not manage homelessness. We walk with people out of it.** We slow down long enough to know names. We build relationships that last longer than a bed assignment. We stay present for the long haul, because transformation rarely happens overnight. Growth without relationship is just scale. Growth with relationship is lasting change. That is the kind of growth we are pursuing.

I am deeply grateful for the way you have walked with us. Your prayers, generosity, and trust have allowed us to move forward with confidence and faith. Because of you, these expansions are not just buildings or programs. They are more beds for someone who would have slept outside. More medical care for someone who would have gone untreated. More training for someone ready to work. More neighbors moving into housing and staying there. **In other words, more stories of restoration.**

There is still much work ahead. But we step into it with clarity, unity, and a strong sense of calling, trusting that faithful, intentional growth will continue to bear real fruit in the lives of the people we serve. And we do it together.

With gratitude,

Todd Gilbert, Chief Operating Officer

# 2025 FINANCIAL STATEMENTS

We are blessed and thankful to have such a generous, supportive community who gives their time, creativity, goods and finances to support KARM's ministry to our most vulnerable neighbors.

## KARM's Income

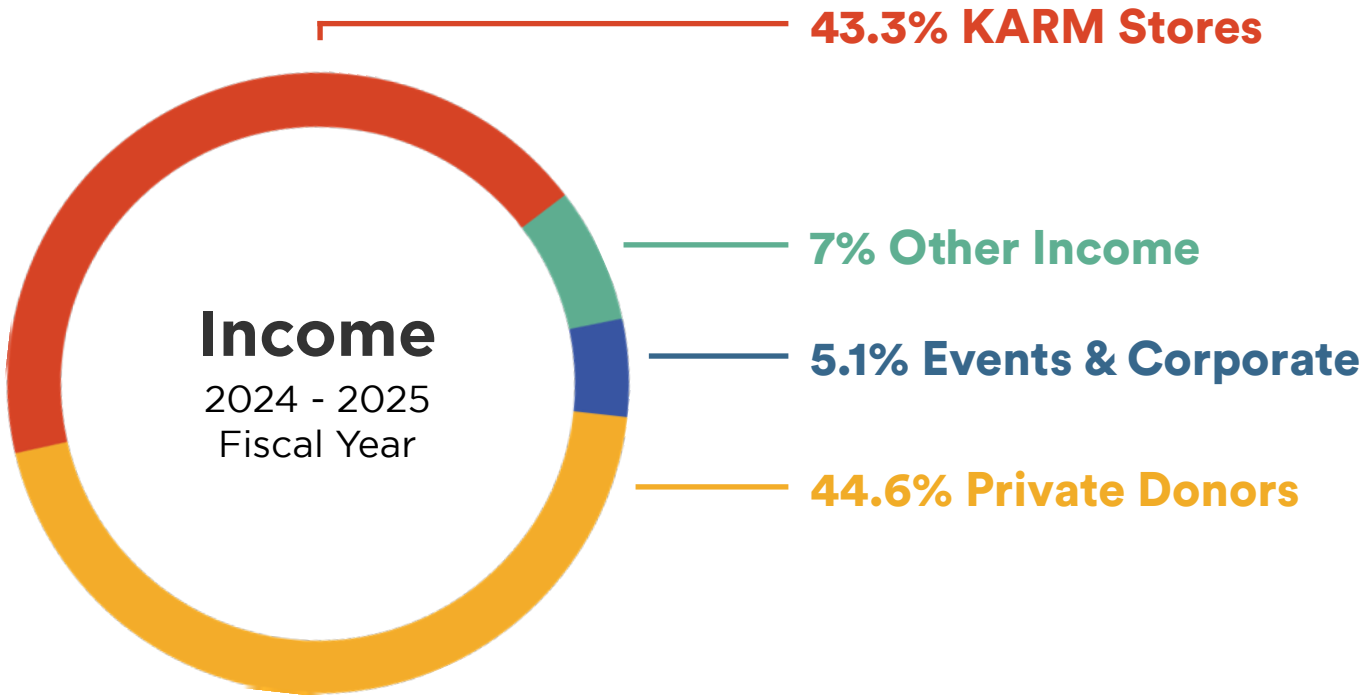
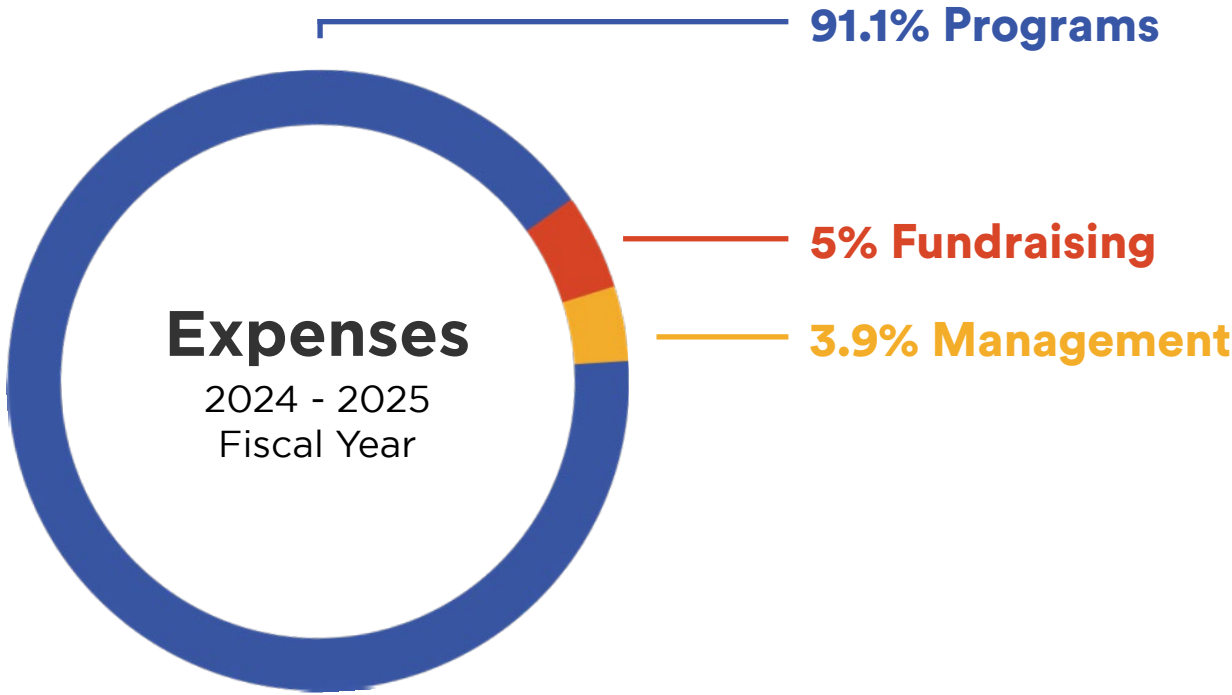


Chart demonstrates sources of income directly to Knox Area Rescue Ministries

## KARM's Expenses



Knox Area Rescue Ministries is accredited by the Evangelical Council for Financial Accountability and Citygate Network and was certified in 2024 by Best Christian Workplaces.





## Danita McCartney

**President & CEO**

I love serving at KARM because I have the opportunity to witness our formula of Rescue + Relationships = Restoration lived out every day and to see men and women reconciled with God, family and community.



## Todd Gilbert

**Chief Operating Officer**

David Platt wrote, “We don’t follow a health and wealth Savior. We follow a homeless and wounded Savior.” Jesus would serve at KARM. I want to be like Jesus.



## Chris Agee

**Vice President of Development**

We are all broken and in need of redemption. It’s my privilege to be the hands and feet of Jesus, furthering the gospel alongside KARM’s staff, volunteers, donors and guests.



## Andrew Church

**Vice President of Programs**

I love KARM because every day our unsheltered neighbors are championed, celebrated and given dignity to move forward. It’s the most beautiful place in Knoxville.



## Steve Clabough

**Vice President of Facilities and Special Projects**

Almost 30 years ago, I was blessed to be a KARM board member. I received a much bigger blessing when I returned as a KARM team member. I think God has fulfilled His plans for me (Psalm 20:4) by allowing me to finish my career at KARM.



## Michael Patterson

**Vice President of People and Culture**

Every day at KARM, I have the opportunity to pray with and for our guests, employees and volunteers. When you see the power of God daily changing lives in so many ways, how can you not want to be a part of that?



## Cynthia Russell

**Vice President of Serenity Ministries**

If Jesus was on the earth in the flesh today, I believe KARM and Serenity are exactly where He would be. Miracles happen here every day!

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KNOX  AREA  
**RESCUE MINISTRIES**

*Restoring Lives in Jesus' Name*

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