Catholic Charities of Baltimore Annual Report 2012

INSPIRED BY THE GOSPEL MANDATES to LOVE, SERVE, AND TEACH, CATHOLIC CHARITIES PROVIDES CARE AND SERVICES to IMPROVE THE LIVES of MARYLANDERS IN NEED

THE PRESENCE OF CATHOLIC CHARITIES CAN BE FELT IN COMMUNITIES THROUGHOUT THE ENTIRE ARCHDIOCESE, SO GREAT ARE THE NEEDS AND SO EXCELLENT ARE THE SERVICES THAT ARE PROVIDED.

DEAR FRIENDS OF CATHOLIC CHARITIES:

It is my great joy and privilege to greet you for the first time in this annual report which details the activities of Catholic Charities.

On my first full day on the job following my installation as Archbishop of Baltimore, I had the pleasure of visiting the Our Daily Bread Employment Center and Esperanza Center. Though only a snapshot of the vast reach of Catholic Charities, my visit offered me a glimpse into the importance of our Church's presence in Baltimore City and the diversity of the services we are providing to our sisters and brothers.

Of course, the presence of Catholic Charities can be felt in communities throughout the entire Archdiocese, so great are the needs and so excellent are the services that are provided. The scope of Catholic Charities' service to the people of our state is aptly captured by the theme of this year's report, "Improving the lives of Marylanders in need."

Though ours is a mid-size Archdiocese, Baltimore Catholic Charities is the third-largest Catholic Charities operation in the country and the largest private provider of human services in the State of Maryland. Such a presence in the community would not be possible without the generosity of the many people, Catholic and non-Catholic alike, who support our programs in so many ways.

It is challenging to sufficiently capture the transformational, Christ-inspired work of Catholic Charities in a printed report. In this Year of Faith, I hope you find the information and stories contained herein to be helpful, enlightening and inspiring, and pray your support of Catholic Charities is a continual source of joy and grace for you and those you love.

Faithfully in Christ,

+ Silliam & Louis

Most Reverend William E. Lori Archbishop of Baltimore



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I HAVE COME TO VIEW CATHOLIC CHARITIES AS A MOVEMENT. BEING PART OF THE WORK OF CATHOLIC CHARITIES CHANGES US ALL.

DEAR FRIENDS,

This Annual Report is a celebration of what Catholic Charities does to improve the lives of people who courageously face the challenges of hunger, homelessness, aging and disability. It is also a reminder that there is more work to be done.

I have come to view Catholic Charities – our vision of a Maryland in which all people have the opportunity to achieve their God-given potential and our unwavering commitment to come together to help our sisters and brothers in need – as a movement. We are a movement comprised of 2,000 incredibly talented staff members, more than 12,000 selfless volunteers and 13,000 generous donors. Annually, we touch the lives of more than 160,000 individuals and families. Our work is carried out in 80 programs at over 200 locations throughout the State.

While these numbers may be impressive, the individual stories behind these numbers are inspiring. The stories of lives improved truly define the Catholic Charities movement. These stories of hope keep the men and women who work in our programs going; our stories fuel this movement and propel us forward.

Although we serve hundreds of children every year through residential care, treatment foster care, Head

Start or our Villa Maria schools, I am reminded of the profound effect one of our full-time Project SERVE volunteers had on a seventh-grade boy at one of our schools. The child - I'll call him Andrew - had a history of being physically and verbally abusive, being disruptive in the classroom, and bolting. With the help of our dedicated, patient volunteer, this young man began to stay in class and complete his assignments, and his behavior improved markedly. Andrew, who had lived in our residential treatment program, started to do well enough to be placed with a family in a foster home. In the words of one of our staff members: "I don't feel there are enough words to describe the impact this volunteer has had on this young boy's life. Nor are there enough words to describe the transformation our staff witnessed. She changed Andrew's life, she improved his self-esteem, and she gave him hope."

Although we provide shelter for more than 1,700 older adults every year in our senior housing communities, I am reminded of the story one of our staff members told of the first time she leased a senior apartment at Catholic Charities. She shared that during a walk-through of the apartment, the elderly woman who was leasing the apartment fell to her knees, started to cry and said that the apartment was the nicest place she had ever lived in her 84 years.



And although we provide intake, casework and emergency services to more than 8,000 people every year, I am reminded of a letter I received from one woman. She wrote to thank me and to let me know that the financial assistance she received from us, along with matching funds from her parish, enabled her to pay her rent and pay for an exam she had to take through the Maryland Board of Nursing in order to get a better job. She wrote to thank Catholic Charities for helping her avoid homelessness and for providing her a chance to build a better, more secure life for her family.

While these stories tell how the lives of the women, men and children who come to Catholic Charities for assistance are improved, they also enrich the lives of the staff, volunteers and donors who are also part of the Catholic Charities story. Being part of the work of Catholic Charities changes all of us. Ask a staff member who gets a call from a formerly homeless man who just bought a house. Ask a volunteer who gets a big "thank you" and a smile as she serves a guest bread with his meal. Ask a donor how he feels about his gift when he hears a woman explain how she was abandoned at BWI and is now starting her life over in a safe place.

I said at the beginning of this letter that our work is not finished, and I know it may never be complete. This painful fact is palpable to me each morning when I come to work. As I pass the bus stop in front of our building. I am regularly greeted by the smile of a woman I have come to know well – Janet. Our case managers at My Sister's Place Women's Center have known and have been working with Janet for more than a decade. She is homeless and struggles with mental illness. Although she will come to My Sister's Place for meals, for shelter from the elements during the day and for the other services the program provides, she has not successfully sought treatment for her mental health issues and chooses to remain on the streets of Baltimore every night. I think of Janet often, especially on cold winter nights, and I know that there are hundreds of people like her, struggling and in need of additional care and services, throughout our region.

In the following pages of this year's annual report you will see a financial snapshot, selected highlights and outcomes for the year, and a listing of our incredibly thoughtful and generous donors and funders. This year's report also includes three feature stories: celebrating 25 years of serving homeless individuals and families at Sarah's House in Anne Arundel County; the opening of a ground-breaking approach to long-term care for seniors at the Green House Residences at Stadium Place with our partner GEDCO; and how the healing, growth and success of our students at Villa Maria School impacted the life of its Clinical Services Manager.

I came to Catholic Charities to make a difference and to join this amazing movement to improve lives. I admire and am awestruck by our dedicated staff, volunteers, and donors. Our work would not be possible without them! Thank you!

I am grateful to our Board, Committees, and Leadership Team who are tireless in their focus on Catholic Charities being the most effective human services agency, dedicated to compassion and excellence. I am indebted to Kevin O'Keefe for his leadership as Board Chair through last December, and to Katie Ryan-Lekin, who became our Board Chair in January.

Each of you has made a profound difference in the lives of our neighbors in need and is contributing to a healthier and stronger community. I appreciate your continued partnership and support and invite all to join us in our life-saving work.

Peace,

Willer Milm m

William J. McCarthy, Jr. Executive Director

Financial Snapshot

| FOR YEAR ENDED JUNE 30, (Unaudited, In Millions) | | 2012 | 2011 | 2012 USES OF OPERATING FU | NDS |
|---|----|------------|-----------|-----------------------------------|---------------|
| ASSETS | | | | | |
| Cash, Accounts Receivable and Other Assets | \$ | 24 | \$ 32 | | |
| Property and Equipment, Net | | 152 | 158 | | |
| Investments | | 64 | 64 | | |
| Total Assets | \$ | 240 | \$ 254 | | |
| LIABILITIES AND NET ASSETS | _ | | | | |
| Accounts Payable, Accrued Expenses and Other Liabilities | \$ | 28 | \$ 32 | | |
| Debt | | 145 | 149 | | |
| Net Assets | | 67 | 73 | | |
| Total Liabilities and Net Assets | \$ | 240 | \$ 254 | | |
| REVENUE AND EXPENSES | - | | | | |
| Government Fees and Grants | \$ | 98 | \$ 94 | | |
| Contributions, Fundraising and Donated Goods and Services | | 12 | 12 | | |
| Program Service Fees and Other | | 16 | 16 | Direct Services to People in Need | 89.0 % |
| Total Operating Revenue | | 126 | 122 | Administration | 8.5% |
| | - | | | Fundraising and Awareness | 2.5% |
| Salaries and Benefits | | 88 | 91 | | |
| Occupancy | | 13 | 13 | | |
| Other | _ | 26 | 24 | | |
| Total Operating Expenses | | 127 | 128 | | |
| Loss from Operations Before Depreciation | | (1) | (6) | | |
| Depreciation | | (8) | (8) | | |
| Bequests and Gifts | | 1 | 1 | | |
| Investments and Other | | 2 | 12 | | |
| Change in Net Assets | \$ | (6) | \$ (1) | | |
| | | | | | |

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| MEALS SERVED TO THE HUNGRY | 370, |
|--|------------------|
| Our Daily Bread | 273, |
| My Sister's Place Women's Center | 69, |
| Sarah's House | 27, |
| EMPLOYMENT/TRAINING | 1, |
| Our Daily Bread Employment Center 220 job placements: Average starting wage My Sister's Place Women's Center | \$10.21/I |
| 28 job placements: Average starting wage Christopher Place Employment Academy | \$ 9.12 / |
| 51 placements: Average starting wage | \$10.21/ |
| Community Housing 13 placements: Average starting wage | \$8.78/ |
| INTAKE, CASEWORK, AND EMERGENCY SERVICES | 8, |
| Our Daily Bread Employment Center | 3, |
| My Sister's Place Women's Center | |
| Samaritan Center | 1, |
| Sarah's House | |
| Anna's House | |
| Esperanza Center | 2, |
| TRANSITIONAL AND PERMANENT HOUSING | |
| My Sister's Place Lodge | |
| Sarah's House | |
| Anna's House | |
| Community Housing | |
| Christopher Place Employment Academy | |
| Holden Hall | |
| HEALTH CARE | 1 |
| Caritas House Assisted Living | |
| Esperanza Center | 1, |
| The Neighborhoods at St. Elizabeth's | |
| St. Ann Adult Day Services | |
| SERVICES FOR INDIVIDUALS WITH INTELLECTUAL DISABILITIES | |
| Gallagher Vocational & Supported Employment Services | |
| Gallagher Adult Medical Day Services | |
| Gallagher Residential Services | |
| Gallagher Day Habilitation Services | |

| 70,121 | MENTAL HEALTH ASSESSMENT, CONSULTATION AND TREATMENT | 16,043 |
|--------------|--|------------|
| 73,448 | Behavioral Health Counseling/Clinics | 11,165 |
| 69,158 | St. Vincent's Villa Residential Programs | 287 |
| 27,515 | Child and Adolescent Response System | 526 |
| 1,034 | Head Start & School Mental Health Consultations | 2,764 |
| 1,034 543 | Home Based and Family to Family Respite Care | 95 |
| 21/hour | In-Home Intervention | 245 |
| 428 | Baltimore City Foster Care Assessments | 739 |
| 2/ hour | Safe Start Child Abuse Prevention | 43 |
| 63 | Therapeutic After School Program | 179 |
| 21/hour | Family Support Services | 617 |
| /8/hour | EDUCATION | 1,438 |
| | Head Start Programs – Baltimore City, Harford, Carroll Counties | 697 |
| 8,025 | Villa Maria Schools in Timonium, Harford County and | |
| 3,215 | program in Edgewood Middle School | 357 |
| 938 | Esperanza Center | 384 |
| 1,064 | | 440 |
| 554 | ADOPTIONS/FOSTER CARE | 449 |
| 45 | International Adoptions | 35 |
| 2,209 | Pregnancy, Parenting, Adoption/Post-Adoption Services Treatment Foster Care | 302 |
| 961 | Ireatment Foster Care | 112 |
| 51 | SENIOR COMMUNITIES | 1,787 |
| 554 | 22 Communities offering 1,611 apartments for 1,787 people | |
| 45 | OTHER | 5,367 |
| 180 | Answers for the Aging | 3,787 |
| 117 | Earned Benefits Program | 1,574 |
| 14 | Project SERVE Volunteers | 1,574 |
| 1971 | | • |
| 76 | Catholic Charities could not fulfill its mission of improving lives withou | t |
| 1,507 | the selfless people who share their time and talent in the service of or | |
| 279 | As they enrich the lives of others, they too are enriched. | |
| 109 | VOLUNTEERS | |
| 501 | 12,040 volunteers | |
| 163 | 185,564 hours of service | |
| 40 | 200,007 HULIS UI SCITICE | |
| 264 | | |
| 34 | | |
| JT | | |



THEY WANT YOU TO BETTER YOURSELF AND PREPARE FOR YOUR FUTURE. WHAT THEY DO IS HIGHLY APPRECIATED. WE COULD NEVER CONVEY JUST HOW MUCH.

It was 1987 and the homeless population was growing quickly in Anne Arundel County, one of the wealthiest counties in the nation. Community activist Tom Parlett organized a group to find a place for those who had nowhere to call home. A unique partnership of Anne Arundel County, Catholic Charities, and the U.S. Army established a safe refuge for families to find solace and assistance to get on with their lives.

Located on vacant property at Fort Meade, Sarah's House opened that year offering emergency shelter. Today Sarah's House offers both emergency and transitional housing for 125 individuals, half of whom are children.

A safe residence is just the beginning of our guests' journey. Every person had a crisis that brought them to Sarah's House – the loss of a job and a home, abandonment or death of a spouse, physical abuse, severe illness, addiction, abject poverty, and other tragedies.

Guests are surrounded by case management staff who help identify their barriers to independence and put support systems in place. Families have licensed childcare, allowing them to obtain employment. There are also after-school programs for the children; family counseling; transportation; and a variety of educational opportunities on site. When the guests are ready to leave after 24 months, there is a social worker to support their transition to self sufficiency for as long as they need and a support system of friends they have developed.

Valerie, pictured here, came to Sarah's House in July after losing her job and her apartment where she and her two little girls were living. She now works at a local Severna Park restaurant and her children are in the Child Care Center. Her goal is to be in law enforcement

and she has taken the written test, and passed! There are other hurdles to achieving her dream, but with the support of Sarah's House staff, counseling, and classes, she is getting closer to her goal than ever before.

Over the last 25 years, Sarah's House has provided shelter for 13,526 women, men, and children and helped 2,515 families move from homelessness to permanent housing. Catholic Charities has been blessed by the partnership of Anne Arundel County and their Department of Social Services and the U.S. Army at Fort Meade who have enabled this miracle of improving lives. Many State and County Agencies, foundations, churches and synagogues, civic groups, schools, families, and individuals have woven a fabric of support for our guests that is more than anyone can imagine.

At a 25th anniversary dinner, one of our guests shared her thoughts: "When I moved into Sarah's House shelter, I was devastated. We have come to love and respect the staff here. They want you to better yourself and prepare for your future. We have enjoyed gifts and dinners that were made with love from caring members of the community. What they all do is highly appreciated. We could never really convey just how much."

Improving lives continues.





WHEN YOU ARE CONSIDERED AN "ELDER" YOU ARE CHERISHED AND VALUED FOR YOUR KNOWLEDGE AND EXPERIENCE.

In recent generations, older people who needed medical care that could not be provided in their homes moved into a nursing home. Today, many people are looking for other options for living in a comfortable skilled setting – a place where the person is the focus, not their condition.

A few years ago, Catholic Charities took a bold step in that direction with the creation of an "Elder-centric life" approach at The Neighborhoods at St. Elizabeth Rehabilitation and Nursing Center. They even adopted the term "Elders" to describe the people who live there. After an evaluation of medical needs and personal preferences, St. Elizabeth's remodeled much of its building, retrained staff, and completely re-ordered its approach. The nursing home was divided into five smaller Neighborhoods. Meals are now prepared in each Neighborhood dining room five times daily, with drinks and snacks available around the clock. Daily routines such as sleeping and bathing are determined by the Elders themselves, not staffing schedules.

Because of our experience in creating Elder-centric life, Catholic Charities became the first provider in Maryland to implement a state-of-the-art model of senior living known as a Green House. There are over 100 Green Houses in 27 states. The Green House model provides high quality personalized medical care and support for daily living for Elders, without care becoming the focus of their lives. Elders are encouraged to live as independently as they desire and to set their own daily routines.

With developer GEDCO, Catholic Charities celebrated Opening Day for The Green House Residences at Stadium Place on a sunny day last April. The four-story building sits on the site of the old Memorial Stadium, Baltimore's own "field of dreams." Like the Baltimore Orioles' opening day, there was a ceremonial first pitch thrown by one of the Elders, the National Anthem and Take Me Out to the Ballgame, the Oriole Bird, hot dogs, and popcorn.

Each of the four floors is a separate home having a large hearth room with a living area and fireplace,

an open kitchen with access for all, and a dining room with a large table where Elders and caregivers share meals together. A glass wall looks into the sunset every evening. Each home has a large screened porch that overlooks the Cal Ripken Youth Baseball Park and the Baltimore skyline. On either side of the huge common area are six private bedrooms

with bathrooms.

Lois, one of the Elders, sits in the hearth room (left) and on the screened porch overlooking the baseball field (right). Nate Sweeney, Guide/Administrator, has noticed that because of the small 12-person homes, the Elders become more social and take on roles similar to family members, being welcoming and comfortable with each other. Staff feel more personally involved with the Elders. Relatives have remarked that they feel relief that their Elders are developing new friendships and are more independent at the Green House.

Low- and moderate-income Elders who require long-term care as well as short-term rehabilitation are welcomed. All are supported by excellent nursing staff and other staff who are more like family members because they cook, assist with housekeeping and personal needs, and help fill Elders' days with a card game or a walk outside on the beautiful grounds.

The Green House approach enriches the lives of everyone associated with it. Improving lives continues.



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THE GOOD SEEDS WE SOW DO TAKE ROOT. NEVER GIVE UP TRYING TO PLANT THEM. IT MAKES ALL THE DIFFERENCE IN THE WORLD!

Improving lives is not for the faint of heart. Those who choose the work of helping others to achieve their God-given potential are not in it for the accolades. Our reward is in the successes of those individuals whose lives we improve. The roads we walk with our clients are winding because their needs are complex. There is no guarantee that the destination will be reached. In fact, sometime it's the journey itself that matters most. Based upon our belief that through our services to our brothers and sisters we are Cherishing the Divine within all, our clients, staff, volunteers, and donors' lives are all improved.

Through the work of Catholic Charities, we are likely to be a part of many small miracles. This year Mari Pat McGuire, Clinical Manager of the Villa Maria Schools, experienced one of the most profound miracles of her career. It occurred at the end of what she termed an "emotionally draining day."

Students in the Villa Maria Special Education Schools come with a variety of issues that make learning more difficult. In addition to their educational needs, some also have emotional and mental health issues, making it a challenge to focus on learning. The staff is actually a multi-disciplinary team of therapists, special education teachers, psychiatrists, clinical supervisors, nurses, and occupational therapists. The goal is to surround the students and their families with services they need to return to their regular schools. That afternoon, staff was meeting to discuss an unusually large number of disruptions and frustrations that some of the older students had that day. As Mari Pat left her office, there were two young men standing outside her door. Drained and longing to go home, she put on a smile and asked if she could help them.

One of them shouted: "Miss Mari Pat, don't you remember us? It's David and Thomas!" Immediately, her memory shot back to the 14 year olds she remembered when she had worked directly with them. She remembered their challenges – and their parents who had been such advocates for their education. They were neatly dressed and seemed to beam with confidence.

The boys said they wanted to come back to tell her how they were doing. David exclaimed that he was in college. saying: "I'm studying psychology and I'm really good at it!" Thomas, a once shy middle-schooler. claimed, "I'm studying theatre and love it!" Mari Pat's head was spinning throughout the visit, as the present conversation memories and past

mingled in her head. It was their parting comments that touched her the most. Both boys thanked her repeatedly for what the team had done for them. They said: "Without Villa Maria School, we'd probably be in jail instead of college."

Mari Pat remembers thinking: "Years ago we had given David and Thomas hope and helped them to believe in themselves when they needed it most. Their surprise visit restored our hope when we needed it to continue our work. That's the real blessing."

After David and Thomas left, she couldn't stop smiling. She called her boss on the way home to share the news. Mari Pat will tell you that the boys' gratitude convinced her that "The good seeds we sow do take root. Never give up trying to plant them. It makes all the difference in the world!"

David is now serving on a committee that is designing an In-School option for children who are suspended. Improving lives continues.



Donors

GIFTS TO CATHOLIC CHARITIES OFFER OPPORTUNITIES TO THOSE SEEKING TO IMPROVE THEIR LIVES. ON BEHALF OF THE BOARD OF TRUSTEES, CLIENTS, VOLUNTEERS, AND STAFF, WE THANK THOSE INDIVIDUALS, CORPORATIONS, AND FOUNDATIONS THAT MADE COMMITMENTS TO OUR ANNUAL CAMPAIGNS, OF \$1,000 OR MORE FOR THE PERIOD JULY 1, 2011 THROUGH JUNE 30, 2012. WE EXTEND OUR GRATITUDE TO ALL WHO GIVE GENEROUSLY THROUGHOUT THE YEAR. PLEASE KNOW THAT EACH CONTRIBUTION IS VALUED, APPRECIATED, AND CRITICAL TO OUR MISSION. WE THANK YOU FOR YOUR CONTINUED SUPPORT.

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