# CATHOLIC CHARI IES

CHERISHING THE DIVINE WITHIN

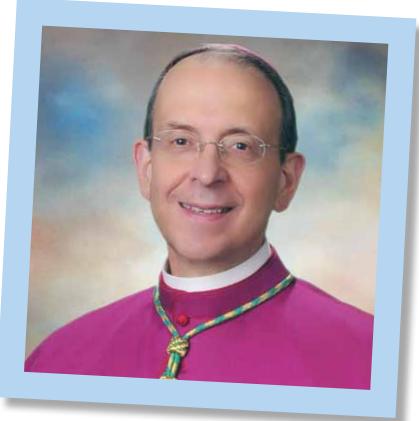
**ANNUAL REPORT 2013** 

Catholic Charities of the Archdiocese of Baltimore compassionately provides services and programs for our brothers and sisters who are struggling in poverty, and for seniors, children and families, immigrants, and individuals with intellectual disabilities. Our life-affirming work is marked by excellence and effectiveness. It is through our dedicated employees, our selfless volunteers, and our generous donors that we are able to touch the lives of over 160,000 individuals and families in meaningful ways. At 80 programs in 200 locations throughout Baltimore City and nine counties of Maryland, we welcome people of all faiths, races and circumstances.

**THIS 15 OUR MISSION:** Inspired by the Gospel mandates to love, serve, and teach, Catholic Charities provides care and services to improve the lives of Marylanders in need.

**THIS IS OUR VISION:** Cherishing the Divine within, we are committed to a Maryland where each person has the opportunity to reach his or her God-given potential.

**THESE ARE OUR VALUES**: To love, to serve, to teach and to work for justice.



"We are so very blessed to have Catholic Charities as a means for radiating God's love for us, and affirming the dignity of the lives of those of our brothers and sisters we are called to serve."

# **DEAR FRIENDS IN CHRIST,**

It is my great pleasure to greet you and to reflect on the Christ-inspired works of Catholic Charities in 2013. These works, which are found in the more than 80 programs carried out in areas throughout our Archdiocese, are critical to our mission as Catholics and help us respond to our baptismal call to see Christ in others and to be Christ for others.

Of course, these services are only possible through the generous support of individuals like you, along with our Catholic parishes, organizations, and our partners from other faith communities who give of their time, talent, and treasure on behalf of those we are called to serve.

The scope of the impact of Catholic Charities in the Archdiocese of Baltimore – the third largest in the Nation – is exceedingly evident in the enclosed report which details the stewardship of the resources entrusted to us and demonstrates the transparency we are committed to providing.

Pope Francis, through his own words and deeds, reminds us daily of our call to humility, to generosity, and to our oneness with the least among us. We are so very blessed to have Catholic Charities as a means for radiating God's love for us, and affirming the dignity of the lives of those of our brothers and sisters we are called to serve.

Thank you, once again, for your partnership, your generosity, and for your witness of discipleship. May God bless you and your families, and may He continue to bless the work of Catholic Charities in the Archdiocese of Baltimore.

Faithfully in Christ,

+ Silliam & Louis

Most Reverend William E. Lori Archbishop of Baltimore

# **DEAR FRIENDS**,

You are a member of the Catholic Charities family. Through your connection to our work as a staff member, volunteer, donor, or interested supporter, you are part of a movement to improve lives.

Catholic Charities of Baltimore is the largest multi-service charitable organization in Maryland, and we are known for excellence and strong outcomes. Our life-affirming work is not only defined by the numbers of people we assist, but also by our ability to adapt and address the evolving needs of children and families, people who live in poverty, seniors, immigrants, and individuals who have intellectual disabilities. We are proudly the social service arm of the Catholic Church in Baltimore and its mission of care for our brothers and sisters in need that began with the establishment of the Catholic Church in the United States here in Baltimore in 1792.

This year we sought to clarify critical questions that define Catholic Charities – Why do we do this work? How do we do this work? And whom do we serve?

A variety of staff members and volunteers participated in this effort with a goal of developing a new graphic identity and tagline that would answer these questions. From the very beginning, we knew that our graphic identity had to be unique, that it had to reflect our Catholic identity and that it had to state definitively that we welcome and serve all people. With the generous assistance of the staff of Weber Shandwick Baltimore, we launched our new graphic identity (below) in September.

# CATHOLIC CHARITIES

#### CHERISHING THE DIVINE WITHIN ALL

You will quickly notice that the "t" in Charities has been replaced with a cross. The cross is grounded in the word "Charities" to make the important point that Jesus Christ, his teachings to love one another, and our Catholic identity are the foundation of our work. Below our name, we identified the words that describe how and why we do the work of improving lives, as our mission dictates. Simply stated, we recognize and cherish God's presence within everyone. In a recent interview with *America* magazine, Pope Francis emphasized the importance of seeing other people in this way with some powerful and profound words:

"I have a dogmatic certainty: God is in every person's life. God is in everyone's life. Even if the life of a person has been a disaster, even if it is destroyed by vices, drugs or anything else – God is in this person's life. You can, you must try to seek God in every human life. Although the life of a person is a land full of thorns and weeds, there is always a space in which the good seed can grow. You have to trust God."

We believe these words and take them to heart at Catholic Charities, because we have seen God at work in the interactions between our staff and volunteers and the men, women and children we serve. We have seen lives seemingly destroyed by drugs, mental illness, poverty, lack of opportunity, violence or illness completely transformed. We have seen the good seed grow in the midst of seeming desolation.

The large "all" on the cover of this report and the information contained within it emphasize that we cherish and value every person involved in and touched by this holy work – those we serve, our dedicated staff and selfless volunteers who serve directly and our generous donors and supporters who make our work possible. We answer the Gospel's question "When did I see you Lord?" We see the Divine in people of all faiths, races, and circumstances who come to Catholic Charities for solace and assistance, as well as in those who provide these services with compassion and excellence.

Two short stories in this Report will show how our programs rely on the personal commitment of a number of people – all of whom we cherish for the goodness that they bring to improving life for someone else. The first demonstrates how a variety of our program staff and volunteers helped a woman move from homelessness and loneliness to self-sufficiency, an apartment of her own, and a life supported by good friends. The second highlights the innovation of a large, creative staff that has resulted in a first-of-its-kind program that assists mentally ill children and their families through a combination of residential and home-based treatment.



"We see the Divine in people of all faiths, races, and circumstances who come to Catholic Charities for solace and assistance, as well as in those who provide these services with compassion and excellence."

There are a number of other accomplishments we have achieved over the past year on behalf of the people we serve. We were selected by the City of Baltimore to operate the Weinberg Housing and Resource Center, which provides shelter for 275 men and women in Baltimore each night, and we began this work in July. We opened Hosanna House, a permanent, supportive housing program for 15 formerly homeless women in Baltimore County. We began preparing to expand St. Jerome's Head Start Program so that, instead of serving 330 children and families, we could serve 675 in Baltimore City. We built a new home for 94 seniors at our new Village Crossroads Senior Community in Baltimore County and have started construction on Village Crossroads II, a home for 86 additional people, on the same property. And, in other ways, we were able to answer the call to serve more people in need and expand services and programs, largely as a result of your generosity.

Life at Catholic Charities never lacks excitement. We have a strong spirit of innovation and a goal of achieving outcomes that can change lives. There is tremendous joy in this work. On page five, you will see the impact that we made in many areas of service. These numbers represent real people living their lives. You will also see the faces of some of the people we served this year. We cherish the Divine within them all.

As this year comes to a close and a new one begins, I wish you – our 2,000 employees, our 13,000 donors, and our 19,000 volunteers – health, happiness and the understanding that you make a real difference. This year, you made a positive impact in the lives of well over 160,000 individuals and families. I cannot thank you enough for your generosity, support and continued partnership. We cherish the Divine within each of you, too.

Peace,

uller Milmm

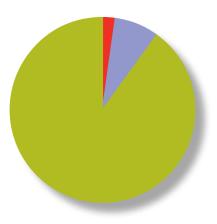
William J. McCarthy, Jr. Executive Director

# **COMBINED FINANCIAL RESULTS**

#### (Unaudited, In Millions)

AS OF JUNE 30	2013	2012
ASSETS		
Cash, Accounts Receivable and Other Assets	\$ 24	\$ 24
Property and Equipment, Net	156	152
Investments	 69	64
Total Assets	\$ 249	\$ 240
LIABILITIES AND NET ASSETS		
Accounts Payable, Accrued Expenses and Other Liabilities	\$ 34	\$ 34
HUD Capital Advances	89	82
Bonds, Mortgages and Other Debt	55	57
Net Assets	71	67
Total Liabilities and Net Assets	\$ 249	\$ 240
REVENUE AND EXPENSES		
Government Fees and Grants	\$ 103	\$ 98
Contributions, Fundraising and Donated Goods and Services	15	13
Program Service Fees and Other	16	15
Total Operating Revenue	134	126
Salaries and Benefits	94	88
Occupancy	13	13
Other	 29	26
Total Operating Expenses	 136	127
Loss from Operations Before Depreciation	(2)	(1
Depreciation	(8)	(8
Planned Giving, Endowments and Other Gifts	1	1
Investments and Other	 8	 1
Change in Net Assets	\$ (1)	\$ (7

#### 2013 USES OF OPERATING



Direct Services to People in Need 89.9% Administration 7.8%

- Fundraising and Awareness 2.3%

## HIGHLIGHTS OF HOW CATHOLIC CHARITIES IMPROVED LIVES IN FY2013

#### **MEALS SERVED TO THE HUNGRY**

Our Daily Bread Employment Center 267,00 My Sister's Place Women's Center 80,14 Sarah's House 29,70

#### **INTAKE, CASEWORK, EMERGENCY SERVICES**

Our Daily Bread Employment Center	1,99
My Sister's Place Women's Center	1,02
Samaritan Center	1,12
Sarah's House	52
Anna's House	4
Esperanza Center	2,54
Answers for the Aging	2,26
Earned Benefits Screening	1,39

#### **HEALTH CARE**

Caritas House Assisted Living
Esperanza Center – Patients
Patient Visits
Greenhouse Residences
The Neighborhoods at St. Elizabeth

St. Ann Adult Day Services

#### **FOSTER CARE/ADOPTIONS**

International Adoptions Program Pregnancy, Parenting Adoptions/ Post Adoption Services Treatment Foster Care

376,850	EMPLOYMENT: TRAINING	542
267,001	PLACEMENTS	493
80,146	Our Daily Bread Employment Cent	er
29,703	458 trained through Work4Succe	ess
,	Placements	176
	My Sisters Place Women's Cente	r
10,902	and Lodge Placements	31
1,996	Christopher Place Employment Aca	demy
1,020	84 trained through Academy	-
1,123	Placements	8
520	Community Housing Placements	20
44	Sarah's House Placements	148
2,540	Anna's House Placements	20
2,261	Average Starting Wage	\$9.90/hou
1,398	0 0 0	
	TRANSITIONAL AND	
6,084	PERMANENT HOUSING	1,160
93	My Sister's Place Lodge	53
1,651	Sarah's House	520
3,625	Anna's House	44
99	Community Housing	205
501	Christopher Place	157
	Housing Placements	192
115		
	EDUCATION	1,610
<b>40 I</b>	Head Start Programs – Baltimore C	bity,
29	Harford, Carroll Counties	740
	Villa Maria Schools in Timonium an	d
274	Harford County and Program	298
98	in Edgewood Middle School	
	Esperanza Center	572

#### **MENTAL HEALTH ASSESSMENT.** 542 492 **CONSULTATION AND TREATMENT** Behavioral Health Counseling/Clinics St. Vincent's Villa Residential Program 176 Respite Care Child and Adolescent Response System Head Start & School Mental

572

37	Head Start & School Mental	
	Health Consultations	2,876
	In-Home Intervention	307
85	Baltimore City Foster Care Assessments	798
26	Safe Start Child Abuse Prevention	33
148	Therapeutic After School Program	197
20	Family Support Services	866
our		
	SENIOR COMMUNITIES	1,787

	22 Communities offering	
1,160	1,611 apartments for 1,787 individual	s
55	Congregate Housing Support Services	180
520	8 8 8 11	
44	SERVICES FOR INDIVIDUALS WITH	
205	INTELLECTUAL DISABILITIES	653
157	Gallagher Vocation & Supported	
192	Employment Program	160
	Gallagher Adult Medical Day Services	77
1,610	Gallagher Residential Services	259
	Gallagher Day Habilitation Services	157
740		
	VOLUNTEERS	
298	Project SERVE	5
_> 0	Volunteers	19,910

#### THESE ARE A VARIETY OF CLIENTS CATHOLIC CHARITIES SERVED THIS YEAR

Hours served

251,015

18,724

12,564

269

131

# BARBARA IS AS CHEERFUL AS THE SUNNY YELLOW BLOUSE SHE WEARS IN HER PICTURE

That has not always been the case. Barbara grew up in a household where she described her best days as the ones when she didn't get beaten. Because of that, she tried to be invisible. She doesn't ever remember experiencing kindness or love.

Barbara had worked as a cab driver for over 20 years. Three years ago, the company went out of business and she became unemployed. She was unable to find another job and had to sell her belongings to support herself. Just before Christmas, she became homeless. On Christmas Day, it snowed and she spent that day and a few more in a bus shelter in Glen Burnie. She realized that she could not make it on her own. She claimed: "When you're out there, you become invisible to people. I was humbled."

Barbara was referred by the Anne Arundel County Department of Social Services to Sarah's House, a Catholic Charities transitional housing program on the grounds of Fort Meade. There her life took a dramatic turn.

Barbara experienced the kindness and warmth at Sarah's House that she had never known. She had thought that if people were nice, there was a catch somewhere. At Sarah's House, she said "The kindness was real." The staff there worked to get Barbara into Catholic Charities' My Sister's Place Lodge in Baltimore.

At first, Barbara spent her days at My Sister's Place Woman's Center. She remembers: "The good food, the classes, workshops, showers, and all the guidance about benefits that I was eligible for saved me. They gave me hope. It was a little haven there. The staff showed me that I was not alone and that they cared for me and my future." "I was thrilled when I got into My Sister's Place Lodge! The staff there is amazing. Morgan Muse, my case manager, kept encouraging me. I even became confident enough to go with staff and testify in Annapolis on behalf of women like myself. I could never have done anything like that before. I felt proud."

While at the Lodge, Morgan encouraged Barbara to join a program at My Sister's Place called Benevolent Baskets. She soon began to volunteer there three afternoons a week and became friends with the founders of the program, Lesley Geisel and Karen Lerario. Benevolent Baskets involves ladies from the Lodge in the creation of gift baskets that are marketed to the public. The proceeds support programs for the ladies at My Sister's Place. Under the guidance of Lesley and Karen, the ladies gain business experience in creating the baskets, sales, teamwork, and meeting the public at fairs. All the while, they are learning communication skills.

Barbara lived at the Lodge for two years. At the

"IT IS A BLESSING FOR US TO JOURNEY WITH UNDERSERVED WOMEN WHO ARE TRANSITIONING TO INDEPENDENT LIVING. WE HAVE BEEN ENRICHED BY THEM. WE ARE GRATEFUL FOR OUR BENEVOLENT BASKETS VOLUNTEERS AS WELL AS THE FRIENDSHIP AND SUPPORT OF MY SISTER'S PLACE WOMEN'S CENTER."



KAREN LERARIO Co-Founder of Benevolent Baskets

LESLEY GEISEL Co-Founder of Benevolent Baskets



"The wonderful people of Catholic Charities wrapped their arms around me and won't let go. I always knew there was a God, but the people at Catholic Charities are living proof. They've taught me the goodness in life and made me want to help others now." end of last year, Morgan told Barbara about the possibility of getting her own apartment through another Catholic Charities' program, Project Believe. Barbara remembers: "Lesley and Karen came and saw the apartment with me. They moved me in and even knew people who could help me with furniture. For me, they embody the Godly spirit of love and support."

On January 5, 2013, Barbara moved in. "That was the happiest day of my life. I started my life over when I got the keys to my own place." Barbara says of her journey: "The wonderful people of Catholic Charities wrapped their arms around me and won't let go."

Barbara remains a volunteer at Benevolent Baskets, spending three afternoons each week with the other ladies of the Lodge as they prepare and arrange items in the baskets and wrap them with beautiful bows. As always, the conversations are filled with laughter as well as personal stories of struggle and triumph. Lesley and Karen are role models and guide the ladies on so many levels as they become partners in creating the Benevolent Baskets and friends for life. They are proud of Barbara because she has now become a "mother hen" of sorts for the others. She tells others of her journey and shows them that through dedication and the will to build a new life, they can also have a brighter future.

When we use the phrase cherishing the Divine within all at Catholic Charities, we are recognizing that there is goodness within everyone. Here we clearly see that in the people whose lives we improve. And we also clearly see it in those who help to make that happen – our dedicated staff, volunteers, and donors.



"I JOINED THE BOARD OF TRUSTEES OF CATHOLIC CHARITIES BECAUSE I TRULY BELIEVE OUR AGENCY IS THE MOST EFFECTIVE PROVIDER OF SOCIAL SERVICES FOR THE VERY DIVERSE NEEDS IN OUR COMMUNITY. MY COMMITMENT AND PASSION INCREASED AS I LEARNED MORE AS A TRUSTEE AND BY VOLUNTEERING AT MY SISTER'S PLACE. I BEGAN TO LIVE THE PRAYER OF ST. FRANCIS – FOR IT IS IN GIVING THAT WE RECEIVE."

BARBARA

MORGAN MUSE Case Manager KATIE RYAN LEKIN Board Chair, Donor, and Volunteer

## ANDY'S STORY IS LINKED TO A RECENT LETTER FROM HIS MOTHER

"The program at St.Vincent'sVilla literally saved our family. Through our time there, we were all able to learn how to strengthen one another, love one another, and how to effectively manage living and loving someone who deeply struggles with mental health. This program gave our family real hope, real tools, and strategies not only for Andy but for each one of us — my husband and I and our other children. Words could never adequately convey the positive impact this has had on our lives, equipping us to be a stronger family. This program gave us hope when all other resources hadn't. Patrice, I can't find the words to ever express how much you, your team, and the other families in the program forever changed not only Andy but each one of us." Catholic Charities is known for improving the lives of children and families in innovative ways. Andy greatly benefitted from that innovation as well as from our commitment to cherishing the Divine within all. In this case, the "all" included Andy's parents and siblings, a large team of professional staff members, and the many selfless volunteers and donors who, through their support, enable us to take bold approaches to helping children in crisis and their families.

When Andy came to St. Vincent's Villa just over a year ago, he was extremely aggressive, and was suffering from severe depression and ADHD. He had tried to commit suicide a number of times. He kept running away – frequently darting through the fast moving traffic on Route 40 near his home. He was trying to get hit by a car. Andy was just 12 years old at that time.

At St. Vincent's Villa, he became part of a pilot program, known as the Home-Based Residential Treatment Program (HB-RTC). Andy surely required residential treatment, but he also needed the support of his loving family, and the family needed therapy themselves.

In the Home-Based Residential Treatment Program, the child resides at St. Vincent's Villa from Sunday afternoon through Friday afternoon. Every Tuesday is Family Night, when parents and siblings come to have dinner together with their child and the staff. They have family counseling and also meet other families who share their situations. Friendships frequently develop into their own support systems.

On Friday afternoon, staff drives the child home for the weekend. On Saturday, our staff has a clinical therapy session with the family in their home. They focus on the family's goals for the weekend, ways to maintain structure, and coping strategies. Our staff brings the child back to St. Vincent's Villa on Sunday afternoon. Throughout the weekend, our program director, residential treatment counselors, and therapists are available



ERICA ABRAMS

DAVID WILLIAMS

DEVIN FOSTER

ALEX MAGDAR

NICK STENGEL



"It has been such a blessing having the support of Catholic Charities to be able to develop such an innovative program! The goal of the HB-RTC is to educate, support, and empower families so that they can safely manage their children's behaviors in their homes." to the family around the clock.

The practical impact of this type of care is that Andy and his family were completely surrounded by our social work and clinical staff for support, putting their minds at ease.

After Andy completed the program and returned home, the same staff provided additional support for him and his family for 90 days. Andy now attends our Villa Maria School in Harford County with additional services that continue to help him and his family. Patrice Flagle, who developed the Home-Based Residential Treatment Center concept, says: "This program opens the doors for our team to facilitate in-depth treatment for families and children with severe mental health issues in their homes, schools, and communities."

Because of its success during the pilot phase, the Home-Based Residential Treatment Program has now been fully implemented and is available to assist other children like Andy. This innovative approach to residential care has proven to be beneficial to children suffering from severe mental challenges and their families alike.

On these pages, Patrice Flagle and the residential treatment counselors and therapists who worked with Andy and his family, represent many of the "all" that we believe have a Divine spirit within them that enables them to do this wonderful work. There are also four other valuable members of the treatment team who cared for Andy who were not available to be photographed. They are Dino Gizzi, Rodney Harrison, Audrey Olszewski, and James Peyton.

Andy's Mom ended her letter this way. "I wouldn't trade the experience of being in this program at St. Vincent's Villa for anything!"



PATRICE FLAGLE Founder and Program Director BRANDE THOMPSON

LAUREN TOZZI

DR. MOHAMMED YOUNUS

# FINANCIAL SUPPORT GIVEN TO CATHOLIC CHARITIES PROVIDES LIFE-ALTERING OPPORTUNITIES FOR INDIVIDUALS AND FAMILIES WHO NEED ASSISTANCE.

On behalf of the Board of Trustees, clients, volunteers, and staff, we thank those individuals, corporations, and foundations that made commitments of \$1,000 or more for the period July 1, 2012, through June 30, 2013. We extend our deepest gratitude to all who give generously to Catholic Charities' work to improve the lives of Marylanders in need. Every contribution is appreciated and makes an impact on our ability to provide services with compassion and excellence. Thank you.

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