

**Center for Applied Research in the Apostolate
Georgetown University
Washington, DC**

**CATHOLIC CHARITIES USA
2010 ANNUAL SURVEY
FINAL REPORT**

July 2011



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Table of Contents

Introduction.....	1
Section I: Agency Profile.....	3
Summary Demographics of Unduplicated Clients	3
Age of Unduplicated Clients.....	3
Socio-Economic Characteristics	3
Section II. Finances.....	5
Revenue.....	5
In-Kind Contributions.....	8
Expenses	9
Government Revenue by Type of Funded Activity.....	11
Health and Human Services Programs	12
Agriculture Programs.....	13
Housing and Urban Development Programs	13
Labor Programs.....	14
Justice Programs	14
Federal Emergency Management Programs	14
Veteran’s Administration Programs	14
Section III: Services Provided to Clients	15
Services That Provide Food.....	18
Services That Build Strong Communities.....	19
Social Support Services – Seniors	21
Social Support Services – Childcare.....	22
Social Support Services – Health Insurance Enrollment	23
Social Support Services – Corporation for National Service.....	23
Social Support Services – Employment Services	24
Education and Enrichment Services	25
Socialization and Neighborhood Services	26
Services to At-Risk Populations	28
Health-Related Services.....	29
Other Basic Needs Services.....	30
Services That Strengthen Families.....	31
Behavioral Health Services.....	32
Immigration Services.....	33
Refugee Services.....	34

Pregnancy Services	35
Adoption Services.....	36
Housing Related Services	37
Housing Services	38
Temporary Shelter	38
Transitional Housing.....	40
Permanent Housing.....	41
Disaster Services.....	42
Programs for Special Populations.....	44
Other Agency Program and Services Information.....	45
New or Innovative Services or Programs	45
Discontinued Services or Programs	63
Programs or Services with a Waiting List	72
Climate Change or Environmental Impact	73
Legislative Advocacy.....	77
Partner Organizations.....	78
Obstacles to Reducing Poverty in the Community	79
Section IV: Personnel	97
Paid Staff.....	98
Volunteer Staff.....	101
Board Members.....	102
Section V: Catholic Social Mission and Parish Social Ministry	103
Parish Partnerships.....	103
Parish Social Ministry.....	104
Mission and Catholic Identity.....	107
Cultural Competence in Social Service Provision	108
Efforts in Support of a Diverse Workforce.....	118
Programs to Reduce Poverty.....	128

CATHOLIC CHARITIES USA 2010 ANNUAL SURVEY FINAL REPORT

Introduction

In December 2002, Catholic Charities USA (CCUSA) engaged the Center for Applied Research in the Apostolate (CARA) at Georgetown University to assume responsibility for the CCUSA Annual Survey. Since that time, CARA and CCUSA have worked together to collect annual data from all CCUSA member agencies and affiliates in a format that is easy to use, stable over time, and able to produce the highest quality usable data for all involved.

The paper version of the 2010 Annual Survey was modified only slightly from the 2009 Annual Survey and maintained the 20-page format that was developed in the 2004 Annual Survey. However, CARA continued to modify the online version of the Annual Survey to improve reporting and ease of use. In 2005, CARA modified the logon screen so that agencies could allow their individual programs or offices to submit their data online. The online program automatically sums all data submitted by those programs or offices into one comprehensive agency report. A few agencies tried that option in 2005 and by 2010 nearly all responding agencies are using the online option. Agencies still have the capacity to submit their data online as a single questionnaire, for those who prefer that option.

Survey Timeline

At the beginning of each calendar year, Catholic Charities USA member agencies and affiliates are asked to report statistical information for their main diocesan agency and branches as well as diocesan affiliated agencies, institutions, and residential facilities for the previous calendar year. In a few cases, these agencies actually report data for their most recently completed fiscal year. Thus, the data for this 2010 Annual Survey are collected in 2011 but reflect the statistical information for calendar year (or fiscal year) 2010.

CARA mailed the 2010 Annual Survey questionnaire in late December 2010 to 171 executive directors of Catholic Charities member agencies and affiliates. The mailing included a page of instructions for accessing and completing the questionnaire online at the CARA website. Directors were asked to complete and return the survey to CARA by April 16, 2011. The first agency completed its survey online on February 7 and the final survey arrived at CARA in late May, 2011. Data collection was suspended on June 7, 2011. After repeated follow-up contact by CARA and by CCUSA a total of 143 member agencies and affiliates participated in the 2010 Annual Survey, for a response rate of 84 percent. Respondents included one member agency in Edmonton, Alberta, Canada and one in Agana, Guam. All other responding member agencies and affiliates are located in the territorial United States.

Limitations of the Data

This report presents a comprehensive statistical profile of the number and characteristics of clients served by Catholic Charities member agencies and affiliates. It also presents the types of social services provided by Catholic Charities and the numbers of clients served in each type as well as special populations served by Catholic Charities, parish social ministry activities, and legislative advocacy. Finally, the report contains detailed information pertaining to the paid and volunteer staff of member agencies and affiliates as well as their financial resources and expenditures.

The report presents aggregated totals from every responding agency, rather than other summary measures (such as averages or median values), so missing values will substantially affect the totals reported. Therefore, to make the data reported from year to year more comparable, CARA substituted 2009 data (where available) for 21 member agencies or affiliates that did not respond to the 2010 Annual Survey.

Some parts of this report compare this year's findings to those from previous years. While these comparisons may suggest some possible trends in the data, they should be interpreted with care. The number of participating member agencies and affiliates varies from year to year and not every agency answers every question in the survey each year. Due to variations in agency data collection methods, some agencies do not provide demographic information about the clients that they serve. In addition, a few agencies provide only summary data for the broad service categories, which cannot be disaggregated into detailed information about clients served within specific types of service. A summarizing category called "unspecified" has been added where necessary throughout the report to account for this lack of detailed information about clients. All summary statistics are as complete and accurate as possible, given data limitations.

Section I: Agency Profile

In 2010, the 171 CCUSA member agencies and affiliates reported that 3,301 local Catholic Charities agencies and affiliates provided services to 10,270,292 unduplicated¹ clients. The number of unduplicated total clients reported by responding CCUSA member agencies and affiliates increased by 12 percent from the total of 9,164,981 clients reported by responding member agencies in 2009. The number of unduplicated total clients reported by responding CCUSA member agencies and affiliates has increased by 44 percent since 2002, the first year that CARA assumed responsibility for the CCUSA Annual Survey.

This section first presents the demographic characteristics of unduplicated clients as reported by responding member agencies and affiliates. Following the demographic profile of clients is a detailed description of the types of services rendered by CCUSA and the number of clients receiving those services.

Summary Demographics of Unduplicated Clients

The 10,270,292 unduplicated clients receiving services from Catholic Charities in 2010 are described here in terms of their age and their economic characteristics.

Age of Unduplicated Clients

Children under age 18 and seniors age 65 and over comprise 38 percent of unduplicated clients served by Catholic Charities member agencies and affiliates.

Table 1. Ages of Unduplicated Clients Served in 2010

Age of Clients Served	Number	Percent
Children under 18 years old	2,691,617	26%
Adults ages 18 to 64 years	4,940,767	48
Seniors 65 years and older	1,205,710	12
Others (not classified by reporting agency)	1,432,198	14
Total unduplicated clients	10,270,292	

A total of 1,432,198 unduplicated clients were not classified by age in the reports submitted. Of those for whom age could be determined, nearly half (48 percent) are working age adults, 26 percent are children, and 12 percent are seniors.

¹ Many clients receive multiple services from CCUSA member agencies and affiliates. While the remainder of the report counts all clients according to the type of service(s) received, this section presents demographic characteristics of each client only once, regardless of how many services a client received.

Socio-Economic Characteristics

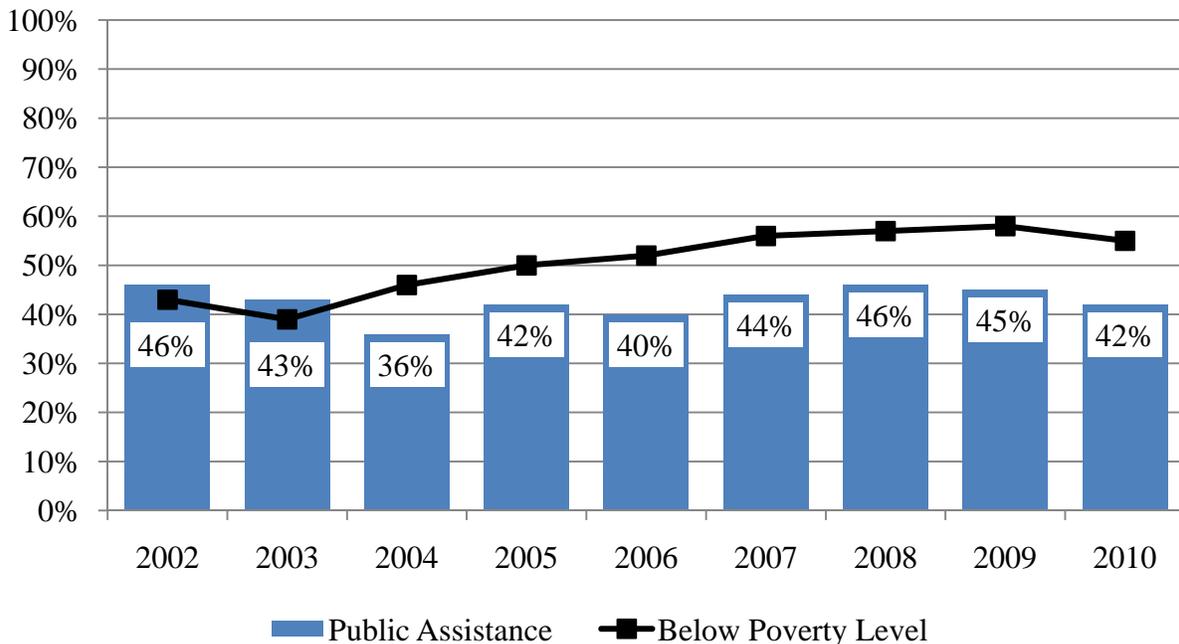
According to estimates of reporting agencies, about 4.3 million clients are receiving some form of public assistance and about 5.7 million clients live below the federal poverty line.

Table 2. Socio-economic Characteristics of Unduplicated Clients

Characteristic	Number	Percent
Receive public assistance	4,321,865	42%
Family income below the poverty line	5,679,795	55

Public assistance includes all forms of government means-tested welfare programs, including Temporary Assistance to Needy Families (TANF), Supplemental Security Income (SSI), Medicaid, and food stamps, among others. Compared to previous Annual Surveys, the percentage of clients receiving public assistance is approximately the same (42 percent in 2010, 45 percent in 2009, 46 percent in 2008, 44 percent in 2007, 40 percent in 2006, 42 percent in 2005, 36 percent in 2004, 43 percent in 2003, and 46 percent in 2002). In 2010, 55 percent of clients are reported to be living in families with annual average incomes below the federal poverty line (\$22,050 for a family of four persons). This percentage is approximately the same as the last three years: 2009 (58 percent), 2008 (57 percent), and 2007 (56 percent) and represents an increase from previous years (52 percent in 2006, 50 percent in 2005, 46 percent in 2004, 39 percent in 2003, and 43 percent in 2002).

Figure 1. Unduplicated Clients Receiving Public Assistance Percentage Living Below Poverty Level



Section II. Finances

In 2010, 143 Catholic Charities member agencies and affiliates (and 2009 data for an additional 21 member agencies that did not provide financial data for 2010) reported a total income of approximately \$4.7 billion dollars. They reported total expenditures of about \$4.2 billion dollars as well. This section first describes revenue sources, both cash revenues and in-kind contributions. Expenses are described next, followed by assets. The section concludes with a detailed description of government revenues by type of funded activity.

Revenue

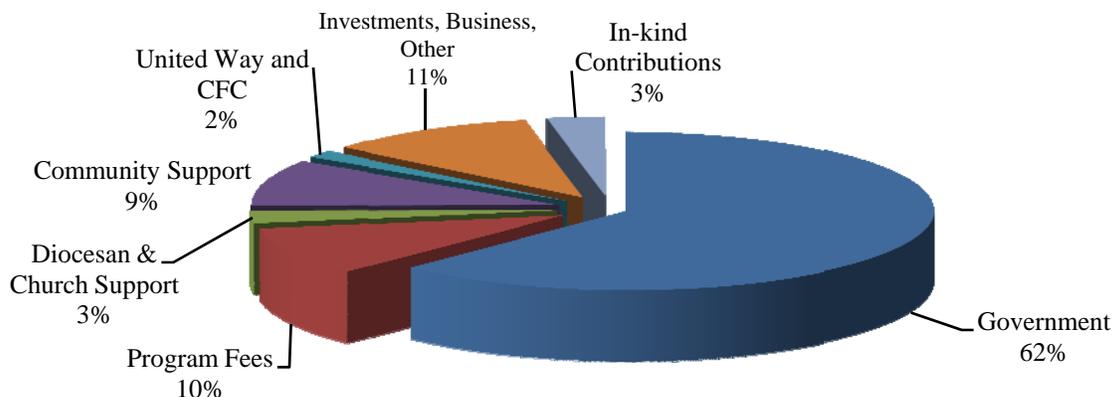
Cash revenues accounted for 97 percent of total income and in-kind contributions made up the remainder.

Table 3. Total Revenues

Cash Revenue	\$4,527,104,540
In-kind Contributions	\$142,398,897
Total Income	\$4,669,503,437

Sources of revenue for Catholic Charities agencies include government revenues, program service fees, diocesan and other church support, community support, United Way, Combined Federal Campaign, investments and other business income, and in-kind contributed goods and services. Figure 2, below, displays the proportionate contribution of these sources to the total reported revenue of \$4,669,503,437.

Figure 2. Total Income: \$4,669,503,437



Government revenue is the largest single source of funding for Catholic Charities, making up 62 percent of total income received. Program fees and community support, including United Way and CFC funds, constitute another 19 percent. Diocesan and other church support, investments, and in-kind contributions make up the rest. Table 4, below, displays in detail reported cash revenues by sources of funding.

Table 4. Total Cash Revenue by Source of Funding

Funding Category	Amount	Total
Government Revenue		\$2,912,708,140
Funds Received from the Federal Government	\$554,212,255	
Funds Received from State or Local Government	\$1,847,226,505	
Unspecified Government Revenue	\$511,269,380	
Program Service Fees		\$461,097,300
Direct Client Fees	\$230,888,883	
Third Party Payments	\$151,777,773	
Unspecified Program Fees	\$78,430,644	
Diocesan and Church Support		\$124,721,408
Community Support		\$437,456,961
Corporate Contributions	\$68,759,681	
Individual Contributions	\$222,907,996	
Foundation Grants	\$83,007,425	
Other Community Support	\$54,610,007	
Unspecified Community Support	\$8,171,842	
United Way and CFC Support		\$72,654,071
United Way Support	\$68,004,705	
Combined Federal Campaign	\$2,698,285	
Unspecified United Way and CFC Support	\$1,951,081	
Investment Income		\$69,476,966
Unrelated Business Income		\$3,560,399
Other Revenue		\$116,202,793
Other Unspecified Revenue		\$329,226,502
Total Revenue		\$4,527,104,540

Total revenue indicated in the table above is the sum of the 143 responding agencies that reported their total revenue in 2010 and imputed for another 21 member agencies that did not report total revenue in 2010. "Other unspecified revenue" represents the difference between the category totals and the total revenue reported in the final line of the table. If an agency reported category totals but did not report total revenue, those category totals have been summed to produce an estimate of total revenue for that agency.

Agencies reported \$116,202,793 in other revenue that could not be classified into the categories listed. This other income included sources such as the following:

- Administrative fees
- Assets released from restrictions
- Bequests, estates, legacies, and wills
- CCUSA disaster preparedness grant
- Client commercial services
- Contracts
- Contributions and donations
- Endowment income
- Expenses recovered
- Families in Need Grant
- Food donations
- Fundraisers
- Gain on sale of property and other assets
- Grants
- Interest income
- Knights of Columbus
- Management fees
- Medical records
- Membership dues
- Miscellaneous income
- Reimbursed indirect administrative and insurance costs
- Rental income
- Sale of office furniture and other assets
- Services to other departments
- Sub-contracting
- Thrift store income
- Training income
- Transfer from endowment
- Unrealized gains/losses
- USCCB Grant
- Utility company assistance programs

In-Kind Contributions

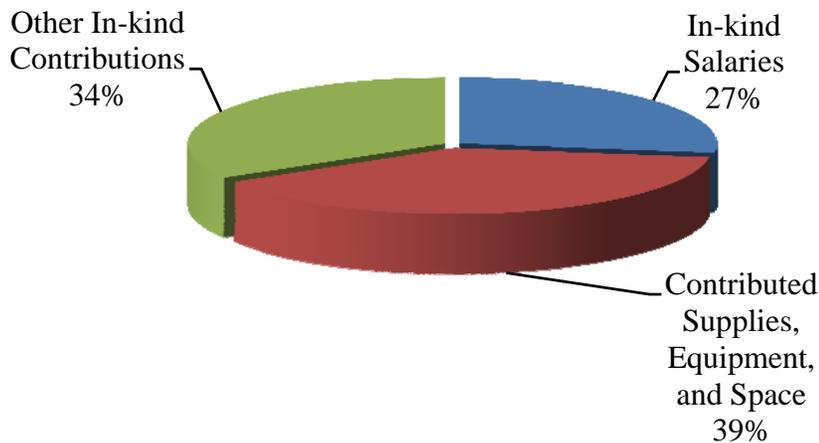
In all, agencies reported a total of \$142,398,987 of in-kind income. This revenue includes volunteer services as well as the difference between a religious salary and the equivalent lay salary. It also includes contributed supplies, equipment, and space as well as any other in-kind contributions.

Table 5. In-kind Income

Category	Total
In-kind Salaries	\$38,722,213
Contributed Supplies, Equipment, and Space	\$55,823,059
Other In-kind Contributions	\$47,853,625
Total In-kind Income	\$142,398,987

More than a quarter (27 percent) of in-kind income comes from contributed services in the form of volunteer hours, as well as the difference between religious salaries and their equivalent lay salaries. About 40 percent of in-kind income comes from contributions of supplies, equipment, and space. The final third (34 percent) is made up of other in-kind contributions.

Figure 3. Sources of In-kind Income



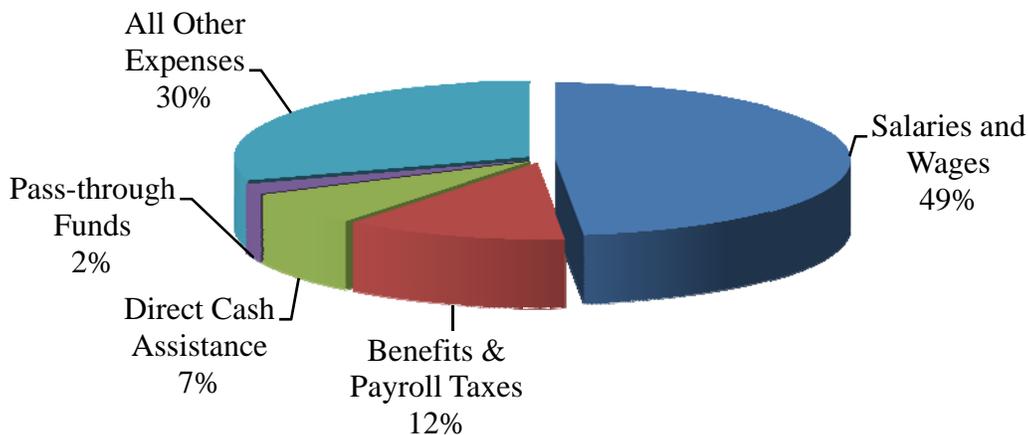
Expenses

In 2010, responding Catholic Charities member agencies and affiliates reported \$4,216,204,974 in total expenses. Table 6 provides expenditures by category, as reported by agencies.

Category	Amount
Salaries and Wages	\$2,043,137,637
Benefits & Payroll Taxes	\$515,839,276
Direct Cash Assistance	\$304,031,949
Pass-through Funds	\$91,648,710
All Other Expenses	\$1,261,547,402
Total Expenses	\$4,216,204,974

Salaries and wages make up nearly half (49 percent) of all expenses, with another 12 percent for employee benefits and payroll taxes. A total of 7 percent went to direct cash assistance provided to or for clients and two percent was spent on pass-through funds that flow through the agency but are not considered part of the operating budget. Pass-through funds include items such as special collections or appeals for target groups, government funds such as FEMA or Medicaid that are disbursed to clients, and other payments and commodities collected on behalf of clients.

Figure 4. Total Expenses: \$4,216,204,974

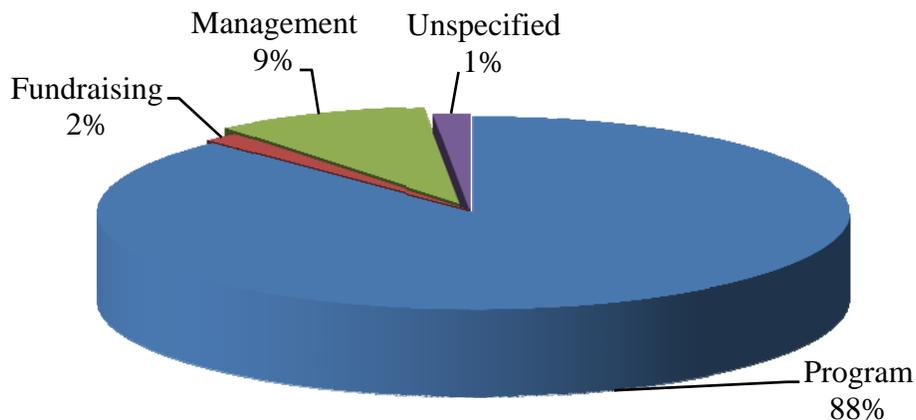


Agencies also distributed the expenses reported above according to category – by program, fundraising, or management and general expense. For example, agencies were asked to report the portion of total salaries and wages that were program expenses, the portion that were due to fundraising activities, and the portion that were accounted for by management and other general tasks. Program costs are costs that can be identified specifically for a particular program, service, or activity. Fundraising costs include activities such as financial campaigns, endowment drives, and solicitation of gifts and bequests. Management and general costs are those which cannot be readily identified with a particular service activity. They include costs of administrative time not directly related to oversight of program operations and costs, as well as depreciation of facilities, salaries, and expenses of executive staff, accounting, and personnel.

Category	Amount
Program Costs	\$3,700,538,780
Fundraising	\$64,998,522
Management and General	\$386,506,137
Unspecified Expense	\$64,161,535
Total Expenses	\$4,216,204,974

Almost 90 percent of expenditures were on program expenses. This included \$304,426,890 in direct cash assistance provided to or on behalf of clients for food, clothing, transportation, rent, utilities, medical or dental services, and so on. Less than 10 percent of expenditures were on management and general expenses, and 2 percent of total expenses went to fundraising.

Figure 5. Categories of Expense

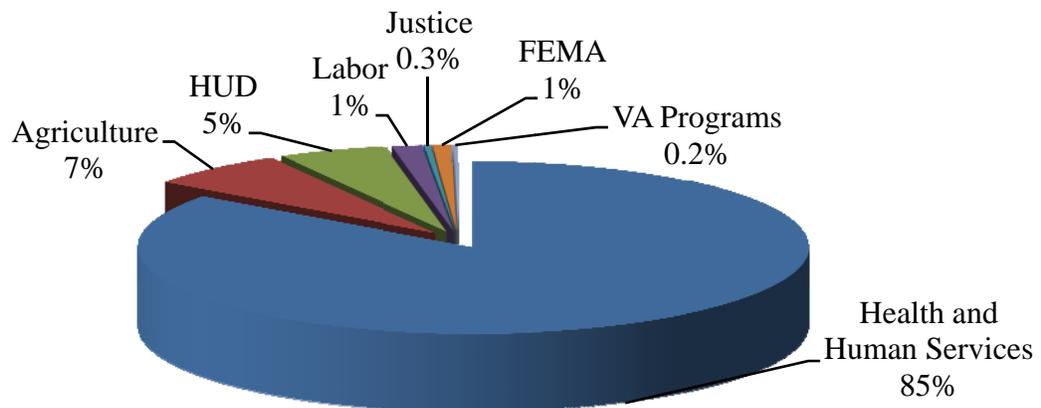


Government Revenue by Type of Funded Activity

Nearly two-thirds (64 percent) of cash income reported by agencies in 2010 came from government sources. Total government funds reported were \$2,912,708,140, an increase of 2 percent from the \$2,849,233,828 received in 2009. About 19 percent of all government revenues received by Catholic Charities are identified as funds received directly from the federal government. Nearly two-thirds (63 percent) of government revenue is identified as revenue from state or local governments. The source of the remaining 18 percent of government revenue, although not identified on the survey, is likely government funds received indirectly through state, local or other non-government entities.

Agencies were asked to report funding received from all levels of government (federal, state, and local) for seven important areas of government funding. This section provides a detailed description of government funding received by local Catholic Charities member agencies and affiliates based on those seven categories. The relative proportion of government revenue from each of those categories is shown in the figure below.

Figure 6. Government Revenue by Type of Funded Activity



Responding CCUSA member agencies and affiliates received about the same proportion of government revenue from each of the seven agencies monitored in the survey as they did in 2009. However, funding from Health and Human Services and from Housing and Urban Development declined from 2009 levels, while funding from the other five agencies increased.

- HHS funds decreased by 6 percent, from \$1,681,896,905 in 2009 to \$1,588,672,576.
- HUD funds decreased by 12 percent, from \$114,582,935 in 2009 to \$100,344,191.
- DOJ funding increased by 5 percent, from \$6,045,801 in 2009 to \$6,326,093 in 2010.
- VA funding increased by 9 percent, from \$3,913,767 in 2009 to \$4,255,050 in 2010.
- USDA funding increased by 11 percent, from \$115,475,506 in 2009 to \$127,735,721.
- Labor funding increased by 14 percent, from \$23,628,578 in 2009 to \$26,914,079.
- FEMA funding increased by 16 percent, from \$15,197,227 in 2009 to \$17,659,706.

Health and Human Services Programs

Funding for Health and Human Services programs made up the majority of government funds reported by agencies, accounting for 85 percent of all government revenues reported.

Table 8. Funding for Health and Human Services Programs

Program	Amount
Medicaid (Title XIX)	\$456,377,038
Medicare (Title XVIII)	\$63,005,761
Older Americans Act Programs	\$81,935,109
Refugee Resettlement Programs	\$79,425,319
<u>Total Child Welfare Programs</u>	<u>\$403,810,074</u>
Foster Care for Children	\$178,252,517
Residential Care for Children	\$120,148,690
Independent Living	\$7,505,140
Other Child Welfare Programs	\$36,588,590
Runaway Youth	\$5,933,721
Head Start or Early Head Start	\$55,307,596
Social Services Block Grant (Title XX)	\$30,704,738
Temporary Assistance to Needy Families	\$28,022,214
Child Day Care	\$56,052,883
Family Support and Family Preservation	\$48,053,066
Community Services	\$23,792,912
Family Violence Prevention and Services	\$8,936,793
Developmental Disabilities	\$182,672,677
Marriage Promotion or Responsible Fatherhood	\$3,707,597
<u>Total Public Health Programs</u>	<u>\$120,824,008</u>
Mental Health Services	\$63,393,114
Alcoholism and Substance Abuse	\$32,387,968
HIV/AIDS-related	\$12,212,764
Maternal, Infant and Child Health	\$7,276,509
Adolescent Family Life	\$3,444,584
Abstinence	\$1,464,023
Disaster Relief Programs	\$1,298,424
Other Unspecified Health and Human Services	\$120,877,971
Total Health and Human Services	\$1,588,672,576

A quarter of Health and Human Services funding went to programs to help children and families—just over \$400 million in government revenue supported those programs. Medicaid, Medicare, and programs for older Americans and for refugee resettlement together received just over \$680 million in government revenues.

Agriculture Programs

The United States Department of Agriculture provided \$127,735,721 in nutrition programs to Catholic Charities in 2010, about 7 percent of all government revenue received.

Table 9. Funding for Agriculture Programs

Program	Amount
Women, Infants, and Children (WIC)	\$85,575,445
Child and Adult Care Food	\$12,062,548
Commodity Supplemental Food	\$27,595,557
Other Unspecified Nutrition Programs	\$2,502,171
Total Agriculture Programs	\$127,735,721

Most of the funding provided by the Agriculture Department for nutrition programs (67 percent) comes from the Women, Infants, and Children (WIC) nutrition program. Catholic Charities also received over \$27 million from the Department of Agriculture for Child and Adult Care food programs.

Housing and Urban Development Programs

Another 5 percent of government funds came from the Department of Housing and Urban Development, for a total of \$100,344,191.

Table 10. Funding for Housing and Urban Development Programs

Program	Amount
<i><u>Total Community Planning and Development</u></i>	\$90,856,618
Supportive Housing	\$38,109,845
Community Development Block Grants	\$16,549,051
Emergency Shelter Grants	\$15,493,278
Shelter Plus Care	\$10,740,177
Housing Opportunities for Persons with AIDS	\$9,443,541
Empowerment Zones and Enterprise Communities	\$4,500
Public and Indian Housing	\$5,718,976
Housing Counseling Assistance	\$3,669,505
Other Unspecified Housing and Urban Development Programs	\$99,092
Total Housing and Urban Development Programs	\$100,344,191

Most of the reported revenue from the Department of Housing and Urban Development (91 percent) went to programs in community planning and development, particularly in the form of supportive housing and shelter plus care programs, block grants, and emergency shelter grants. In addition, nearly \$10 million supported other Housing and Urban Development programs.

Labor Programs

The Department of Labor provided \$26,914,079, about 1 percent of the government revenue reported by Catholic Charities member agencies and affiliates.

Program	Amount
Job Training Partnership	\$11,509,039
Welfare-to-Work Grants	\$7,870,120
Senior Community Service Employment	\$7,534,920
Total Labor Programs	\$26,914,079

Job Training Partnership programs accounted for 43 percent of the Department of Labor funds reported by Catholic Charities. Agencies also received nearly \$7.9 million in Welfare-to-Work grants as well as \$7.5 million in Senior Community Service Employment program grants (Title V).

Justice Programs

Responding agencies received \$6,326,093 in funding from the Department of Justice in 2010. This constitutes just 0.3 percent of all government revenue received, which is nevertheless a 5 percent increase compared to 2009 funding from this department.

Federal Emergency Management Programs

The Federal Emergency Management Agency (FEMA) provided \$17,659,706 through its Emergency Food and Shelter National Board Program for programs managed by Catholic Charities agencies. FEMA revenues are about 1 percent of all government revenue received by responding Catholic Charities member agencies and affiliates.

Veteran's Administration Programs

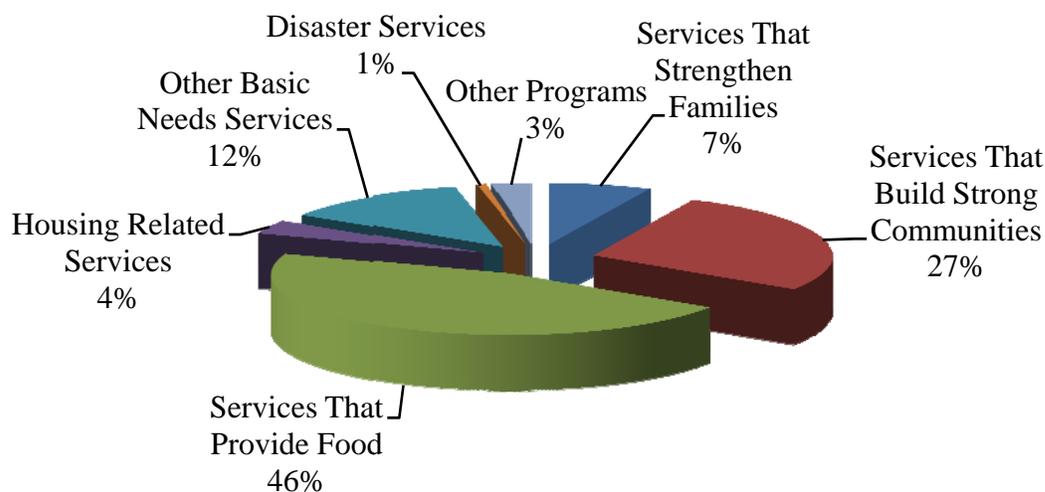
The Veteran's Administration provided \$4,255,050 in funds to Catholic Charities agencies in 2009, a 9 percent increase over the \$3,913,767 provided in 2009.

Section III: Services Provided to Clients

In 2010, the 171 Catholic Charities member agencies and affiliates report providing services to 15,448,529 clients, across all service categories. This total number of clients is obtained by summing all persons served across 30 categories of service reported on the Annual Survey. Comparing this figure to the 10,270,755 reported unduplicated clients suggests that a substantial number of clients received more than one service from Catholic Charities.

For purposes of reporting, CCUSA divides these 30 service categories into six types of services (and an additional “Other” category), as illustrated in the figure below.

Figure 7. Services Provided to Clients



The 2010 Annual Survey respondents report a 3 percent increase in the total number of client services provided compared to what was reported in 2009 (15,448,529 clients in 2010 compared to 14,975,726 clients in 2009). Clients served in services that build strong communities increased by 7 percent (from 3,956,234 to 4,224,224), clients served in housing related services increased 12 percent (from 497,271 to 559,232), and those served in other programs for specific populations increased by 102 percent (from 207,465 in 2009 to 419,198).

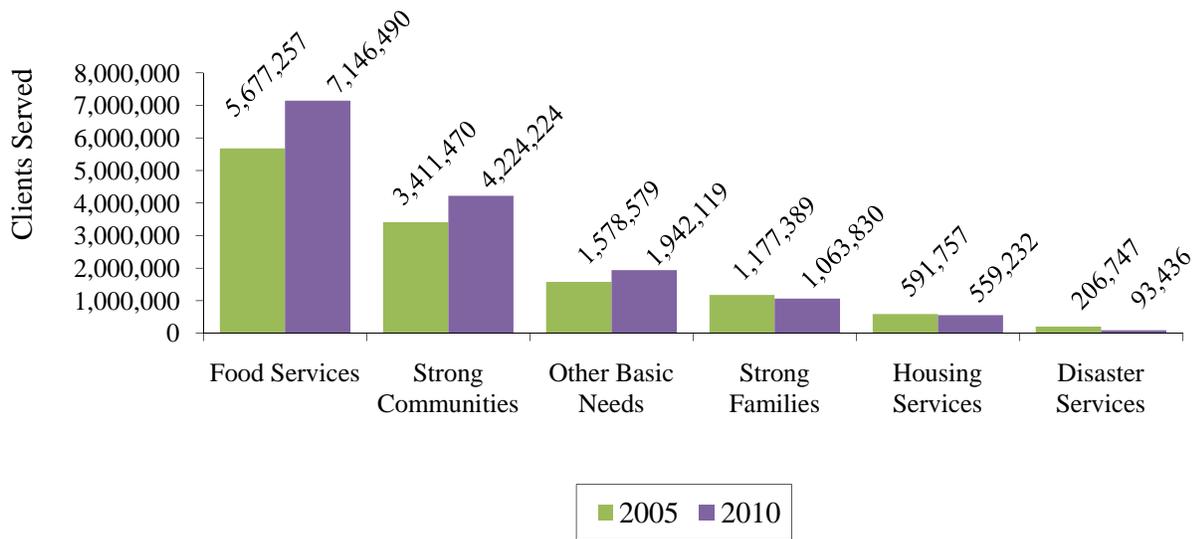
Clients served in disaster services decreased by 6 percent (from 99,665 in 2009 to 93,436). The number of clients served in the other three categories – services that provide food, services that strengthen families and services that provide for other basic needs (such as clothing, utilities, prescriptions, and financial assistance) remained approximately the same from 2009 to 2010.

Table 12, below, reports 2010 total client services provided by category of service.

Table 12. Total Client Services Provided		
Service	Clients	Percent
Services That Provide Food	7,146,490	46%
<u>Food Distribution Services</u>		
Food Banks/Pantries	4,252,294	
Other Food Services	488,045	
<u>Prepared Food Services</u>		
Congregate Dining	875,391	
Soup Kitchens	1,420,492	
Home Delivered Meals	110,268	
Services That Build Strong Communities	4,224,224	27%
Social Support Services	2,251,442	
Education and Enrichment Services	787,178	
Socialization and Neighborhood Services	426,733	
Services to At-risk Populations	460,285	
Health-related Services	298,586	
Other Basic Needs Services	1,942,119	13%
Clothing Assistance	689,692	
Utilities Assistance	275,154	
Financial Assistance	240,858	
Prescription Assistance	59,683	
Additional Other Basic Needs	676,732	
Services That Strengthen Families	1,063,830	7%
Counseling and Mental Health Services	405,848	
Immigration Services	323,312	
Refugee Services	120,433	
Pregnancy Services	81,866	
Addiction Services	93,542	
Adoption Services	38,829	
Housing Related Services	559,232	4%
Housing Services	269,361	
Temporary Shelter	141,391	
Supervised Living Services	51,426	
Permanent Housing	66,547	
Transitional Housing	30,507	
Disaster Services	93,436	1%
Programs for Special Populations	419,198	3%
Total Client Services Provided	15,448,529	100%

Close to half (46 percent) of all client services provided in 2010 were food services. A little more than a quarter (27 percent) of all client services were the types of services that help build strong communities, such as education, neighborhood services, and social support services. In addition, 7 percent received services that strengthen families and 13 percent received other basic needs services, such as clothing, medicine, food, or financial assistance for utilities or other emergencies. Finally, 4 percent of client services were housing-related, 1 percent was disaster services, and 3 percent were services provided to special populations.

Figure 8. Change in Clients Served by Category of Service



Clients receiving food services increased by about 1.5 million between 2005 and 2010 – an increase of 26 percent. About 800,000 additional clients received services of the type that help build strong communities – an increase of 24 percent over 2005. Almost 400,000 additional clients received other basic needs services, such as clothing, emergency financial assistance, and help with utilities or prescriptions – an increase of 23 percent over 2005 in that category.

By contrast, the numbers of clients receiving disaster services dropped by 55 percent between 2005 and 2010, to a level more typical of the numbers receiving disaster services from 2001 through 2004². In addition, services that help build strong families, such as counseling, immigration, refugee, addiction, pregnancy, and adoption services declined between 2005 and 2010 by 100,000 clients, a decrease of 10 percent. The number of clients who received housing services also declined by about 30,000 clients during the same period – a decrease of 5 percent.

² The Gulf Coast suffered massive hurricane damage in 2005.

Services That Provide Food

In 2010, more clients received food services, either prepared or distributed, than any other category of service.

Table 13. Services That Provide Food

Service	Clients	Percent
<u><i>Food Distribution Services</i></u>	<i>4,740,339</i>	66%
Food Banks/Pantries	4,252,294	
Other Food Services	488,045	
<u><i>Prepared Food Services</i></u>	<i>2,406,151</i>	34%
Congregate Dining	875,391	
Soup Kitchens	1,420,492	
Home Delivered Meals	110,268	
Total Food Services	7,146,490	100%

More clients received distributed food services (4,740,339) than prepared food services (2,406,151 clients). Food distribution services include food banks and food pantries, as well as other food services. Two-thirds of all food services clients (66 percent) received these distributed foods. Food bank and food pantry clients comprise 90 percent of all clients receiving distributed foods. A total of 167 agencies reported operating 1,645 food banks/pantries/cupboards.

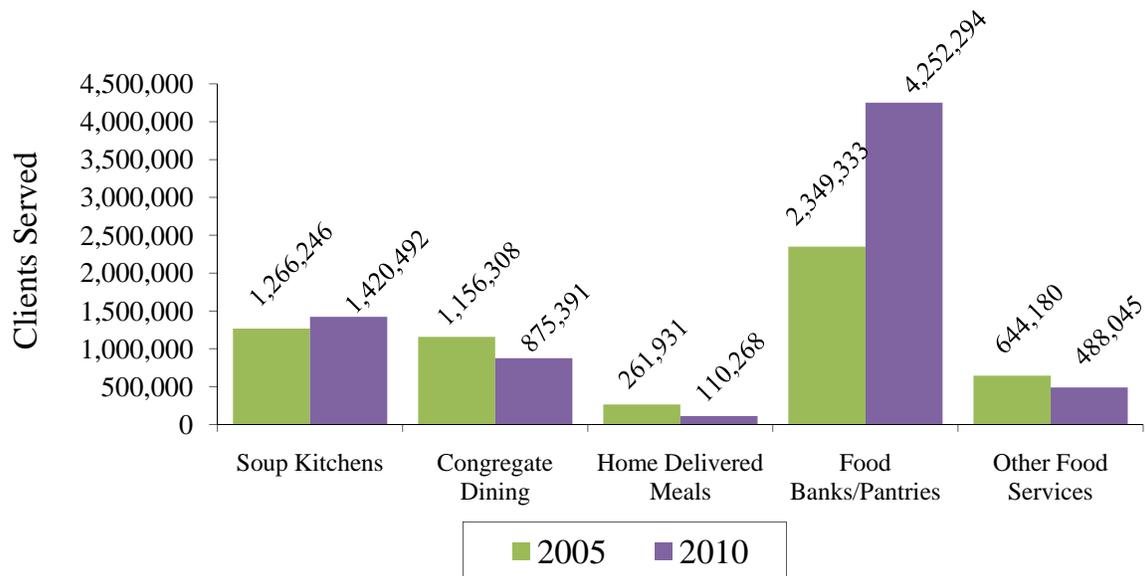
Another 7 percent of distributed food clients receive food from government bulk food distribution, donated food, SHARE, Second Harvest, food co-ops, and food voucher services. A total of 73 agencies, programs, or offices reported other food distribution services at 1,802 sites.

Prepared food services include soup kitchens, congregate dining services, and home delivered meals, such as Meals on Wheels. About a third (34 percent) of all food services clients received one of these prepared food services. Among prepared food services clients, 36 percent received prepared food at congregate dining facilities such as emergency and transitional housing facilities, senior citizen centers, and summer nutrition programs. Another 59 percent received those services at soup kitchens and 5 percent received prepared home delivered meals.

A total of 50 agencies reported meals served at 118 soup kitchens. Some 83 agencies reported meals served at 637 congregate dining sites. Finally, 43 agencies reported delivering 3,314,641 meals to clients in their homes and 25 agencies reported providing a summer lunch program at 211 sites in 2010.

In addition, 31 agencies reported that they sponsor community gardens.

Figure 9. Change in Clients Served by Type of Food Service



Between 2005 and 2010 the total number of clients increased in soup kitchens and in food banks, but declined in the other types of food services. Clients served in soup kitchens increased by 12 percent, while clients served in food banks or food pantries nearly doubled – an increase of 81 percent. Clients served in congregate dining situations decreased by 24 percent, while those receiving home delivered meals decreased by 58 percent between 2005 and 2010. In addition, clients receiving other food services decreased by 24 percent over 2005.

Services That Build Strong Communities

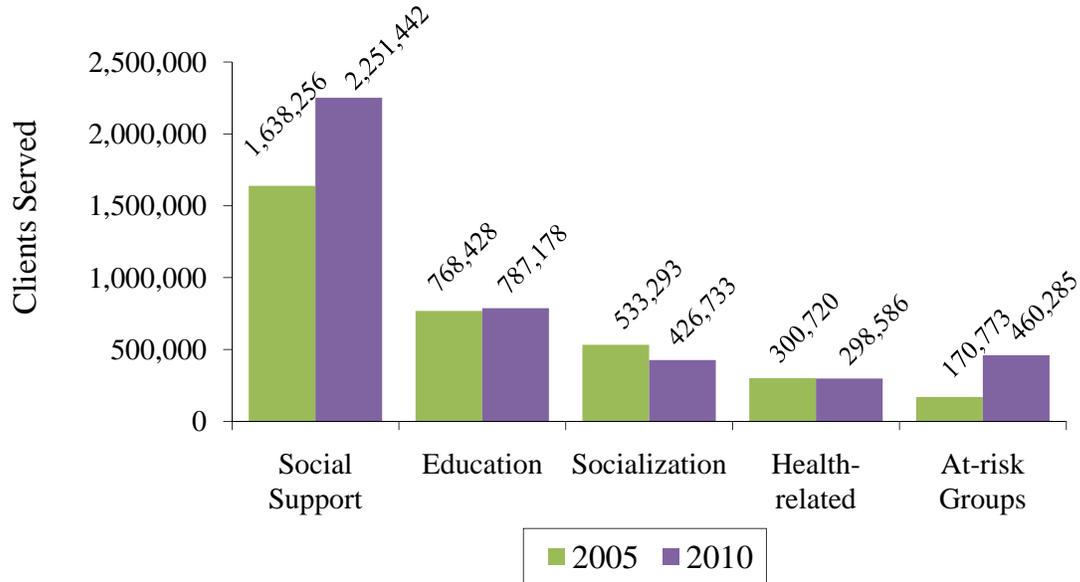
Social support services, including services such as child care services, after school programs, homemaker services, legal services, case management, and community based services programs, made up over half (53 percent) of all services provided to clients in this category.

Table 14. Services That Build Strong Communities

Service	Clients	Percent
Social Support Services	2,251,442	53%
Education and Enrichment Services	787,178	19
Services to At-risk Populations	460,285	11
Socialization and Neighborhood Services	426,733	10
Health-related Services	298,586	7
Total Community Services	4,224,224	100%

In 2010, 4,224,224 clients were engaged by CCUSA in some form of services that help build strong communities, an increase of 267,990 clients (7 percent) from 2009.

Figure 10. Change in Services That Build Strong Communities



Most categories of service measured among services that build strong communities, except the category of socialization, increased at least somewhat between 2005 and 2010.

- Services to at-risk groups increased by 170 percent
- Social support services increased by 37 percent
- Clients served in education-related services increased by 2 percent
- Health-related services was virtually unchanged (1 percent decrease)
- Socialization services decreased by 20 percent

A more detailed description of each of these categories and the types of services delivered follows in the section below.

Social Support Services – Seniors

Social support services make up just over half (53 percent) of all services that build strong communities. Some type of social support services were provided to 2,251,442 clients in 2010. In addition, a total of 2,230,115 clients received Information and Referral services through these programs.

Among the specific types of social support services reported in the survey, agencies detailed their social support services to senior citizens, to children, their participation in National Service Corp programs, and employment and referral services. Table 15, below, describes the types of social support services provided to seniors and the number of agencies, programs, or offices providing each service.

Table 15. Social Support Services Provided to Seniors

Service	Agencies
Case Management	163
Counseling	160
Transportation	122
Services for Seniors who are Homebound	105
Caregiver Support	83
Employment Services	77
Respite Care	60
Legal Services	58
Senior Companion Program	49
Chore Services	47
Home Repair	47
Retired Seniors Volunteer Program	47
Homemaker Services	39
Adult Day Care	38
Foster Grandparents Program	38
Guardianship for Seniors	23
Other Social Support Services for Seniors	107

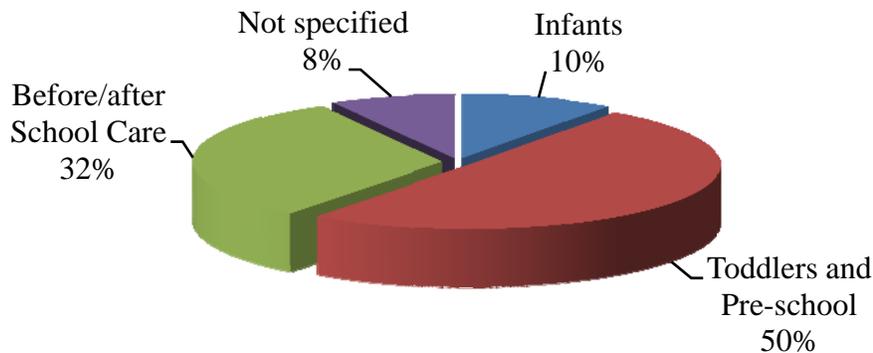
More than 100 agencies listed other social support services provided to seniors, including the following:

- Senior Center Services, congregate meals, and senior socialization services
- Bereavement support and caregiver support groups
- Emergency financial, energy, rent, and prescription assistance
- Food stamps, food assistance, and food delivery
- Referrals, service coordination, and advocacy for seniors
- Senior health clinics, support services, workshops, and spiritual support.

Social Support Services – Childcare

The 89 agencies, programs, or offices that provide child day care services also reported providing 21,645 “day care slots” per day. These groups provided childcare to 33,561 children in 2010.

Figure 11. Children Receiving Childcare Services



Half of the children receiving childcare services are toddlers and pre-schoolers (ages 2 to 5). Just under one third (32 percent) are children ages six and older who receive before and after school care. Infants (0-23 months) make up 10 percent of children receiving childcare services. Another 8 percent of the children receiving childcare services are not specified by age category. Most children receive childcare in center-based settings (28,919 children), while another 3,185 received care in a family-based setting.

Agencies reported that they provide childcare services to 22,308 low-income children, approximately two-thirds (66 percent) of all childcare services provided.

Responding Catholic Charities local agencies also provide specialized childcare services, including respite care, childcare for sick children, transportation services, and other non-traditional care in the evening, nights, and on weekends.

- Transportation provided by 21 agencies to 2,810 children
- Respite care provided by 19 agencies to 1,898 children
- Evening, night, weekend care provided by five agencies to 197 children
- Childcare for the sick provided by one agency to 25 children.

A total of 124 agencies, programs, or offices report that they provide support services for non-parent relatives raising children.

Social Support Services – Health Insurance Enrollment

Catholic Charities member agencies and affiliates assist many low-income clients in enrolling for health care benefits. In 2010, these agencies assisted 16,774 adults to enroll in health care.

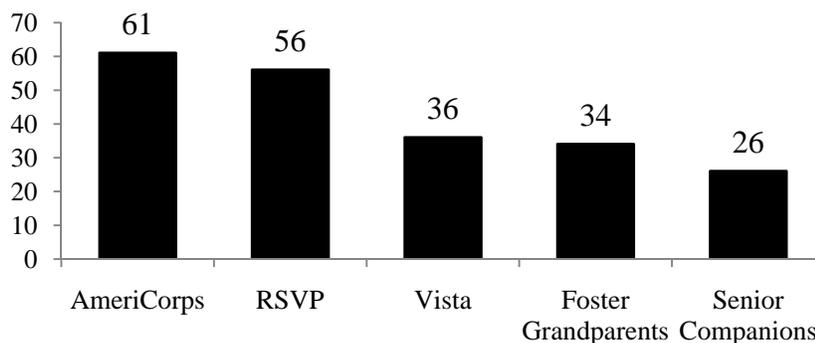
In addition to the health insurance enrollment assistance provided to adults, Catholic Charities also assists many low-income children in enrolling in a variety of health insurance programs, such as the Children's Health Insurance Program (CHIP), Children's Medicaid, and other health insurance programs for children. In 2010, Catholic Charities member agencies and affiliates reported assisting 19,208 children to enroll in these programs:

- 8,972 low-income children enrolled in CHIP
- 7,795 children enrolled in Medicaid
- 2,441 children enrolled in other health insurance programs.

Social Support Services – Corporation for National Service

Another form of social support service provided by Catholic Charities member agencies and affiliates is participation in the programs of the Corporation for National Service. In 2010, 61 agencies participated in AmeriCorps, 56 agencies participated in the Retired Senior Volunteer Program (RSVP), 34 agencies participated in the Foster Grandparent Program, 36 agencies participated in Volunteers in Service to America (VISTA), and 26 participated in the Senior Companion Program.

Figure 12. Agency Participation in Programs of the Corporation for National Service



Social Support Services – Employment Services

Employment Services is a final category of social support services monitored on the 2010 survey. Agencies reported providing employment services to 88,400 persons in 2010, an increase of 32 percent over the 66,794 served in 2009.

Table 16. Employment Services Provided

Service	Agencies
Job Search	125
Resume Development Skills Training	124
Interview Skills Training	121
Employment Training	101
Mentoring Programs	79
Job Bank	57

Agencies reported targeted employment services for the following groups:

- Welfare-to-work programs provided by 62 agencies to 20,676 participants
- Youth job programs provided by 44 agencies to 7,657 youth
- Senior employment programs provided by 39 agencies to 2,212 seniors
- Sheltered Workshops/Employment Programs for the Disabled provided by 28 agencies to 3,310 persons.

Education and Enrichment Services

Among agencies that reported education and enrichment services to preschoolers, the numbers of children served in these programs increased by 37 percent from those reported in 2009. The numbers served in Head Start-like programs increased by 48 percent from those reported in 2009 (23,006 in 2010 compared to 15,590 children enrolled in 2009). The numbers served in Head Start programs is about 15 percent higher than those reported in 2009 (8,676 in 2010 compared to 7,522 in 2009). The numbers served in Early Head Start increased by 30 percent (1,052 in 2010 compared to 808 in 2009).

Table 17. Education and Enrichment Services

Program	Agencies	Sites	Children
Head Start-like Programs	37	117	23,006
Head Start	19	154	8,676
Early Head Start	10	30	1,052
Total Reported		301	32,734

In other areas of education and enrichment, agencies provided the following services:

- Financial Literacy services, sponsored by 99 agencies, served 28,168 clients – a decrease of 32,397 clients from the 60,565 reported in 2009
- Assistance in accessing the Earned Income Tax Credit, sponsored by 48 agencies, served 16,112 clients, down about 35,000 from the 51,441 clients reported in 2009
- Individual Development Accounts (IDA) or other savings programs, sponsored by 16 agencies, served 1,266 clients in 2010, an increase of more than 200 over the 1,035 clients reported in 2009.
- Marriage Promotion and Strengthening programs, sponsored by 56 agencies, served 18,391– a decrease of 9,309 clients from the 27,700 reported in 2009
- Father involvement programs, sponsored by 42 agencies, served 15,238 clients – an increase of more than 5,000 from the 10,028 reported in 2009
- Abstinence Education and Promotion programs, sponsored by 41 agencies, served 91,931 clients – a decrease of more than 1,600 clients from the 93,552 reported in 2009
- GED services, sponsored by 34 agencies, served 4,704 clients – a decrease of about 800 clients from the 5,533 reported in 2009
- High school dropout prevention services, sponsored by 26 agencies, served 6,679 clients, a decrease of almost 7,000 over the 13,471 clients reported in 2009
- Post-secondary education services, sponsored by 16 agencies, served 1,942 clients, a decrease of more than 500 over the 2,447 clients reported in 2009

Socialization and Neighborhood Services

Agencies that provide socialization and neighborhood services report slightly more sites than in 2009 (1,652 sites compared to 1,509 in 2009). In particular, the number of Family/Community Centers and Senior Centers decreased while the number of camps and other sites increased.

Table 18. Socialization and Neighborhood Services

Program	Agencies	Sites
Family/Community Centers	61	218
Senior Centers	55	392
Camps	50	261
Other	59	781
Total Reported		1,652

Some 59 agencies reported providing other socialization and neighborhood services at 781 sites. These sites provide the following services, among others:

- Adult day care and Alzheimer's respite care
- Adult residential services
- Catholic Youth Organization programs
- Children's art groups
- Community gardens
- Community learning centers
- Day services for homeless women and Women's Day Center
- Employment services and welfare-to-work programs
- Family support groups and family leadership training
- Health fairs
- Housebound services
- Mother's support groups
- Rainbows program on loss
- RSVP programs
- Satellite programs of community centers
- Senior dining centers
- Socialization center for at-risk adults
- Sports tournaments, outdoor activities, and dances
- Summer programs for youth
- Thrift stores
- Voting site
- Women's day center, mother's support groups
- Youth drop-in sites

In addition, 110 agencies report that they were involved in community organizing in 2010. The table below presents the target issues of community organizing and the number of agencies that report they are addressing each issue in their community organizing efforts.

Issue	Agencies
Access to Health Care	78
Neighborhood Improvement	60
Tenants Rights/Housing	59
Crime and Public Safety	56
Employment Availability	51
Racism and Diversity	48
Child Care	47
Other Target Issues	78

Seventy-eight agencies specified other target issues not captured in the categories above, including the following:

- Access to basic needs services and to mental health services
- Affordable housing, home buyer education and foreclosure counseling
- CCHD local and national grant projects
- Child welfare and legislative advocacy
- Disaster response, recovery and preparedness programs
- Drug free communities
- Education and early learning initiatives, educational seminars
- Environmental issues
- Fair and affordable housing, Habitat for Humanity, homelessness week
- Family violence prevention
- Health and mental health care, health and wellness presentations
- Immigrant rights and immigration reform
- Kinship caregivers, prison ministry, and families of prisoners
- Living wage jobs, social justice cluster
- Migrant rights
- Moratorium on the death penalty
- Neighborhood cleanup
- Poverty
- Schools, legislative advocacy
- Senior advocacy, transportation, care & nutrition, and homecare
- Services for people with developmental disabilities
- Utility rate cuts and housing issues
- Youth development

Services to At-Risk Populations

Catholic Charities member agencies and affiliates also provide services to individuals who are at risk of abuse or neglect. In 2010, agencies provided programs for the following groups at risk of abuse or neglect:

- Domestic violence programs provided by 139 agencies
- Child abuse programs provided by 130 agencies
- Sexual abuse programs provided by 113 agencies
- Elder abuse programs provided by 84 agencies
- Programs for other at-risk populations provided by 75 agencies included at-risk youth, CASA, child neglect, foster care, guardianship for adults with mental illness, homeless, human trafficking, parenting classes, social skills workshops, residential treatment, victims of crime, runaway and homeless youth, and young fathers' workshops, among others.

In addition to programs for at-risk individuals, agencies also provide a number of services to at-risk populations, as the table below shows.

Service	Agencies
Case Management	181
Prevention Services for Families and Children	140
Other Intensive Home-based Family Support	96
Mentoring	95
Family Preservation Services	94
Family Mediation	65
Supervised Home Visits	57
Alternative to Home Care	42
Other Services to At-risk Populations	72

A few of the other services provided to at-risk populations by the 72 agencies who reported these other services include:

- Access to medical, dental, and senior transportation services
- Counseling
- Crisis response
- Emergency shelter
- Family support, counseling, and home visits
- Financial assistance

- Grief counseling
- Guardianship services and counseling
- Homeless prevention, housing retention, and community engagement
- Immigration legal services
- Legal services, counseling for domestic abuse
- Life skills training, money management
- Long Term Care ombudsman program
- Parenting programs, parent-child reunification, parenting education
- Rent, food, and utility assistance
- Residential care
- Respite care and respite services
- Supervised visitation
- Transitional housing
- Wrap around family services

Health-Related Services

The table below displays the number of agencies in 2010 reporting a variety of health-related services they provide and the total number of clients reported receiving each of those services.

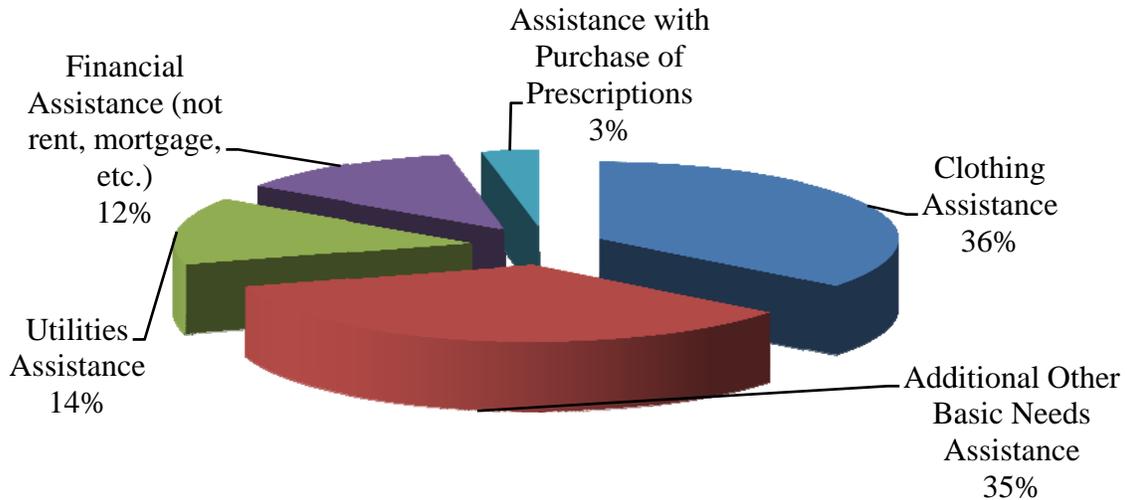
Service	Agencies	Clients
Prescription Drug Programs	57	28,561
Health Clinics	42	106,904
Health-related Support Groups	26	9,136
Dental Clinics	26	27,862
HIV/AIDS Services	24	9,598
Home Health Services	12	3,603
Skilled Nursing Facilities	10	3,233
Hospice	13	1,078
Parish Nursing	11	3,914
Intermediate Care Facility	8	893
Other Health-related Services	65	110,026
Total Reported		304,808

The total number of clients served in these health-related services increased by 24 percent from the 245,134 clients reported in 2009.

Other Basic Needs Services

Agencies provided other basic needs assistance, apart from food, shelter, or housing, to 1,942,119 clients in 2010, about the same as the 1,933,799 clients provided these services in 2009.

Figure 13. Other Basic Needs Assistance



In addition to the other services provided to clients by Catholic Charities, member agencies provide a number of other materials and resources to meet basic human needs.

- 689,692 clients received clothing (an increase of 14 percent over the 604,873 reported in 2009).
- 275,154 clients received utilities assistance (compared to 332,815 in 2009, a 17 percent decrease).
- 240,858 clients received financial assistance other than rent, mortgage, etc. This is a 3 percent increase over the 234,292 receiving financial assistance in 2009.
- 59,683 clients received assistance in purchasing prescription medications, an increase of 18 percent compared to 2009 (50,566 clients).
- 676,732 clients were assisted with other basic needs (a 5 percent decrease from the 711,253 clients reported in 2009).

Services That Strengthen Families

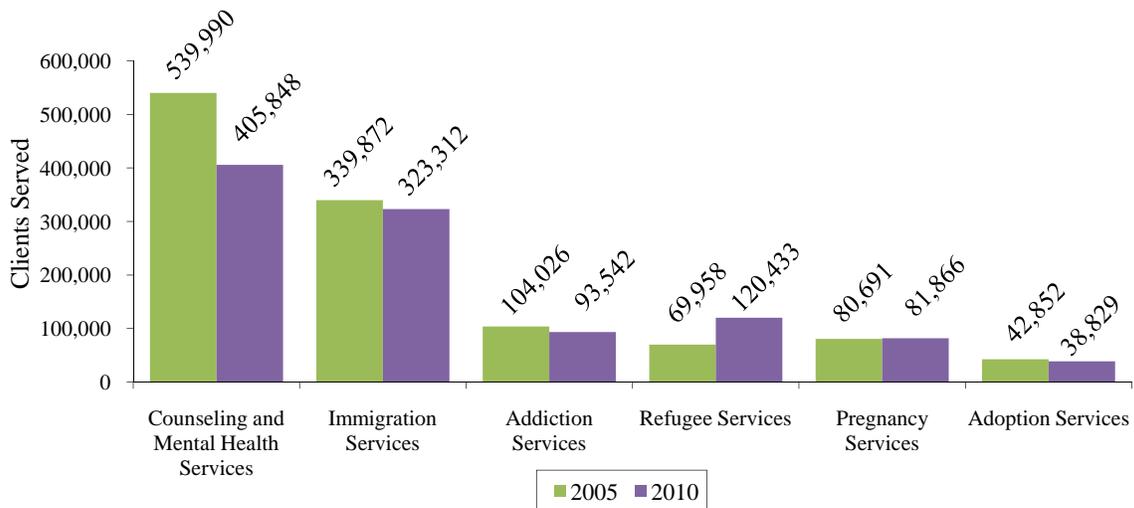
In the category of services that strengthen families, responding agencies served 1,063,830 clients in 2010, about the same number as the 1,064,913 clients served in 2009.

Table 22. Services that Strengthen Families

Service	Clients	Percent
Counseling and Mental Health Services	405,848	38%
Immigration Services	323,312	30
Refugee Services	120,433	11
Addiction Services	93,542	9
Pregnancy Services	81,866	8
Adoption Services	38,829	4
Total Services That Strengthen Families	1,063,830	100%

In 2010, the number of clients served in refugee, addiction, and immigration services increased from those reported in 2009. The number of clients served in pregnancy, adoption, and counseling and mental health services decreased from 2009 reports.

Figure 14. Change in Services That Build Strong Families



Compared to 2005, most areas in the category of services that strengthen families have been relatively stable in the numbers of clients served. The two exceptions are clients served in refugee services, which increased by 72 percent and counseling and mental health services, which decreased by 25 percent from what was reported in 2005. Clients served in addiction services and adoption services also declined by about 10 percent from the numbers reported in 2005.

Behavioral Health Services

Among agencies that provide behavioral health services, including counseling/mental health services or addiction services, 170 agencies, programs, or offices reported that they treated 267,609 individuals for *counseling or mental health only* in 2010, an increase of 3 percent from the 258,667 clients reported in 2009.

Table 23. Behavioral Health Services

Service	Agencies	Clients
Counseling/Mental Health Only	170	267,609
Addiction Treatment Services Only	55	51,272
Co-occurring Disorders	81	40,232

Responding agencies report 51,272 clients received *addiction treatment only* in 2010 and another 40,232 clients received services for *co-occurring disorders* (addiction and mental health services combined). Compared to 2009, agencies reported an increase of 19 percent in clients served in addiction treatment services only and a decrease of 17 percent in clients served in co-occurring disorders.

The table below displays the number of agencies that sponsored treatment programs for specific types of addictions.

Table 24. Addictions Addressed in Treatment Programs

Service	Agencies
Alcohol	82
Drugs	76
Tobacco	30
Gambling	17
Sex	15
Food	7
Other Addiction	18

Other addictions addressed in treatment programs that were mentioned by agencies included bullying, compulsive shopping disorder, co-dependency and domestic violence, as well as prevention, assessment, and referral services. Another 56,594 clients participated in *addiction prevention* programs.

Agencies were also asked to report their sources of third-party reimbursement for behavioral health services. Agencies are more likely to report receiving third party reimbursement for counseling/mental health services than for addiction services.

Table 25. Agencies Receiving Third Party Reimbursement for Behavioral Health Services

Third Party Reimbursement	Counseling/Mental Health Services	Addiction Services
Government	142	51
Insurance/HMO	121	37
Other Third Party	80	20

In all, 91 agencies report some other form of third-party reimbursement for counseling/mental health services and for addiction services, including the following:

- Catholic diocese, parish, or school contracts
- Co-pay, self-pay
- Employee assistance programs
- Fees, subcontracts
- Foundations, grants, donations
- Sliding scale and private pay agreements
- United Way

Immigration Services

Immigration services are 30 percent of all clients in the category of services that strengthen families. The agencies, programs, and offices that provide services to immigrants report 323,312 clients in 2010, nearly the same as the 319,952 clients served in this category in 2009. Table 27 displays several specific types of immigration services as well as the number of agencies providing those services.

Table 26. Agencies Providing Immigration Services

Service	Agencies
Citizenship Applications	133
Family Visa Petitions	129
Counseling	99
Legal Services	96
Removal Proceedings	44
Other Immigration Services	88

In addition, 85 agencies, programs, or offices estimate they reached 127,989 immigrants through community outreach events.

Refugee Services

A total of 120,433 clients received refugee services in 2010 and 103 agencies report having provided services to refugees after the initial resettlement period. The types of services provided and the number of agencies providing them are detailed in the table below.

Service	Agencies
Interpreter Services	88
Job Placement	81
English as a Second Language	79
Outreach	76
Counseling	74
Employment Training	71
Legal Services	61
Vocational English as a Second Language	24
Unaccompanied Minors	23
Other Refugee Services	55

Some of the other services provided to refugees include:

- Adjustment of status, immigration services
- Advocacy and referral services
- Case management
- Cultural orientation, citizenship training
- Family mentoring and stabilization, after school services
- Financial literacy and retail skills
- Food Stamps, financial assistance
- Guardianship services, health services, and medical referrals
- Information and referral services
- Marriage strengthening, parenting
- Permanent and transitional housing
- Resume writing and job readiness
- Transportation
- Workshops and conferences

In addition, 45 agencies reported that 599 parishes or congregations sponsored or provided sponsorship assistance for refugees in 2010.

Pregnancy Services

Pregnancy services represent 8 percent of all clients receiving services in the category of services that strengthen families. In 2010, agencies reported 81,866 clients received pregnancy services. This represents a decrease of 13 percent from the number of clients reported receiving pregnancy services in 2009 (93,977 clients). The table below displays the numbers of pregnant women, birth fathers, and intact families that received pregnancy services, according to their age category.

Table 28. Pregnancy Services Clients

	Pregnant Women	Birth Fathers	Intact Families
Under 18	8,874	635	510
18 and Older	32,540	2,665	5,470
Unspecified	1,870	725	1,068
Total	43,284	4,025	7,048

Responding agencies also report that 12,521 clients (roughly four times as many as the 3,160 clients served in 2009) in received educational services (school-based programs) and 2,101 participated in residential housing for pregnant clients. In addition, responding agencies report the following other pregnancy services:

- Counseling is offered by 149 agencies and affiliates
- Case management is offered by 146 agencies and affiliates
- Parenting services are offered by 144 agencies and affiliates
- Prenatal care is offered by 82 agencies and affiliates
- Pregnancy prevention services are offered by 60 agencies and affiliates
- Pregnancy testing is offered by 51 agencies and affiliates
- Job training or placement is offered by 21 agencies and affiliates
- Other pregnancy services are offered by 90 agencies and affiliates, including services such as adoption counseling and services, birth parent counseling, birth parent support groups, child placement, childbirth education, emergency assistance, domestic violence training, financial assistance, housing, infant and baby supplies, life skills training, maternity clothing, mentoring, pre-natal visits and referrals, post-abortion counseling, risk assessment, self-esteem groups, and transportation.

Adoption Services

Some 38,829 clients received adoption services in 2010, a decrease of 12 percent from the 43,982 adoption service clients in 2009. Clients receiving adoption services are 4 percent of all clients receiving services that strengthen families in 2010.

Table 29. Completed Adoptions by Type of Adoption

Type of Adoption	Number	Percent*
Total completed adoptions	3,605	100%
From foster care	2,302	64
Special needs children (e.g., hard-to-place)	1,809	50
Infants (excluding special needs)	827	23
Inter-country	545	15

*Percentages sum to more than 100% because adoptions may apply to more than one category.

In addition to adoption placement services, Catholic Charities agencies and affiliates also provided other specialized adoption services to 18,572 clients, a decrease of 33 percent from the 27,623 clients provided these specialized adoption services in 2009.

Table 30. Specialized Adoption Services Provided

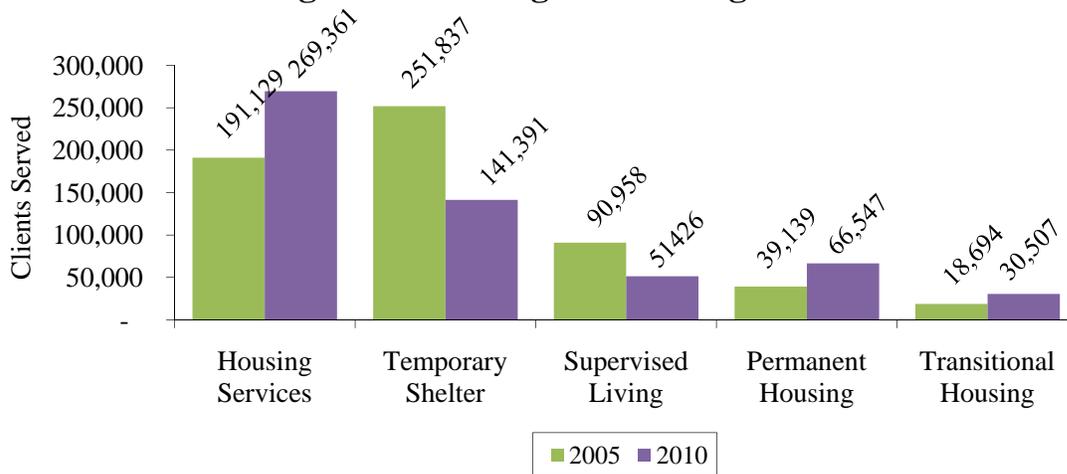
Service	Agencies	Clients
Home-study	133	4,442
Post-adoption Services	124	5,658
Adoption Search	117	3,899
Open Adoption	97	1,248
Adoption Support Groups	51	1,869
Adoption Registry	49	1,456
Total Reported		18,572

Housing Related Services

In 2010, Catholic Charities member agencies and affiliates report 559,232 clients receiving some type of housing services. The number of clients served in housing related services increased 12 percent from the 497,732 clients reported in 2009.

	Clients	Percent
Housing Services	269,361	48%
Temporary Shelter	141,391	25
Permanent Housing	66,547	12
Supervised Living Services	51,426	9
Transitional Housing	30,507	5
Total Housing Related Services	559,232	100%

Figure 15. Change in Housing Services

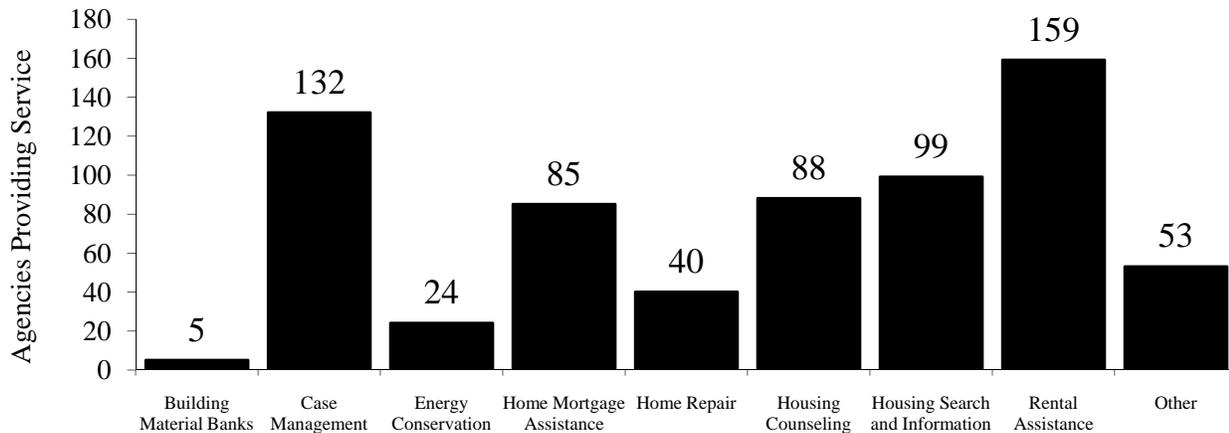


The total number of clients served in housing-related services in 2010 is 5 percent less than the number reported in 2005. The number of clients served in housing services increased by 40 percent compared to 2005. The number of clients receiving permanent housing increased by 70 percent and the number of clients in transitional housing increased by 63 percent compared to 2005. In contrast, the number of clients served in temporary shelter and supervised living each decreased by 43 percent from the numbers reported in 2005.

Housing Services

Figure 16 shows the types of housing services offered by Catholic Charities member agencies and affiliates. As has been the case over the years, more agencies help with rental assistance than any other category.

Figure 16. Housing Services Provided



Agencies that reported receiving USDA housing related funds in 2010 included:

- HUD 202 housing case management services reported by 32 agencies
- HUD 502 guaranteed rural housing loans reported by two agencies
- HUD 523 rural housing site loans reported by one agency
- HUD 515 rural rental housing loans reported by one agency

Temporary Shelter

Among agencies that provide temporary shelter services, 77 agencies report operating or managing 214 shelters with a total of 9,817 beds available. Agencies also described other temporary shelter arrangements, such as hotel or motel vouchers, referrals to other shelters, emergency cold weather plan, minimal hospital stays, and coordination with local area churches to provide shelter within their church.

Responding agencies estimate that they were unable to provide shelter to 43,821 persons because all available beds were full. Other reasons why persons were unable to receive shelter include:

- Age or sex requirements of the shelter
- Behavior problems, including alcohol, drugs, or mental problems
- Families with children
- Lack of funds or lack of space
- Previously exhausted stay
- Safety concerns, including threats of violence and inappropriate behavior

Supervised Living

Catholic Charities agencies and affiliates report providing supervised living services to 51,426 clients in 2010. Supervised living services provided by Catholic Charities include foster care, group home care, and residential care services for children and adolescents, adults, and seniors. Table 32, below, displays the number of clients reported in each of those categories served by agencies providing supervised living services. Altogether, a total of 31,572 clients are reported to be receiving foster care services, 13,480 are receiving residential care services, and 6,374 are living in group homes. Among those, 8,714 are not identified by age category and do not appear in the table below.

	Clients
<i><u>Children and Adolescents</u></i>	
Foster Care Services	19,285
Residential Care Services	5,502
Group Home Care Services	1,601
<i><u>Adults</u></i>	
Foster Care Services	7,027
Residential Care Services	3,942
Group Home Care Services	2,672
<i><u>Seniors</u></i>	
Residential Care Services	2,352
Foster Care Services	193
Group Home Care Services	138

Among other supervised living services reported:

- 26 agencies report that a relative provides foster care for 8,631 children
- 40 agencies provide supervised living for 3,969 developmentally disabled persons
- 19 agencies report providing 2,740 persons with assisted living services
- 4 agencies offer Continuing Care Retirement Community (CCRC) services.

Transitional Housing

Among agencies that operate transitional housing services, 91 agencies provide 412 transitional housing programs. Agencies reported providing 2,609 single room occupancy (SRO) units of transitional housing.

Table 33 lists special programs for transitional housing services provided to targeted populations. The first column lists the number of agencies that report providing temporary shelter to each of these targeted populations. The second column lists the number of agencies that provide transitional housing to these populations.

Target Population	Agencies Providing	
	Temporary Shelter	Transitional Housing
Women with Children	51	65
Families	44	52
Single Adult Females	42	46
Single Adult Males	37	34
Battered Women	36	38
Men with Children	26	34
Seniors	21	17
Persons with Addictions	21	29
Veterans	20	20
Persons with HIV/AIDS	15	21
Ex-offenders	11	17
Runaway Youth	14	8
Young Adults Transitioning from Foster Care	8	19
Other	13	24

Some of the other special programs for temporary shelter or transitional housing include:

- Disabled people
- Homeless youth and adults, foster care youth
- Human trafficking victims
- Mentally ill and medically fragile people
- Pregnant women and teen parents
- Refugees

Permanent Housing

Among agencies and affiliates that provide permanent housing services, a total of 29,010 permanent housing units are provided to clients in need. This is a decrease of 1 percent over the 29,247 permanent housing units reported in 2009. Table 35, below, reports the number of individual and family units provided, according to type of dwelling.

Table 34. Permanent Housing Units by Type of Dwelling

Dwelling Type	Individual	Family	Total
Single Room	2,950	136	3,051
Apartment (number of units)	15,875	7,387	23,353
Single-family Residence	1,968	631	2,596
Total Reported	20,775	8,147	29,010

Some of the housing units displayed in the table above were provided to target populations:

- 12,983 housing units were provided to low income families
- 2,382 housing units were provided to persons who are physically challenged
- 17,939 housing units were provided to senior citizens
- Another 1,937 units were provided to other target populations.

Agencies reported a total of 19,926 units that were federally subsidized. Fifteen agencies reported a decrease in the total number of housing units, while 32 agencies reported an increase in total housing units. Changes in function and ownership were cited as reasons for a decrease in housing units. Explanations for an increase in total units included the following:

- Additional senior housing units
- Completion of new multi-family development
- HUD 202's
- New housing facility or conversion of transitional to permanent housing
- Partnering with a religious community
- Grants received for permanent housing units.

Agencies that have a relationship with or operate housing programs reported:

- Seven agencies are involved in a Community Development Corporation and reported serving 617 clients.
- Eight agencies are involved in a Community Housing Development Organization, serving a reported 3,818 clients.

Disaster Services

In 2010, responding agencies that provide disaster relief services reported 93,436 clients served. This represents a decrease of 6 percent from the 99,665 clients who received disaster services in 2009.

Table 35. Number of Persons Receiving Disaster Services

Children or adolescents served	39,803
Adults served	40,559
Senior citizens served	12,127
Unspecified	947
Total number of persons served	93,436

A total of 123 responding agencies, programs or offices report that the agency has a disaster preparedness plan, such as a Continuity of Operations plan or an Emergency Operations plan.

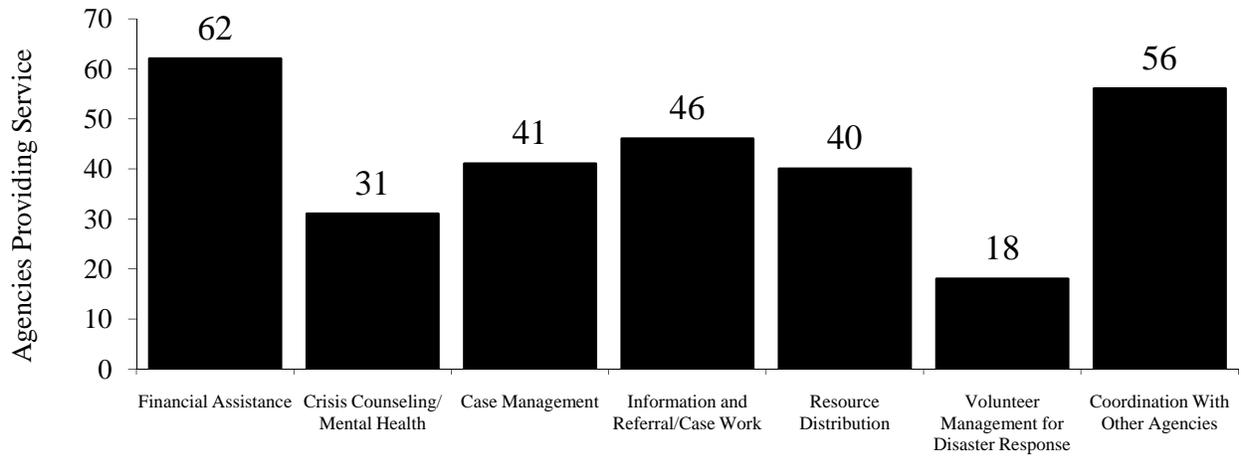
Table 36. Agencies Providing Disaster Services

Type of Disaster Occurring in the Diocese	Agencies
Natural Disaster (flood, fire, hurricane, etc.)	61
Man-made Disaster (civil disturbance, etc.)	13
Other Disaster	4

Sixty-one agencies reported providing disaster relief services with their dioceses for natural disasters, including floods, fires, hurricanes, tornadoes, blizzards, and a tsunami warning. Thirteen agencies responded to a man-made disaster, including the BP oil spill in the Gulf of Mexico, car accidents, boating accidents, and arsons. Additionally, four agencies reported responding to some other disaster, including abductions, families in crisis, an ICE raid, and continuing assistance from prior year's disasters.

When agencies were asked to describe which of several disaster response activities they provided in response to the disasters in their dioceses, the most common response was financial assistance. Figure 17, below, presents the types of disaster response activities they provide and the number of agencies that provided each type of disaster response.

Figure 17. Agency Response to Disasters



Programs for Special Populations

Many agencies offer specific programs for special populations.

**Table 37. Agencies Offering Specific Programs
for Special Populations**

Special Population	Agencies Serving
Undocumented People	118
People Suffering with Grief/Loss	109
Prisoners/Ex-offenders	83
Victims of Crime	81
People with Physical Disabilities	80
Women Who have had Abortions	79
Juvenile Offenders	66
Migrant Workers	66
Veterans	51
Fathers	50
Victims of International Trafficking	50
Families of Prisoners	47
Victims of Domestic Trafficking	45
Military Families	28
Gangs	17

Other Agency Program and Services Information

In addition to basic information on clients served in the six major areas of client services, the 2010 Annual Survey also asked member agencies and affiliates to report changes in programs and services, programs or services for which they maintained a waiting list or had to turn people away, programs or activities that the agency was involved with in 2010 that dealt with climate change or positively impacting the environment, legislative advocacy that the agency was involved in, and key partner organizations with whom the agency is working. In addition, agencies were asked on this survey to identify the greatest obstacle that they face in efforts to reduce poverty in the communities they serve. This section of the report details those reported changes, obstacles, projects and partners. These comments are transcribed here just as they were reported on the survey, without any editing or elaboration. The responses are sorted by state and city and identified by agency name as well as the affiliate, program, or office that supplied the information.

New or Innovative Services or Programs

Responding agencies provided information on the following new or innovative services or programs developed or implemented in 2010.

Juneau, AK: Catholic Community Service

Expanded behavioral health services to children, adolescents, and their families.

Anchorage, AK: Catholic Social Services

Connexions Day Habilitation program opened in June 2010- this program serves adult experiencing intellectual and developmental disabilities; Rapid Housing project for people experiencing homelessness

Little Rock, AR: Catholic Charities of Arkansas, Catholic Charities of Arkansas

Began providing case work and referrals for immigrant victims of violent crime; immigrant crime victim education; on-site cholesterol screening; moved dermatology clinic to new office site.

Tucson, AZ: Southwest Community Services, Catholic Community Services

Mentoring program to enhance interpreter training.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

The Foreclosure counseling program was new for our agency in 2010 and we were able to place staff in 3 counties.

Tucson, AZ: Catholic Social Service, Catholic Community Services

Migration and Refugee Services Program: Financial education class, English conversation class, job skills class, ESL class, nutrition class, GED class

Phoenix, AZ: Foundation for Senior Living

- >Hourly skilled care services (RN,LPN) for ventilator dependent clients (ALS)
- >Opened a new Adult Day Services center in Scottsdale
- >Social work home health (medicare) assessments

San Francisco, CA: Catholic Charities CYO

Edith Witt is a new 107 unit senior residential facility which shares a property with a 136 unit family residential building.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Financial Fitness, Positive Parenting, Learning Center, Computer lab, Children's Discovery Center, Dress for Success, Coach to Career, Expungement Workshop

Los Angeles, CA: Catholic Charities of Los Angeles, Inc.

English Conversation Partner Program for Refugees & Asylees matches new arrivals with people in the community to help new arrivals learn more about the community & practice their English skills. So far, 6 volunteers have worked with 7 families. 3 volunteers are waiting to be matched up with a family. / Allied Healthcare Program gives unemployed individuals training & employment in these industries.

Santa Ana, CA: Catholic Charities of Orange County, Inc.

CalFresh(Food Stamp) Outreach Program; Nutrition Education; Injury and Illness Prevention; WebMD; CCUSA 100th Anniversary Awareness; Point in Time Count of Homeless; Natural Family Planning Program

Sacramento, CA: Sacramento Food Bank & Family Services, Catholic Charities of Sacramento, Inc.

Mobile Food Project (implemented to new population in Central Sacramento/Oak Park neighborhoods): A project that focuses on food access/security and health and nutrition for low-income individuals and families.

Senior Program: A program that reaches socially isolated seniors by matching them with volunteer mentors that go into the home and provide social and safety-net services.

Education Center: Most recently, construction has started on our new 20,000 sq. ft. Education Center. This center will provide the space needed for our organization to expand our Mother-Baby, Adult Education, Job Skill Training and Play Care program services. These services will double in size increasing our efforts at brightening the lives of local individuals and families in need.

Redding, CA: Northern Valley Catholic Social Service, Catholic Charities of Sacramento, Inc.

CASA in Shasta County

San Jose, CA: Catholic Charities of Santa Clara County

In-Home Care, including workforce development: provide 100+ hrs of training for refugees interested in the industry thru partnership with local Community College.

CORAL moves-physical fitness/health awareness for k-8 students; Bridge to Kindergarten; Friends Outside Joined CC in April 2010 and has provided support services to county jail inmates and their families since 1955. Franklin McKinley Childrens Initiative Supportive Housing/Treatment for Veterans & Veteran families

Oakland, CA: Catholic Charities of the East Bay

In 2010, we continued a pilot Bilingual Medical Assistant training program, began refocusing on trauma informed care in our counseling services, and planned a whole-school restorative justice pilot. We also worked on a family self-sufficiency program that would help clients steward their assets towards resiliency, worked on our theory of change and prepared to create a cutting-edge client database.

San Bernardino, CA: Catholic Charities San Bernardino/Riverside

In-Home Visitation Management & Therapy, Summer Lunch Program, HPRP Homeless Prevent Rapid Rehousing, Cal Grip Parolee Re-entry Program

Denver, CO: Catholic Charities of Denver, Catholic Charities and Community Services

The Beacons Neighborhood Centers started a buddy program for peer-to-peer homework assistance and a parent class to teach adults how to help their students with homework. Home Based Counseling extended program hours to include Saturday appointments. Adult Services established a relationship with Regis University for nursing students to administer free medical assessments, blood pressure and sugar checks to clients that may not have a physician or money for transportation to clinics. The Samaritan House Veterans Ministry started a Veteran Advisory committee for clients that increased the communication within the veteran community and also increased participation and information sharing in the larger groups of veterans. Meals for the Child Care Centers were provided by another program in our agency this year, saving thousands of dollars on food expenses. Recognizing a need for younger residents to receive education about Post Traumatic Stress Disorder (PTSD), St. Joseph s Home for Veteran s formed a Young Warriors Group which meets every two weeks to discuss how to deal with PTSD issues. The Mission expanded shelter hours from 7:00 PM to 7:00 AM to 5:00 PM to 8:00 AM, in response to client needs.

Colorado Springs, CO: Catholic Charities of Colorado Springs, Inc.

Offering space to programs that promote self-sufficiency services and educational opportunities.

Stamford, CT: Senior Nutrition - Congregate & Home Delivered, Catholic Charities of Fairfield County

Added Russian and Latino alternate menu offerings.

Bethel, CT: Community Support Program, Catholic Charities of Fairfield County

Catholic Charities Case Management Program converted to a Community Support Program model officially as of July 1, 2010.

Washington, DC: Catholic Charities, Catholic Charities of the Archdiocese of Washington

The Center will serve as a point of entry for homeless single adults and will provide: assessment and eligibility determinations; prevention/diversion resources; and, shelter and housing placement referrals for homeless single adults seeking shelter.

The goals of the Center are:

1. Operate as a point of entry for homeless single adults seeking shelter and other services within the homeless services Continuum of Care
2. Accurately and efficiency determine eligibility for homeless services for those homeless single adults presenting for service
3. Conduct comprehensive individual assessment to determine the overall needs, and determine and identify the most appropriate housing and service resources
4. Provide access to, and assist with securing, housing accommodations and other needs services and resources to prevent single adults from becoming homeless or needing shelter placement
5. Facilitate shelter and housing placement for homeless single adults
6. Provide effective case management and service coordination services to homeless single adults that enable them to be quickly reconnected with permanent housing or interim shelter placement; and
7. Assist homeless single adults in identifying and accessing permanent housing resources that will move them beyond homelessness.

Wilmington, DE: Catholic Charities Inc.

After-care programs at Casa San Francisco and Bayard House programs

St. Petersburg, FL: Catholic Charities

HPRP, Section 3, Credit Counseling, St. Andre Free Clinic, Pinellas Hope II.

Lake City, FL: Lake City Regional Office, Catholic Charities Bureau

PINK- prescription and Dr. Copay assistance.

Jacksonville, FL: Jacksonville Regional Office, Catholic Charities Bureau

Refugee Resettlement Program - Integration Assistance Grant, POWR Grant

St. Augustine, FL: St. Augustine Regional Office, Catholic Charities Bureau

Homeless Prevention and Rapid Re-Housing with case management to stabilize individuals and families in permanent housing.

Orlando, FL: Catholic Charities of Central Florida

Senior Link Program, Senior Scholars Program, Transitional Housing and Medical Clinics

Pensacola, FL: Catholic Charities of Northwest Florida

Bridges to Circles Program

Fort Walton Beach, FL: Ft. Walton Regional Office, Catholic Charities of Northwest Florida

Faith United-this is a group of 120 faith based organizations that strive to be better stewards of the money entrusted by meeting on a monthly basis to co-ordinate services. It was initiated by this office.

Pensacola, FL: Pensacola Regional Office, Catholic Charities of Northwest Florida

1. Homelessness Prevention Rapid Rehousing (Federal HPRP)
2. Bridges To Circles - Automobile Donation Program

3. Contracted with Florida DCF to provide services for Refugees
4. Contracted with USCCB to provide services for victims of human trafficking

Honolulu, HI: Catholic Charities Hawaii

On December 2009, HICO was awarded \$20,000 for a two-year period by Theodore A. Vierra Fund of the Hawaii Community Foundation to help families improve sustainability. HICO utilized \$11,500 in 2010 and will use the balance of the fund in 2011. The fund assists individuals 50 years and over that reside in East Hawaii with needs such as back rent, utilities, and medical expenses. HICO worked in collaboration with VASH, VOAD and the Community Alliance Partnership to address concerns related to veterans, community disaster and homelessness (respectively). HICO is working to improve access to community services in West Hawaii (the project aided by university practicum students developed an initial resource list). HICO joined a new multi-agency collaboration addressing Native Hawaiian children and families involved with Child Welfare Services. Five core concerns were identified by the East Hawaii community: safe and accessible water, respite for kapuna, reopening a local school, parent support, and absenteeism in elementary school (HICO). Statewide Resource Families implemented H.A.N.A.I. Training in July 2010 to replace the P.R.I.D.E. Training. HI-IMPACT began providing evidence-based counseling services for children and families in April 2010. NOP Hilo developed a business plan to provide therapy services to the public via third party payment and sliding scale. The services will begin on the Hawai'i Island for the first time in 2011 (YES). During this year we began receiving a large number of requests for transportation assistance and identified a large need in the community for bus passes to allow those in job or housing search, as well as individuals with disabilities, access to needed locations. Within 3 months, without advertising, requests increased from 2 per month to 20 per month (NIAD Kauai). State Energy Sector Partnership Program: focused on developing green industries in Hawaii to meet the most aggressive energy plan in the nation. The grant not only provides training but leaves in place a green training infrastructure within the private and public sectors (IIR). Provided new Teen s group services at St. John s Church in Mililani area (TS-CSATP)

Dubuque, IA: Catholic Charities

Case Advocacy for single parents.

Peoria, IL: Catholic Charities

Expanded Senior Outreach services

Chicago, IL: Catholic Charities

Child Adult Care Food Program - provide supper and snack to after school care programs.

Homeless Prevention Rapid Re-housing (HPRP) in Cook and Lake County

Suburban Call Center

Expansion of the SNAP Program

Belleville, IL: Catholic Social Services, Catholic Charities of Southern Illinois

(Daystar) Mobile Food Pantry at two sites in one county. Increased the volunteer summer program in size. Senior Boxes provided by the Federal Food Program and the Back Pack Program for children provided Grants from the Food Bank.

Cairo, IL: Daystar, Catholic Charities of Southern Illinois

Mobile Food Pantry at two sites in one county. Increased the volunteer summer programs in size. Senior Boxes provided by the Federal Food Program and the Back Pack Program for children provided Grants from the Food Bank.

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.

Due to changing needs, the Transitional Housing program for families was changed to a Permanent Supportive Housing Program for chronically homeless men. The Transitional Housing program was moved offsite to better meet the populations needs. Unemployment group. Anger management. In person intake assessment. Nurtured Heart Parenting Family Life Seminars.

Tell City, IN: Charities - Tell City, Catholic Charities

We began a Budgeting Basics financial classes in late 2010, serving 2 clients that year. We also began Table of Blessings, a weekly hot meal program.

Bloomington, IN: Catholic Charities - Bloomington, Catholic Charities

We received a grant from the City of Bloomington to buy materials and train staff to initiate an evidence based treatment program for children and their parents-The Incredible Years.

Terre Haute, IN: Catholic Charities - Terre Haute, Catholic Charities

Deli-Days are mini food pantries, operated out of the soup kitchen and are held two days a week to make available highly perishable food to those in need. This is food that otherwise would not have been distributed through the pantry network due to the short shelf-life. Bread & Produce Market is held one Saturday per month at the Foodbank as another way to distribute highly perishable foods to those in need.

Overland Park, KS: Catholic Charities of Northeast Kansas

During the calendar year the organization opened La Luz Center for Immigration Legal Assistance was opened. To date, La Luz has served over 460 vulnerable immigrants. By providing services to these individuals, the Center not only informs them of their legal rights but also protects them from exploitation by unscrupulous lawyers who unfortunately prey on their vulnerability and lack of information.

Of the 460 immigrants who have been served, La Luz is officially representing 138 immigrants. This representation is before either the Department of Homeland Security (United States Citizenship and Immigration Services), the Department of State (United States embassies and consulates), and the Department of Justice (Immigration Court). The breakdown of services provided for these 138 are as follows:

- " Refugee Adjustments (Green cards) 58
- " Refugee Relative petition (Visas for spouses and children) 28
- " U-Visa (Visas for victims of crime who are aiding investigation) - 7
- " Violence Against Women Act (Green cards for victims of spousal abuse) 4
- " I-130 applications (Family petitions) 9
- " N-400 applications (Citizenship) 7
- " Cuban I-765 applications (Work permits) 5
- " K1 applications (Fiancee petitions) 2

- " I-90 (Green card renewal) 4
- " Family Adjustments (Green cards through family) 4
- " I-94 renewal (Refugee entry document) 6
- " Removal proceedings (Immigration Court) 4

There are secondary beneficiaries (e.g. a refugee filing an I-730 to bring his wife to the country) to a number of these matters. The number of secondary beneficiaries served is 31.

The other 291 immigrants were served by receiving a full legal intake, a consultation, and a know your rights presentation directed specifically at each person's situation. Some of these immigrants could not afford the government fees for the application for which they qualify. Others have a waiting period until a legal option will be available.

Wichita, KS: Catholic Charities, Inc.

Nutrition programming with children and adults in our homeless shelter and domestic violence shelter.

Lexington, KY: Catholic Charities of the Diocese of Lexington

Financial Literacy Program: using asset mentors and financial incentive

Job Preparedness Studio: volunteers help with resumes and interview techniques, offer free business attire

Lexington, KY: Bridging the Gap, Catholic Charities of the Diocese of Lexington

The Lasting Change program began in March 2010. Lasting Change is a dynamic financial literacy program for adults who want to gain greater control over their finances by examining spending patterns and learning more about budgeting and banking. Each participant is paired with a mentor and attends a series of six two-hour workshops. Food and childcare are available, and participants have the opportunity to earn money to invest in a savings or checking account. The Lasting Change program is held four times a year at various locations in and around Lexington.

Suit Yourself opened in May 2010. Suit Yourself is a career studio for those who would like some help in finding employment. Community volunteers act as career counselors, guiding participants through a series of assessments, mock interviews and resume-building sessions designed to increase confidence and sharpen job-seeking skills. Upon successful program completion, participants are able to shop for a free business outfit.

Covington, KY: Catholic Charities Inc. Diocese of Covington, Catholic Charities-Diocese of Covington

Second Chance Mentoring

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Spirit of Hope is a multi-agency collaborative behavioral health effort led by CCANO providing counseling, psychiatric evaluation & treatment and community building to Deepwater Horizon Oil Spill survivors and those affected by the Oil Spill. Marque Medical Emergency Grant...funded by the Theresa Bittenbring and John Henry Marque Fund to provide case management and direct financial assistance to individuals & families for hardships due to medical problems for a family member.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

Our Family Strengthening Program called St. Peter Claver Family Strengthening Program is currently in development. We plan to launch it in the next few months. It will offer Financial Education and Budget Mentoring for participants with Emergency Financial Assistance as well.

Baltimore, MD: Catholic Charities

Earned Benefits Program offered through parishes
Hunger Solutions Program benefits offered in four counties

Portland, ME: Refugee & Immigration Services, Catholic Charities Maine

RIS was awarded Bureau of Immigration Appeals (BIA) recognition and accreditation, which allows the RIS program and its accredited staff the ability to practice limited forms of law on behalf of clients. This has been useful in accompanying clients to their US citizenship interviews, filing family reunification forms for clients, and helping them in adjusting their resident status and filing for a green card at the end of their first year of resettlement.

In collaboration with local parishes, the RIS Volunteer Coordinator organized several international cooking demonstrations/classes and dinners as a way to create awareness about the American Friend volunteer program. The first event was held in November 2010 and featured Iraqi cuisine prepared by a former RIS client. The event was well attended and was featured in two local newspapers as well as social media websites. The second event was held in January 2011 and featured Rwandan cuisine prepared by another RIS client. This event was also well attended, and in addition to providing an opportunity to promote the American Friend program, it gave the client an opportunity to earn some money for her family.

Portland, ME: RISInterpret, Catholic Charities Maine

We introduced a new training program to help educate providers about the Refugee Experience. This was first implemented in the Fall of 2010 in combination with RIS and the Bureau of Motor Vehicles. It has been very well received & we have since replicated with many other groups of providers. RISinterpret has also been working on developing trainings for providers, and in 2010 has broadened its continuing education offerings.

Portland, ME: Home Supplies & Food Bank, Catholic Charities Maine

We added the partnership with Aroostook Area Agency on Aging to distribute CSFP food packs to 113 senior citizens in our County.

Portland, ME: GBEON, Catholic Charities Maine

We partnered with People Plus in Brunswick in a grant that provided joint training for our volunteers and marketing supplies for each of the programs.

Portland, ME: Jessie Albert Dental & Orthodontic Center, Catholic Charities Maine

In 2010, we upgraded our radiographic capacity by converting to digital x-ray and pan-cephalometrics. This reduced significantly the level of radiation exposure for our patients and staff, provides a higher level of detail in imaging that enhances our diagnostic evaluations, and also provides a convenient and efficient means of record information storage and communication for our patients.

Portland, ME: SEARCH, Catholic Charities Maine

We partnered with the Boys and Girls Club of Auburn/Lewiston to provide yard work projects to our seniors who needed this support.

Portland, ME: ESBVIC, Catholic Charities Maine

One TVI successfully completed a Deafblind Advisor program with the New England Consortium of Deafblind Project

Portland, ME: St. Francis Recovery Center, Catholic Charities Maine

The Halfway House Cook apprentice program is a certificate program that prepares a client for employment in a variety of food preparation positions in the food service industry. Through a combination of instruction and hands-on experience in the program's kitchen and dining facilities, clients acquire fundamental skills in food preparation, kitchen sanitation, food presentation and good service practice. In addition, they gain knowledge about proper nutrition, menu planning, food purchasing and safe food storage techniques.

St. Francis Recovery Center has become the newest host site for Angel Food Ministries in Maine. Angel Food Ministries (www.angelfoodministries.com), is an organization dedicated to providing affordable, high-quality food to those in need. Angel Food provides individuals and families with fresh, brand name food for a fraction of the retail price.

Portland, ME: Parish Social Ministry, Catholic Charities Maine

Emergency Services In the process of identifying areas of specific basic needs and over the next few months will develop and refine program.

Grand Rapids, MI: Catholic Charities West Michigan

In 2010, CCWM started providing the following programs: Families Together Building Solutions, Family Support Services, Healthy Start 0-18/Family Mentoring, Child Care Provider Program, and Young Parent's Program.

Kalamazoo, MI: Catholic Family Services

Case Management for Prevention Life Skills in St. Joseph and Cass Counties; Case Management for Family Advocacy in Kalamazoo County; Street Outreach.

St. Cloud, MN: Catholic Charities

We had a small budget for scattered-site transitional housing 2010.

Continued services for children and youth leaving residential and intensive outpatient care.

Evidence-based health promotion education for seniors.

New Ulm, MN: Catholic Charities

Formal spiritual direction program maintained

Project Rachel Conference (35 attended) and Presentation to Youth (350 attended)

St. Louis, MO: Catholic Charities Archdiocese of St. Louis

1. CUHRP grant: A research project that is looking at the effectiveness of recovery management checkups conducted by peer specialists. (QOP)

2. The Adolescent Resource Center: A St. Louis County funded grant for outpatient substance abuse aimed at children 12-19 years of age. This project screens adolescents for substance abuse and provides counseling for both mental health and substance abuse. (QOP)

3. Language Access Metro Project (LAMP) began conducting Diversity Trainings. (CFS)
4. Good Shepherd implemented an Evidence Based Practice in Expectant Parent Services and Residential Maternity Program through the use of Nurturing Programs parenting curriculum. (GS)
5. Services to homeless youth/young adults (CCMG)
6. Midtown started the Midtown Fitness Squad , an exercise group for children based on the President s Physical Fitness Challenge. Children run, jump, race, throw, and learn about exercise and their health. (MT)
7. City Greens produce markets. (FT)
8. Expanded outreach and services to outlying parishes with Hispanic/Latino communities seeking mental health information and services through increased workshops and expanded counseling offerings. (SS)

Charlotte, NC: Justice and Peace Office, Catholic Social Services

The Office of Justice and Peace of CSS organized a year-long educational series of events on the theme "Parishes and Parishioners Energized." Events involved promotion of energy saving tools, building understanding of where energy used comes from, promoting sustainable practices, and raising awareness of Church teaching on environmental justice.

Charlotte, NC: Charlotte Regional Office, Catholic Social Services

Implementation of Client Choice Food Pantry. Clients are able to select foods from a prepared list of available foods. Client foods are packed according to the list and client requests.

Winston-Salem, NC: Piedmont Triad Office, Catholic Social Services

Client choice food pantry

Asheville, NC: Western Regional Office, Catholic Social Services

The food pantry implemented a "client choice" model for food distribution, allowing clients to select the foods they want/need instead of giving out prepacked boxes of food.

Omaha, NE: Catholic Charities, Inc.

Financial Literacy Workshop w/youth; senior lunch program; Day Treatment Program; before school program for youth; senior activities outings; Family Programing in BHS; educational services; Peer recovery support.

Perth Amboy, NJ: Residential Services, Catholic Charities

A residential treatment center for adolescent females ages 16-20 was opened. It is community-based and focuses on independent living skills.

Perth Amboy, NJ: Behavioral Health and Youth Services, Catholic Charities

Opened 3rd Community Drop-In Center (Woodbridge). Implemented a 2nd Intensive Outpatient Program in Hunterdon and a Therapeutic After School Program in Somerset. Opened a satellite office for LIHEAP and Financial Stabilization.

Perth Amboy, NJ: Child Care, Catholic Charities

The Child Care Division opened two new kindergarten enrichment programs in September 2010 in Washington Township School District, Morris County which serves approximately 48 kindergarten children. The programs compliment the half day kindergarten day with an expanded

school day curriculum, collaboration with school district personnel, and added enrichment. The division is looking to expand these programs next year into three elementary schools in the district. Additionally, the Child Care Division received national accreditation through the National Afterschool Association (NAA) for our ninth school age program in April 2010 in Somerset County based on meeting high quality standards for school age care.

Newark, NJ: Human Resources, Catholic Charities

Children's Outpatient Mental Health; Healthcare for the Homeless; YouthBuild

Trenton/Burlington, NJ: Behavioral Health Services Mercer/Burlington, Catholic Charities

Integrated primary health care on site with behavioral healthcare for adults with serious and persistent mental illness across multiple sites within county.

Clifton, NJ: Catholic Charities in the Diocese of Paterson

Food delivered to homebound; Pet food for seniors with pets, Firewood for home heating; Rapid Rehousing Program; Senior Activity Program in local senior housing complex; Socialization activities for adults with disabilities living at home; Mentoring Program for Teens; job assistance program; home modification program for adults with dementia; chronic disease management classes; case management for disaster victims

Albuquerque, NM: Catholic Charities

We received ARRA funds to develop a new program Homeless Prevention Rapid Rehousing

Las Vegas, NV: Catholic Charities-Southern Nevada

Social Entrepreneurship: In 2010 Catholic Charities of Southern Nevada took advantage of our St. Vincent-Lied congregate Dining Hall's quality and capacity to generate agency revenue through providing meals or meal service to area agencies, including parochial schools, Mental Health treatment facilities, and the like. Since then (outside the timeframe for other data submitted in this survey) we have expanded to provide catering service to area events. This is a fledgling program but shows great promise.

Binghamton, NY: Catholic Charities of Broome County, Catholic Charities

Protective Services for Adults

Syracuse, NY: Catholic Charities of Onondaga County (CCOC), Catholic Charities

Mundy Library
Incredible Years

Rochester, NY: Catholic Charities

Homelessness Prevention Rapid Rehousing program (stimulus money); Mentee Drug Free Communities Grant; AIDS Services, case management in rural counties supportive services, transportation, treatment adherence; Parole Re-entry through Strengthening Families through Stronger Fathers.

Hicksville, NY: Catholic Charities

DENTAL-Intake forms are on website for greater efficiency and time saver. HOUSING - Sponsored the construction of a 65 unit senior apartment complex scheduled for opening in

Spring 2011. IMMIGRANT SERVICES-Legal Assistance and Social Services for Haitians who were affected by earthquake. Services for victims of Human Trafficking Wunder OVC. WIC-Women, Infants and Children Program was implemented in August 2010. Program served 815 new participants to this supplemental nutrition program.

Utica, NY: Catholic Charities of Oneida-Madison Counties, Catholic Charities

Developed a multi generational community drop-in program in conjunction with a parish in Rome, NY. Attracts youth, students in alternative education program and senior citizens.

Norwich, NY: Catholic Charities of Chenango County, Catholic Charities

Enhanced shelter services for DV victims w/ disabilities

CAC Program for children sexually/physically abused

Soccer Clinic for the young child

Brooklyn, NY: Little Flower Children's Services, Catholic Charities

Advantage After School Program on RTC Campus

Albany, NY: Catholic Charities

Formed a relationship with Community Development Alliance - a coalition of housing organizations. Residential programs are adopting a sanctuary model into their daily practice, Syringe exchange, virtual senior centers.

Brooklyn, NY: Mercy Home for Children, Catholic Charities

Mercy Home initiated the College of Direct Support for staff. 50 staff went through the training thus far.

Brooklyn, NY: Catholic Charities Neighborhood Services, Catholic Charities

Budget for after-school prg increased to serve 325; Children's Center at Bedford Hills expanded services to include: transportation, on-site case management, family counseling; enhanced services provided for 9th grade students

Cortland, NY: Catholic Charities of Cortland County, Catholic Charities

Mental Health Intensive Case management - children, youth and adults

Ogdensburg, NY: Catholic Charities

Mentoring program for men who are seeking employment (ages 18 to 25)

Glen Cove, NY: SCO Family of Services, Catholic Charities

2 new shelters opened, 126 beds, single MICA male/ 122 beds single women; statewide restraint reduction; parent advisory board developed by OMH prg; summer youth program stipend programs, life skills, housing workers, money management

Toledo, OH: Catholic Charities

HPRP housing services expanded to other counties in our diocese.

Youngstown, OH: Catholic Charities

HPRP Program (started at the end of June 2009)

Cleveland, OH: Catholic Charities Health and Human Services

Offender reentry for Juveniles incorporates a best practice intervention for substance abusing youth being released from State institutions per a 3 year SAMHSA award started October 2010. Access To Recovery contract through State AoD Department reimburses for adults requiring services and supports to enhance recovery plans and to reduce recidivism. Limited stimulus funds to provide treatment for youth and adult populations were also awarded in 2010 through Justice Affairs. Gender specific programming for girls for self esteem building group work supported through one time funds through Juvenile Court.

In 2010 our Parish and Community Ministries began offering legal immigration services.

Columbus, OH: Catholic Social Services

Developed a case management program for women exiting the local domestic violence shelter to find and maintain stable housing.

Cincinnati, OH: Catholic Residential Services, Office of Catholic Charities

swim areobics

jazzercise

choir

Cincinnati, OH: Catholic Charities Southwestern Ohio (Cincinnati & Hamilton offices), Office of Catholic Charities

BIA Recognition

Oklahoma City, OK: Catholic Charities of the Archdiocese of Oklahoma City, Catholic Charities

Sanctuary Women's Development Center is a day center for women and children who are homeless or at risk of homelessness. Sanctuary provides basic hygiene services (showers, laundry, clothing) and intensive case management. In 2010 116 women were moved from homelessness to sustainable housing.

Springfield, OR: CCS of Lane County, Catholic Charities

In the reporting period CCSLC instituted a new American Reinvestment and Recovery Act program, Homeless Prevention and Rapid Rehousing (HPRP). HPRP targets individuals or households with children who are homeless or would be homeless but for the assistance and who are likely to achieve long term stability after the assistance ends. Participants receive rental assistance, utility assistance, case management, budget and renter's education. Funding for this project extends through June 2011.

Portland, OR: CC Social Services Division - Portland, Oregon, Catholic Charities

*In September of 2010 we began financial literacy education to enhance our program and to empower the clients. We served 211 clients. *Housing Transitions expanded capacity for housing advocacy/placement in the community by conducting housing workshops and trainings for residential programs for women and treatment centers. Although it could not be considered innovative, we began offering showers and laundry to our clients in our new facility. *Continued

to utilize centralized intake & screening process for Haven House clients via Pregnancy Support Program. *We offered expanded services to parents of pregnant teens & parents of teens in general and specific classes for adults focused on healthy boundaries. We had an intern dedicated to this program. We expanded our efforts to serve fathers. *Expanded capacity for completing home study paperwork electronically and added opportunity to adoptive parents to create online profiles. The state made changes to Special Needs Adoption Program that we launched for our families "OARE". *Attempted to expand our Mentoring program for new/vulnerable parents. We continued and expanded psycho-education classes, relationship education, parenting education, and financial literacy. We launched year-long ad campaign on MAX trains. Additionally, we improved and expanded our services to a larger population of pregnant Latino women by creating brochures in Spanish. *We started the Latino Parent Academy at 12 schools in Portland Public School District. We received a grant from CCUSA to offer "Strengthening Families" classes to Latino families in Multnomah County. *We have continued to expand and define the duties/responsibilities of the volunteer Deacon assigned to Project Rachel. *Started a computer education and teaching program for 15, 10-21 year old youth. Project in collaboration with One Economy and Cleveland High School. *The Green Jobs Program is a collaboration between multiple partner agencies and worksource to assist low income job seekers to retrain and secure positions in the green jobs sector through a long-term relationship (case management) with client.

Allentown, PA: Catholic Charities

- Worked w/Dept. of Health to initiate refugee Health screening process
- With Housing Trust Funds can provide Mortgage Assistance on a large scale.
- Implemented Active Parenting Now program.
- Collaborative group for in-home volunteer services for senior adults.

Pittsburgh, PA: Catholic Charities

1. Behavioral counseling at our Free Health Care Center for the uninsured.
2. Focus on workforce development and financial literacy in our Basic Needs department.
3. Taking pregnancy and parenting services into area high schools.

Clearfield, PA: Good Samaritan Center, Catholic Charities of the Diocese of Erie
Began an annual Fundraising Dance.

Harborcreek, PA: Harborcreek Youth Services, Catholic Charities of the Diocese of Erie
Alternative Education program provides a short-term program designed to meet the needs of children grades 7-12 who experience behavioral, personal, academic, and/or social difficulties, which interfere with their success in school.

Erie, PA: CC Director & Development, Catholic Charities of the Diocese of Erie
Harborcreek Youth Services Academy: Alternative Education Program for children needing help with life skills. At St. Martin Center, the Hospitality Industry Training (HIT) program. The Family Advocate program is new at St. Elizabeth Center. Finally the TRANSITIONS program for widowed, separated and divorced is a new service.

Oil City, PA: Catholic Rural Ministry (Oil City), Catholic Charities of the Diocese of Erie

Prison Ministry was more of a focus with visits made to local County Prisons and the nearest State Correctional Institution. Spiritual enrichment was offered at the State Correctional Institution.

Farrell, PA: Prince of Peace Center, Catholic Charities of the Diocese of Erie

We combined our HOPE Advocacy and Project RUTH programs under one umbrella (Family Supportive Services) which created a continuity allowing a person moving into permanent housing (causing a Project RUTH termination) to continue to gain supportive assistance through HOPE Case Managers with whom relationships may already exist. We strengthened the AWESOME program which encouraged folks seeking emergency financial assistance to also attend life skill classes in exchange for additional promised assistance. More than 35% of our assistance fell under that category. It taught needed skills and encouraged greater personal autonomy and esteem for 264 persons during 2010. Another 20 persons attended 12-session "Intro to Computers" seminars to learn basic computer skills for which they received computers refurbished by local Penn State students.

Oil City, PA: St. Elizabeth Center, Catholic Charities of the Diocese of Erie

Family Advocacy program was initiated in March 2010 with a part time worker. This worker provides assessment of needs to families attending the food pantry and other services. She provides information and referrals along with case management and advocacy as needed.

Philadelphia, PA: Catholic Social Services, Catholic Social Services

The night school program @ St. Gabe's Halll moved from Novanet to Aplus Online Program which has improved attendance and graduation rates.

Wilkes Barre, PA: Catholic Social Services

Anger Management, Parenting, SAMHSA, Substance Abuse Mental Health Services, County/City ARRA, St. Jude's Permanent Supportive Housing Program, Citizenship Classes, Parent/Child Enrichment Program, Truancy Intervention

Providence, RI: Diocese of Providence

Emmanuel House Shelter - Emergency Winter Shelter for the Homeless

North Charleston, SC: Catholic Charities, Coastal Office, North Charleston, SC, Catholic Charities

Dental Hygiene Class

Conway, SC: Catholic Charities, Pee Dee Office, Conway, SC, Catholic Charities

The Cove - space in high schools that provides clothing and supplies to homeless students

Beaufort, SC: Catholic Charities, Lowcountry Office, Beaufort, SC, Catholic Charities

Adopt a Marine program - partnering with Marine Corps for Christmas; job bank program - to assist unemployed

Columbia, SC: Catholic Charities, Midlands Office, Columbia, SC, Catholic Charities

Began development of "Clean of Heart" ministry which will provide laundry and shower facilities to downtown Columbia homeless population. Set to open March 2011.

Charleston, SC: Carter-May Home, Charleston, SC, Catholic Charities

We created a raised garden for our seniors in our assisted living facility.

Rapid City, SD: Catholic Social Services, Rapid City

Created a program called Lakota Circles of Hope for 2nd through 5th Grade Lakota students on two of our reservations.

Knoxville, TN: Catholic Charities of East Tennessee

We added forty units of housing for the mentally ill.

Nashville, TN: Catholic Charities of Tennessee, Inc.

the Women's Alliance Group helps refugee women learn to profit from their artistic talents and home based services.

Fort Worth, TX: Catholic Charities

1) Collaboration with Prevent Blindness & Dental Health Arlington resulting in clients receiving vision and dental services at less cost to the St. Joseph Health Trust. 2) We began the Families First program with use of evidence based curriculum called Triple P - to prompt parent confidence & strengthen parent/child relationship. 3) WORN is a socially-conscious business. The mission of WORN is to provide refugee women living in the US a supplemental source of income, empowering them to rise above poverty. Each circle scarf is hand-knit by women who have survived the afflictions of their war-torn and poverty-stricken homelands. 100% of the profits from this project go directly back into the community through Catholic Charities Diocese of Fort Worth to further equip the women with the necessary skills to become self-sufficient. 4) Collaboration with RRC to address resident dependency issues in our properties. 5) SOS - Street Outreach Services was developed and implemented in 2010. It is innovating because of their approach in engaging the unsheltered homeless & creating specific partnerships to reach this population where they live (EMS, mental health services, etc.) 6) Financial Coaching was implemented in 2010 to provide one-on-one services to clients.

San Antonio, TX: Catholic Charities

A) Roundtable meetings with Bexar County Juvenile Probation Department to identify victims of domestic trafficking; B) Our Refugee Services program received funding to implement a Parishes Organized to Work (POWR) grant to create a volunteer program with local parishes; C) Our Immigration Services program is holding a citizen workshop twice a year, an Ask A Lawyer legal clinic four times a year, and is now providing BIA training and accreditation.

Corpus Christi, TX: Catholic Charities of Corpus Christi, Catholic Charities of Corpus Christi, Inc.

During FY 2010, Catholic Charities of Corpus Christi developed and implemented the Diabetes Prevention and Intervention Program; a community-based program that provides diabetes education, nutrition, cooking classes, community garden, exercise classes and home visits. This program was created in partnership with the University of Texas Community Outreach Program. Currently the program is staffed with one Program Coordinator, one Registered Nurse, and 4 Community Health Workers.

Dallas, TX: Catholic Charities of Dallas, Inc.

Dallas Independent School District School Readiness Integration Program; Counseling/Therapy through a Collaborative Grant

Beaumont, TX: Catholic Charities of Southeast Texas

In April 2010, we began offering direct assistance and support services to survivors of human trafficking.

Houston, TX: Catholic Charities of the Archdiocese of Galveston-Houston

In 2010, CCAGH opened the Mamie George Community Center. The Center was developed upon a foundation of Human dignity and community involvement. Initial services include: Senior Case Management; Senior Wellness Center (Fitness Center and movement programs); Health screenings; arts & crafts, educational programs, Learning and Computer Library, Trini's Corner Market (self-select food pantry laid out as a grocery store); Patty's Cafe (A cafe open to the entire community, offering special meals to Seniors); Financial assistance; Immigration Legal Services (with an emphasis on victims of violence); Pregnancy, Foster Care and Adoption services. Programs and projects are designed to be provided primarily by pro bono staff (volunteers), including health and wellness professionals, and include partnerships with parishes to assist with staffing and funding.

San Juan, TX: Catholic Charities of the Rio Grande Valley

Implemented an alternative to abortion program: CCRGV Pregnancy Program and a baby boutique

Offered financial assistance to military families

Brownsville, TX: Ozanam Center, Catholic Charities of the Rio Grande Valley

Our agency received HPRP funding to assist homeless individuals and at-risk families with funding for rental and utilities.

Arlington, VA: Catholic Charities

Implemented Christians are Networking, a support group for those experiencing unemployment.

Virginia Beach, VA: Catholic Charities of Eastern Virginia, Inc.

In 2010, we implemented a Life Coach program that provides Case Management for the uninsured and underinsured who use the Emergency Room at a hospital as their primary care provider.

Richmond, VA: Administration, Commonwealth Catholic Charities

Family finding and Family Engagement services within Foster Care program.

On site social worker for assisted living facility

Clothes closet through acquisition of another entity

Spokane, WA: Catholic Charities

St Margaret's opened a clothing boutique providing clothing to residents and vocational training; St Margaret's created a recyclable program for household items; CAPA New Parent Cafe support group; tax earned income credit trainings

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

Mabton Community Park (MCP)- CCHS began facilitating a community development effort to build MCP. The process included partnering with Pomegranate Center, a non-profit organization which focuses on community gathering spaces to engage local residents in a community-design process over a series of meetings. At the end of December 2010, the first of three design meetings had been held. This is a local grassroots effort to empower an impoverished community to accomplish its goals.

Seattle, WA: Catholic Community Services of Western Washington

First Nations Housing; Disaster Case Management; Reach Out; Severe Weather Shelter; In October 2010, Family Preservation in Pierce County became the Children's Crisis Response Provider for children/families on a 24/7 basis, through a contract with Optum Mental Health. In addition, through Optum Mental Health, Family Preservation began a youth mentoring program; In the Olympia Family Preservation office, a new contract for services began through the Thurston-Mason Counties Regional Support Network to provide wraparound (hi-fidelity) for a limited number of children, plus they expanded the Grays Harbor contract for hi-fidelity wraparound; International Foster Care hired a full-time independent living skills coordinator and mental health clinician; Rose of Lima House program changed from 13 transitional units to 50 permanent housing units for formerly homeless women; Community Garden projects were started at 2 sites; Skagit properties implemented a micro-lending program and outdoor stewardship for youth; Art programs were started at Katharine's Place.

Superior, WI: Catholic Charities Bureau, Inc., Catholic Charities Bureau

Job placement program for intellectually challenged individuals.

LaCrosse, WI: Catholic Charities

Adoption Program became Hauge Accredited.

Catholic Charities Disabilities Services Program took on the crisis program, contracted through the La Crosse County. There were additional social skills groups added to meet other disability groups. Also contracted with Holmen area schools to assist with their EBD classroom in the middle school. The adult program expanded and added the transition program for kids 14-17 to work on job skills.

Green Bay, WI: Catholic Charities

We added representative payee services to our financial health programs for individuals who needed assistance in managing their bills.

Wheeling, WV: Catholic Charities West Virginia

- First Northern Panhandle Early Childhood Conference - May 2011
- CCWVa's Loaves & Fishes office sponsored a comprehensive and model food project in Summers County WV. The project provided fresh produce for distribution at their food pantry, assisted with the formation of Vicariate youth, and provided summer employment for two local teams.

Discontinued Services or Programs

Responding agencies provided the following information on services or programs discontinued in 2010.

Edmonton, AB: Catholic Charities

Adoption Services—Provided by other Agencies elsewhere.

Phoenix, AZ: Catholic Charities Community Services

Casa Linda group home for pregnancy and parenting teens closed March 3, 2011 due to lack of referrals from the Department of Economic Security; program could not continue to function in a continued deficit.

Yuma, AZ: CCS in Western Arizona, Catholic Community Services

In 2010 we discontinued Case Management Services for the elderly in La Paz County. We were forced to close this program because funder transferred program internally.

Tucson, AZ: Catholic Social Service, Catholic Community Services

Nutrition Service's breakfast program for congregate and home-delivered meal participants was discontinued on October 1, 2010 because funds were no longer available.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

The Assets Program that provided technical assistance to start up VITA centers in Southern AZ was discontinued when the contract/funding ended in September 2010.

Tucson, AZ: St. Elizabeth's Health Center, Catholic Community Services

Mobile Podiatry ended in November 2010

Phoenix, AZ: Foundation for Senior Living

>Two Adult Day service centers were closed, participants are being served at other centers.
>County Island Rehab program through Arizona Department of Housing

San Francisco, CA: Catholic Charities CYO

We closed a child development center, Children's Village, primarily due to the loss of a rent free space and the inability to find alternate space that we could afford.

Los Angeles, CA: Catholic Charities of Los Angeles, Inc.

Closed our Thousand Oaks Community Service Center

Santa Ana, CA: Catholic Charities of Orange County, Inc.

Abstinence Education Program

Sacramento, CA: Sacramento Food Bank & Family Services, Catholic Charities of Sacramento, Inc.

In July 2010, we successfully transitioned our remaining families into the community and officially discontinued our Haven's Transitional Living program. This was done in an effort to eliminate duplication of services in our local area; and to align/concentrate more on our core

competencies while providing the space to expand our education services through a 20,000 sq. ft. Education Center.

Sacramento, CA: Catholic Charities Programs, Catholic Charities of Sacramento, Inc.

Midway through 2010, we had to close a senior center due to lack of resources. We did keep one program which operated out of the closed center.

Redding, CA: Northern Valley Catholic Social Service, Catholic Charities of Sacramento, Inc.

HHHM in Tehama County; Reductions in Social Service programs in Tehama County; Reduction Counseling grant in Siskiyou County; Reduction in Counseling contracts in Shasta County; Reduction of AFLP grant - all due to economy/recession except for HHHM.

San Jose, CA: Catholic Charities of Santa Clara County

Lost funding for Young Womens Empowerment Program, discontinued program at the high school (CDBG funding), First 5 Family Partner/Case Management Program - funder changed priorities

Stockton, CA: Catholic Charities of the Diocese of Stockton

Mission for Marriage for Life. Discontinued due to low parish participation and eventually lack of funding (sustainability).

Oakland, CA: Catholic Charities of the East Bay

The food stamps outreach program ended at the conclusion of 2010 due to a lack of funding.

Pueblo, CO: Catholic Charities

Adoption no longer a community need.

Denver, CO: Catholic Charities of Denver, Catholic Charities and Community Services

In 2010 our agency closed our Denver Family Preservation, School Based Counseling, and St. Ambrose Mentoring ministries due to funding challenges. The Disability Host Homes closed due to decreased funding and a shortage of eligible applicants.

Washington, DC: Catholic Charities, Catholic Charities of the Archdiocese of Washington

Two Family Centers were closed, one in Calvert County, Md and one in Charles County, Md. These centers in a rural/suburban area provided emergency assistance, food, clothing and information and referral. We will now be working in that area through our Parish Partners Program in collaboration with the local parishes to provide assistance to those in need.

Palm Beach Gardens, FL: Catholic Charities

Closed 2 After-School Programs due to lack of adequate funding.

Panama City, FL: Panama City Regional Office, Catholic Charities of Northwest Florida

Adoption, due to lack of funding

Atlanta, GA: Catholic Charities of the Archdiocese of Atlanta, Inc.

Parish and Social Justice Ministries has been moved from Catholic Charities to the Archdiocese of Atlanta. We are discontinuing doing adoption placements. We are discontinuing our afterschool and summer camp programs.

Honolulu, HI: Catholic Charities Hawaii

Closure in September 2009 of Quality Living Choices fee-for-service program, which provided case management for foster family clients (Medicaid eligible adults, nursing home eligible); state/federal funded; fees unable to cover expenses (CSS).

Chicago, IL: Catholic Charities

Public Benefits Outreach (PBOE) - funding ended.

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.

Due to changing needs, the Transitional Housing program for families was changed to a Permanent Supportive Housing Program for chronically homeless men. The Transitional Housing program was moved offsite to better meet the populations needs. Bluff Center was closed in May 2010 due to fire in the apartment above the center.

Fort Wayne, IN: Catholic Charities

Counseling - loss of funding

Child Care Center closed - needed capital improvements and was a financial drain

Bloomington, IN: Catholic Charities - Bloomington, Catholic Charities

We were unable to consistently provide counseling to Spanish speaking clients due to the difficulty of keeping a bi-lingual therapist.

Overland Park, KS: Catholic Charities of Northeast Kansas

No services were discontinued during the course of 2010.

Louisville, KY: Catholic Charities of Louisville, Inc.

Provide Help. Create Hope. was a program set up on a temporary basis to help those during the economic crisis. Program ended when funds were completed.

Covington, KY: Catholic Charities Inc. Diocese of Covington, Catholic Charities-Diocese of Covington

DUI

Divorce group

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Because of state budget cuts we closed some services/components of the Ciara Community (Mental Health) Services.

Portland, ME: Counseling Services, Catholic Charities Maine

IOP - Not enough staff

Portland, ME: ASPIRE, Catholic Charities Maine

ASPIRE Program - We chose not to bid on contract because of reduced funding and increased contract requirements. State then kept position in-house.

Portland, ME: Grace Youth Center, Catholic Charities Maine

The agreement for the youth center was not renewed due to the funding source wanting to take over the operations themselves.

Portland, ME: Refugee & Immigration Services, Catholic Charities Maine

In September 2010, RIS was challenged with a lower level of FY2011 funding for the Temporary Assistance to Needy Families grant, which meant the loss of one staff position. RIS also lost key funding for services to secondary migrants in Portland and Lewiston when it was not awarded the ORR Supplemental Services for Recently Arrived Refugees grant for FY2011. This non-award resulted in the consolidation of staff positions and elimination of two staff. After months of failed attempts to hire a RIS Job Developer to serve the needs of clients attending the Lewiston New Mainers job/literacy class, through a federal Earmark, RIS returned its funds to the City of Portland. RIS was also faced with a need to consolidate staff and shift funds to another subcontractor within the Survivors of Torture grant to better meet their higher caseload demands, resulting in the elimination of one RIS staff member under that grant.

Portland, ME: Parish Social Ministry, Catholic Charities Maine

Marriage Preparation and Natural Family Planning moved to the diocesan office of Life Long Faith Formation

Grand Rapids, MI: Catholic Charities West Michigan

The Early Impact Program and Immigration Services were discontinued in 2010 due to state budget cuts.

St. Louis, MO: Catholic Charities Archdiocese of St. Louis

1. The Doula program was discontinued due to grant expiration. (QOP)
2. Discontinued managing Santa Maria, but continue Social Services program there. (CRSS)
3. English as a Second Language (ESL) courses discontinued due to cost to agency. Clients referred into other free, community based course across area. (SS)
4. Adult and Elderly Health at an outreach site because no longer have a nurse. (JC)

Kansas City, MO: Catholic Charities of Kansas City-St. Joseph, Inc.

Discontinued Emergency Assistance Program and instead refer to United 211.

Jackson, MS: Catholic Charities, Inc.

Food Pantry, lack of funding; Host Homes, lack of funding

Winston-Salem, NC: Piedmont Triad Office, Catholic Social Services

Operations and management of the Latino Family Center in High Point transferred to an independent non-profit.

Omaha, NE: Catholic Charities, Inc.

None. All programs are low rate.

Perth Amboy, NJ: Residential Services, Catholic Charities

Two group homes for children were closed due to lack of referrals.

Trenton, NJ: Emergency & Community Services, Catholic Charities

Workforce Development Program - lack of funding.

Trenton/Burlington, NJ: Behavioral Health Services Mercer/Burlington, Catholic Charities

No service discontinued. Reduction in services delivered (frequency) due to loss of staff related to contract funding reductions.

Perth Amboy, NJ: Behavioral Health and Youth Services, Catholic Charities

Art mentoring for at-risk youth closed due to State decision not to fund this level of intervention. MICA program closed (6/30/10) due to funding source adjusting funding priorities (UMDNJ).

Trenton, NJ: Children & Family Services, Catholic Charities

Disaster response program; lack of funding.

Newark, NJ: Human Resources, Catholic Charities

Juvenile Justice Residence - Funding; Mentoring - Funding

Perth Amboy, NJ: Health Services, Catholic Charities

Medical visits for uninsured or underinsured persons with persistent mental illness - funding ended.

Perth Amboy, NJ: Child Care, Catholic Charities

The Child Care Division has discontinued services at the Greenwich School District in Stewartsville (Warren County) at the end of June 2010 due to the school district operating programs themselves with recent state budget cuts. These fee based programs provided before and after school care to approximately 25 children ages 6-13 years and a preschool program for approximately 27 children ages 3-5 years.

Clifton, NJ: Catholic Charities in the Diocese of Paterson

Mobile testing Van for HIV due to lack of funding; Senior Transportation in Paterson - taken over by the City

Albuquerque, NM: Catholic Charities

We discontinued our ALPHA program that served at risk kids at a local middle school due to cut in funding.

Discontinued our teen parent program due to cut in funding.

Ogdensburg, NY: Catholic Charities

Traumatic Brain Injury Program - Due to insufficient reimbursement from State

Brooklyn, NY: HeartShare Human Services of NY, Catholic Charities

Supervised independent living for children in foster care

Binghamton, NY: Catholic Charities of Broome County, Catholic Charities

Adult Home supportive case management - program site closed

Cortland, NY: Catholic Charities of Cortland County, Catholic Charities

As of 12/31/10 STEPS teens case management; state discontinued funding

Utica, NY: Catholic Charities of Oneida-Madison Counties, Catholic Charities

Federal funding for Abstinence Education program ended in September 2010. Loss 6 staff who provided programming in 5 different school districts.

Albany, NY: Catholic Charities

Closed 15 bed group residence due to decline in DSS referrals, due to reduction in NYS funding, maternity program will be impacted, family preservation program lost contract.

Rochester, NY: Catholic Charities

Steuben In-home Resources for Families (funding discontinued); Junior Lahevs Before and After School Program (low census); Monroe County Family and Youth Enrichment (funding discontinued); Drug Treatment Outpatient Network Program (funding discontinued)

Glen Cove, NY: SCO Family of Services, Catholic Charities

AIDP programs discontinued 7/01/10; funding for elementary & middle school eliminated; reduction in NYC funded slots for family preservation services, closed all supervised independent living apts for foster care teens

Brooklyn, NY: Catholic Charities Neighborhood Services, Catholic Charities

LIFE program lost funding

Syracuse, NY: Catholic Charities of Syracuse

Abstinence programs were defunded due to change in philosophy.

Toledo, OH: Catholic Charities

Truancy Prevention - lack of resources and funding.

Cleveland, OH: Catholic Charities Health and Human Services

Stimulus funds were one time and thus ended. Other one time funding also expired. One residential shelter care program which provided "overflow" for the Juvenile Detention Center for youth awaiting arraignment closed due to insufficient funding.

Columbus, OH: Catholic Social Services

Discontinued parenting education groups due to loss of funding.

Dayton, OH: Catholic Social Services-Miami Valley

In 2010 CSSMV closed two programs:

Teens Making A Choice - due to discontinuance funding at the federal level for abstinence based pregnancy prevention programming.

Nurturing Young Families- which reached its planned end (third year of 3 year contract.

Cincinnati, OH: Catholic Charities Southwestern Ohio (Cincinnati & Hamilton offices), Office of Catholic Charities

Home Care, funding; In-Home Counseling, funding; BALANCE (Balancing Work & Family Education Program), funding

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC received an American Recovery and Reinvestment Act (ARRA) allocation which contributed significantly to the direct client assistance fund in our Resource Center. The direct client assistance fund provides for assistance obtaining identification, personal hygiene items, prescription assistance and other basic needs. ARRA funding for the Resource Center discontinued in July of 2010 resulting in a dramatic decrease in the agencies ability to assist individuals and households with children during an economic or personal crisis.

Salem, OR: CCS of the Mid-Willamette Valley/Central Coast, Catholic Charities

New Step Drug & Alcohol Treatment closed effective June 1, 2010 due to financial reasons. Transition/referral plan were developed in conjunction with the local county health department. Most client completed services prior to closure and the remainder were referred to other programs in the county. A letter was sent with at least a 30 day notice. The Community Learning Center closed due to local school district choosing to offer the service themselves to students. Lifespan Respite closed due to the state electing to discontinue all contracts.

Portland, OR: CC Social Services Division - Portland, Oregon, Catholic Charities

*We further reduced the number of IDs we paid for and reduced craft recreation activities and bus tickets. By reducing these things not directly related to housing, we saved money. Staff hours were reduced in 2009 from 40 to 34 hrs/week but all main programs saved. *Services at Elizabeth House suspended 6/30/10 due to budget limitations, under-utilization & need for re-assessment re: effectiveness of program/services. *No community health clinics offered on site this year (by OHSU). *Action for Prosperity (AFP) was an 18 month program funded through AARA dollars. The goal of the program was to offer long-term intensive case management to low income job seekers and to assist them in securing employment. Though a successful program, it was de-funded after the term of the contract.

Allentown, PA: Catholic Charities

Hope VI Program and Grant over - Project completed.

Altoona, PA: Catholic Charities, Inc. of the Diocese of Altoona-Johnstown

Real Alternatives ALternative to Abortion Program (State Funded) - lost money on reimbursement - still continue to provide services but not with state money.
Neighbor-To-Neighbor Program - Not enough staff to provide this year.

Wilkes Barre, PA: Catholic Social Services

Responsible Choices - No Referrals

Beaufort, SC: Catholic Charities, Lowcountry Office, Beaufort, SC, Catholic Charities

Guiding Children of Promise - poor response
Job bank program - poor response from employers

North Charleston, SC: Catholic Charities, Coastal Office, Catholic Charities

Senior Liaison Program - Staff hired for the position was not able to sustain the program (i.e. lack of motivation and insufficient hours and lack of funding)

Nashville, TN: Catholic Charities of Tennessee, Inc.

Individual Development Accounts and Youth Mentoring grants ended.

San Antonio, TX: Catholic Charities

A) Our Great Start Program (parenting education and case management for adults referred by Child Protective Services), funded through United Way, was not renewed at the State level, so the program has been discontinued until funding can be re-established; B) VITA program is no longer providing Refund Express services due to the IRS removing debt indicator

Fort Worth, TX: Catholic Charities

- 1) CARE: moved away from program focused on case management to use of evidence based programming with Family First.
- 2) Lady Hogan Project - lack of referrals; no longer a responsive service as services are provided by other agencies
- 3) CRN - Viability Study indicated no longer responsive; multiple program components absorbed by other programs
- 4) TFC - The TFC program closed as it no longer reflected the needs of the community and ceased to remain competitive. The agency had reached some snags in being able to provide adoption services therefore the number of foster parents being recruited, trained, and retained began to decline. The decision was made to dedicate our resources to the Assessment Center as assessment services are unique and remain innovative and responsive to the needs of the community and to Child Protective Services.

Austin, TX: Catholic Charities of Central Texas

We stopped providing immigration and legal services at our Waco office due to lack of funding.

Dallas, TX: Catholic Charities of Dallas, Inc.

Daycare Scholarship Program: Depleted Funds

Mobil Mammography: Lack of funding

Houston, TX: Catholic Charities of the Archdiocese of Galveston-Houston

Serenity House, our program to provide low rental temporary housing for individuals receiving medical treatments or their families, was closed. CCAGH was the only organization in a coalition of other churches and parishes. We relinquished our rentals to the coalition as they were able to manage the program more efficiently and better able to locate and secure funding.

Brownsville, TX: Ozanam Center (homeless shelter), Catholic Charities of the Rio Grande Valley

Agency ceases to provide our residents with T.B. testing due to cut backs to our local clinic who provided the staff to perform this service.

Lubbock, TX: Catholic Family Service

Discontinued Rural Organizing and Rental Assistance due to lack of funding

Salt Lake City, UT: Catholic Community Services of Utah

Women's Outpatient Substance Abuse Program due to cutbacks in government funding.

Virginia Beach, VA: Catholic Charities of Eastern Virginia, Inc.

Pharmacy Connection and Mediation were discontinued due to lack of funding.

Richmond, VA: Administration, Commonwealth Catholic Charities

Discontinuance of home care services. The program was discontinued due to a change in state licensure requirements and overall size of program (very small)

Burlington, VT: VT Catholic Charities, Inc., Vermont Catholic Charities Inc.

Entering Canaan - lack of clients

Spokane, WA: Catholic Charities

Permanent housing at House of Charity (20 units) discontinued due to cost-prohibitiveness.

Yakima, WA: Catholic Charities

Due to State budget cuts 2 of our programs had their funds cut. #1 was our Seasonal Childcare program that authorized 2 million annually in the child care of migrant workers.

#2 was maternity case management services (First Steps) serving 300 mostly Latina women.

Wenatchee, WA: Catholic Family & Child Service, Wenatchee, Catholic Charities

Seasonal Child Care was a State contract that assisted migrant families in affordable and safe child care. The State offered financial assistance in order for children to be safe while their parents worked in the fields. The State eliminated this contract. Catholic Family & Child Service had been honored to have this contract for 20+ years.

Seattle, WA: Catholic Community Services of Western Washington

Avondale Park - partner agency took over program; Domestic Violence Perpetrators Treatment - staff departure, the program requires a specific level of state certification, which at this time unable to acquire; Public Housing Network - Alpine Vista and Narrows Ridge Apartments - funding did not meet expenses; Hispanic Access - program no longer relevant in the community; Ten transitional units at Katharine's Place discontinued on 12/31/10 (units became permanent); Therapeutic Case Manager position at Dorothy Day House not filled due to budget constraints.

Superior, WI: Catholic Charities Bureau, Inc., Catholic Charities Bureau

SHARE food distribution service transfer to another community group.

Madison, WI: Catholic Charities

A group counseling program was discontinued due to cuts by the United Way.

Green Bay, WI: Catholic Charities

The Diocese moved the McCormick Home under a separate corporation and it is no longer a service of CC

Wheeling, WV: Catholic Charities West Virginia

CCWVa's Wee Care Family Center DayCare located in McDowell County WV was closed on October 1, 2010 due to loss of grant funding.

Programs or Services with a Waiting List

Responding agencies reported the following programs or services (other than adoption services) for which the agency maintained a waiting list for 2010.

Table 38. Programs or Services with a Waiting List

Program or Service	Agencies
Emergency Assistance	100
Counseling/Mental Health Services	68
Housing	49
Immigration Services	40
Senior Services	32
Child Care	16
Dental Care	11
Health Care	11
Adult Day Care	2
Other Wait Listed Programs or Services	37

The most common program or service for which agencies had to provide a waiting list was emergency assistance. Many agencies also had a waiting list for counseling or mental health services. Very few agencies reported a waiting list for adult day care. Agencies also mentioned some other wait listed programs or services, including:

- Addiction treatment
- Case management
- Housing and shelter
- Foster care
- Home visitor volunteer services
- Parenting education
- Respite care
- Transportation
- Youth-based programs

Climate Change or Environmental Impact

Responding agencies reported that they were involved in 2010 with the following programs or activities that deal with climate change or positively impacting the environment.

Anchorage, AK: Catholic Social Services

Recycling efforts across the agency

Phoenix, AZ: Foundation for Senior Living

>Recycle program at office - involved with Green Team, educational in services regarding "Green Lifestyle".

>Weatherization program through Mesa CAN and Maricopa County

>Home Performance programs - fee weatherization

Sacramento, CA: Sacramento Food Bank & Family Services, Catholic Charities of Sacramento, Inc.

American River Nature Cleanups: Children and families enrolled in our after school programs took part in a series of outdoor activities and environmental cleanups along the American River bike trail. This was done in partnership with REI, Inc. and the American River Parkway Foundation. Program youth and their families were educated on having fun outdoors while being good stewards and preserving nature.

Stockton, CA: Catholic Charities of the Diocese of Stockton

The agency has an Environmental Justice Program which advocates for environmental issues, including climate change and clean air quality.

Honolulu, HI: Catholic Charities Hawaii

The HICO office assisted with bulb exchange fundraisers conducted by several of the agency's programs. Incandescent light bulbs were exchanged for compact florescent bulbs at no cost to the public) and programs received up to \$1.00 per incandescent bulb collected (per the Blue Planet Foundation)/(HICO). NOP Hilo - A CFL bulb exchange (to exchange incandescent bulbs for compact florescent bulbs) was offered to the public. The exchange was also a program fundraiser - an environment foundation provided a donation of \$1.00 per bulb exchanged (YES). Providing bus passes to low income job seekers reduces the negative impact of individual vehicles on the road. In addition, we work with the Goodwill Industries "green jobs" initiative, referring individuals between our two programs (NIAD Kauai). Launching of State Energy Sector Partnership Program: Created to provide funding for individuals with barriers to employment to access training programs and attain jobs in sustainable energy industries (IIR).

Chicago, IL: Catholic Charities

Summer Lunch Program, Child Adult Care Food Program

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.

Internal recycling and energy saving activities.

Fort Wayne, IN: Catholic Charities

We recycle and have a 'go green' initiative.

Overland Park, KS: Catholic Charities of Northeast Kansas

The organization is engaged in an internal recycling program and has reduced the use of paper products (cups, plates, plastic silverware) at the administration office.

Through the community at large, the agency has initiated a cell-phone recycling program.

Wichita, KS: Catholic Charities, Inc.

Our agency has a green team that aims to reduce the environmental footprint of our agency. We have a recycling program, only purchase green products, have energy efficient programmable thermostats and motion sensor controlled light switches.

Houma, LA: Catholic Social Services, Catholic Charities Houma-Thibodaux

We are part of the Ezekiel 34 wetlands and water initiative.

Portland, ME: Jessie Albert Dental & Orthodontic Center, Catholic Charities Maine

We have made every effort to go green in our dental and orthodontic office. The efforts we have made are the discontinuation of using all film processing chemicals and our continued shift to more environmentally friendly electronic records (which saves trees, ink etc).

Kalamazoo, MI: Catholic Family Services

New building design with green elements, new renovation, carpeting.

St. Louis, MO: Catholic Charities Archdiocese of St. Louis

1. Recycling, purchasing more earth-friendly products. (CRSS)
2. As part of our workshops on money management / energy conservation, we distributed free CFL light bulbs to 192 low-income homeowners. (HRC)
3. City Greens markets purchased fresh produce from local farmers. Positive impact on local economy. Client health and overall environment, since items are not shipped in from outside sources. (FT)
4. Youth services maintained raised beds on site, in collaboration with Women s Group and Vietnamese Elders, providing fresh vegetables to families. Youth Services also built and maintained compost bin for organization. Youth Services also participated in service project with Gateway Greening. (SS)
5. Build out of facilities have energy conservation features built in, including use of solar heating.

Kansas City, MO: Catholic Charities of Kansas City-St.Joseph, Inc.

We have a "Green Team" which oversees our recycling program at Catholic Charities.

Raleigh, NC: Catholic Charities of the Diocese of Raleigh, Inc.

Office of Peace and Justice educating Catholic primary schools

Charlotte, NC: Justice and Peace Office, Catholic Social Services

The Office of Justice and Peace of CSS organized a year-long educational series of events on the theme "Parishes and Parishioners Energized." Events involved promotion of energy saving tools, building understanding of where energy used comes from, promoting sustainable practices, and raising awareness of Church teaching on environmental justice.

Clifton, NJ: Catholic Charities in the Diocese of Paterson

Cooperate with Community Organizing group on advocating for brown field clean up, clean energy and neighborhood clean-ups

Rochester, NY: Catholic Charities

Diocesan Public Policy Committee education priority was energy/climate change.

Albany, NY: Catholic Charities

Weatherizations improvements

Hicksville, NY: Catholic Charities

Construction of a 65 unit low income senior housing complex using modular construction with energy efficient windows and building materials.

Norwich, NY: Catholic Charities of Chenango County, Catholic Charities

Textile Recycling

Building Material Recycling

Glen Cove, NY: SCO Family of Services, Catholic Charities

On-site recycling efforts, community garden

Cincinnati, OH: Catholic Residential Services, Office of Catholic Charities

Email newsletters

Portland, OR: CC Social Services Division - Portland, Oregon, Catholic Charities

*Garden launched at Elizabeth House-Spring 2010. Fruits & vegetables harvested were shared with clients of CC. *Continued to expand capacity for electronically submitting all home study paperwork. *Continued to make efforts to limit +/- or reduce driving. We moved into new building that was built with increased efficiency and sustainability standards. We have substantially reduced use of paper/disposal products for events. We support clients in "re-using" useable maternity/baby items whenever possible. We provide clients bus tickets and instructions on how to use public transit. *The intention of the Green Jobs Program is to retrain low-income workers and to prepare them for jobs in Green industries.

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC hosts Energy Conservation Classes conducted by Lane County Energy Advocates.

CCSLC staff also provide basic energy saving information during Energy Assistance Program intakes.

Oil City, PA: Catholic Rural Ministry (Oil City), Catholic Charities of the Diocese of Erie

Earth Day activities at the local high school and a series on "Listen to the Earth" presented at a local University campus.

Philadelphia, PA: CATHOLIC SOCIAL SERVICES, Catholic Social Services

Since November 2005, some residents of the Cardinal Krol Center have been participating in longitudinal research study of aging with Down Syndrome in order to assess changes in functioning among adults with Mental Retardation. The study is being conducted by the New York State Institute for Basic Research in Developmental Disabilities. Currently 18 men

(residents) at the CKS are participating in the study. In 2007, women residents of Divine Providence Village were added to the study. A battery of assessments measuring cognitive & functional abilities are carried out every 18 months in order to determine any changes in those abilities. Youth in the Mitchell Program @ St. Gabe's Hall tend the land and care for animals. All vegetables, fruit and flowers grown are sold at a local Farmer's Market and also used in meals @ St. Gabriel's Hall.

Providence, RI: Diocese of Providence

Sponsored Interfaith Power and Light Conference

Corpus Christi, TX: Catholic Charities of Corpus Christi, Catholic Charities of Corpus Christi, Inc.

Green Building and Weatherization Programs.

Dallas, TX: Catholic Charities of Dallas, Inc.

Earth Day Celebration

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

We completed construction of a 51 unit affordable housing development that met or exceeded the Washington State Evergreen Sustainable Development Standard. In addition, we were able to include solar panels and solar hot water tanks on the community building for increased use of renewable energy resources.

Additionally, our Single Family Housing Program, which requires 250 hours of "Sweat Equity", incorporated an education and recycling program whereby the homebuyers separated and recycled construction waste as a portion of their sweat equity component.

Seattle, WA: Catholic Community Services of Western Washington

Organic gardening practices and education (environmental); Recycling (household waste and compost collection).

Superior, WI: Catholic Charities Bureau, Inc., Catholic Charities Bureau

Smoke-free apartments

Green Bay, WI: Catholic Charities

All of our programs undertook a "Green Initiative" last year.

Legislative Advocacy

Responding agencies were involved in legislative advocacy on the following issues in 2010.

Issue	Agencies
Poverty Reduction	106
Immigration Reform	80
Affordable Housing	75
Health Care	74
Hunger	72
Child Welfare	66
Life Issues	54
Education	47
Disabilities	38
Environment	12
Other Legislative Advocacy Issues	41

Responding agencies listed poverty reduction and immigration reform as two principal issues with which they were involved in legislative advocacy. Affordable housing, health care, and hunger were other issues mentioned by many agencies. Some of the other legislative advocacy issues with which agencies were involved included:

- CCUSA and CRS Action Alerts
- DREAM Act
- Foster Grandparents
- Guardianship for vulnerable adults
- Homelessness
- Human Trafficking
- Payday lending
- Prison reform
- Religious freedom
- State and Federal budget issues
- Transportation

Partner Organizations

Responding agencies reported the following as key partner organizations with whom they are working in the community.

Partner	Agencies
City/County/State/Federal Agencies	186
United Way	178
Emergency Food and Shelter Board	142
Local High Schools/Colleges/Universities	141
St. Vincent De Paul	109
Salvation Army	104
Council on Aging	89
Red Cross	83
YMCA/YWCA	56
Habitat for Humanity	39
Catholic Healthcare Association	33
Volunteers of America	28
Other Partner Organizations	76

Most agencies report that they regularly partner with governmental agencies at the city, county, state, and/or federal level. United Way is another key partner organization for most agencies. Similarly, many agencies report that the Emergency Food and Shelter Board is a key partner and many regularly partner with local educational institutions. Some of the other partner organizations mentioned by 76 agencies include:

- AmeriCorps, Jesuit Volunteer Corps, and VISTA
- Catholic parishes, other churches, and clergy associations
- Community NGOs
- Local civic and community organizations
- State Catholic conferences
- Other social service agencies

Obstacles to Reducing Poverty in the Community

Agencies were asked to respond to the question “What is the greatest obstacle your agency faces in its efforts to reduce poverty in the communities it serves?” Their responses to this question are presented below.

Edmonton, AB: Catholic Charities

Awareness, Fund Raising.

Juneau, AK: Catholic Community Service

Insufficient funding.

Anchorage, AK: Catholic Social Services

Lack of affordable housing, treatment for substance abuse and employment providing a living wage.

Little Rock, AR: Catholic Charities of Arkansas

Good jobs with benefits; being a small CC agency serving a large (and typically poor) geographic area; immigration reform; funding

Tucson, AZ: St. Elizabeth's Health Center, Catholic Community Services

Funding

Yuma, AZ: CCS in Western Arizona, Catholic Community Services

Lack of resources. Government officials with the mind set that those in poverty should just pull themselves up by their boot straps and get over it.

Tucson, AZ: Catholic Social Service, Catholic Community Services

Lack of funds to serve more clients through existing programs and services, and to implement new services based on community needs.

Tucson, AZ: Southwest Community Services, Catholic Community Services

Lack of on-going funding.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

Retaining qualified staff with reduced funding for operations and salaries.

Phoenix, AZ: Foundation for Senior Living

- >Public awareness that poverty exists here
- >Reduced funding across the board for basic services to complicated needs in the home setting
- >Limited resources, increased need in community
- >With major rehabilitation in the home, owner cannot have more than one lien on property in order to be eligible. Due to economy many people have multiple liens placed on their home, e.g. 2nd mortgage, back taxes, judgements, equity line of credit.

Seaside, CA: Catholic Charities

Funding for staffing.

San Francisco, CA: Catholic Charities CYO

Lack of affordable housing, lack of employment.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Reduced grants, foundation and private money to maintain a creative staff; Lack of affordable housing and high unemployment rates; Transportation

Los Angeles, CA: Catholic Charities of Los Angeles, Inc.

Lack of education / Funding; isolated services / Lack of financial support to allow operational costs so that programs can function

Santa Ana, CA: Catholic Charities of Orange County, Inc.

WE are spending so much time and resources in meeting the community's demands for basic needs (food, shelter, utilities, medical care, counseling) we have not been able to initiate other programs (VITA, EITC, Financial Literacy Education, or Family Mentoring to Economic Stability).

Sacramento, CA: Catholic Social Service of Sacramento, Catholic Charities of Sacramento, Inc.

Financial - no more government monies, reduced individual donations

Sacramento, CA: Sacramento Food Bank & Family Services, Catholic Charities of Sacramento, Inc.

SFBFS has overcome many obstacles and met ever changing needs in our community. However, one major challenge has been expanding our programs from emergency services to successfully operating educational and self-sufficiency based programs. In addition, it is an ongoing challenge to balance eight different programs on a limited budget, while maintaining low overhead and a high quality of goods and services to our local community. Second, not relying on government funding to sustain our programs challenges our organization in a positive fashion, especially in a strained economy with severe budget cuts to federal and state funding. We have developed a diverse revenue stream from private individuals and businesses, which has allowed our organization to continue to expand in a downed economy to serve more people than ever before in our history. That being said, we are working harder than ever before to meet an increase in need of over 30% with less money available and more competition in the private sector.

Redding, CA: Northern Valley Catholic Social Service, Catholic Charities of Sacramento, Inc.

The current unemployment rate average for the six NVCSS counties is 17.7%. Funders reduced contract and grant amounts, so while there are rising needs, it becomes increasingly challenging for the Agency to address them.

San Jose, CA: Catholic Charities of Santa Clara County

Categorical funding; Lack of public will to change the society that has created poverty

Funding; Immigration status/restriction; access to affordable daycare

Lack of Foster Parents; Lack of Comprehensive Immigration Reform. clients Stuck with Their undocumented status

Literacy; Cost of Living; Housing Options for low income individuals and families.

Lack of imagination to develop creative solutions

Oakland, CA: Catholic Charities of the East Bay

Lack of resources. The need is so great, and the resources so limited.

Pueblo, CO: Catholic Charities

Lack of resources

Denver, CO: Catholic Charities of Denver, Catholic Charities and Community Services

The greatest obstacle our agency faces is a lack of external resources within the community that our clients need to effectively achieve their outcomes. These resources include:

- Affordable/subsidized housing, especially for the "hard to place" populations (those with felonies, bad credit, addictions, etc.)
- Mental health resources in the community for the low income and homeless population
- Funding or resources for dental, vision, hearing and other medical needs
- Child care services
- Access to transportation
- Pro bono legal services
- Employment search and application/resume review services

Colorado Springs, CO: Catholic Charities of Colorado Springs, Inc., Catholic Charities of Colorado Springs, Inc.

Lack of funding

Hartford, CT: Catholic Charities

Funding

Stamford, CT: Senior Nutrition - Congregate & Home Delivered, Catholic Charities of Fairfield County

Funding.

Wilmington, DE: Catholic Charities Inc.

Continued economic challenges, high unemployment and under-employment

Palm Beach Gardens, FL: Catholic Charities

Funding for emergency assistance is needed but difficult to secure.

St. Petersburg, FL: Catholic Charities

Lack of resources and funding. Outdated equipment. Short staffing.

Lake City, FL: Catholic Charities Bureau, Lake City Regional Office, Catholic Charities Bureau

A lack of funding and an increase in need due to the downturn in the economy.

Educating the community about hunger and poverty so that we can bring in more donations.

Jacksonville, FL: Catholic Charities Bureau, Jacksonville Regional Office, Catholic Charities Bureau

The need for emergency financial assistance far exceeds available resources.

Jacksonville, FL: Legalization, Catholic Charities Bureau
Funds

St. Augustine, FL: Catholic Charities Bureau, St. Augustine Regional Office, Catholic Charities Bureau

Available funds
Affordable housing
Employment
Transportation

Orlando, FL: Catholic Charities of Central Florida

Lack of funding for programs
Clients reluctant to make changes in their life style

Panama City, FL: Panama City Regional Office, Catholic Charities of Northwest Florida

Lack of funding

Fort Walton Beach, FL: Ft. Walton Regional Office, Catholic Charities of Northwest Florida

Infrastructure and need for cash for programs.

Tallahassee, FL: Tallahassee Regional Office, Catholic Charities of Northwest Florida

Funding

Pensacola, FL: Pensacola Regional Office, Catholic Charities of Northwest Florida

Some clients have limited English proficiency
Insufficient number of volunteers working with our agency
The Gulf oil spill creating a greater unemployment problem

Venice, FL: Catholic Charities, Diocese of Venice, Inc.

Lack of resources

Honolulu, HI: Catholic Charities Hawaii

Budget cuts (CCSS). Homelessness (and threat of homelessness) and transportation needs on Hawaii island (bigger geographic distances and fewer services in rural areas)/(HICO). Economic downturn, high cost of living, lack of jobs for English-limited and other low-income persons, low entry level salaries, lack of affordable housing and health insurance (IMM/EC). Affordable housing and transportation (YES). Limited resources (NIAD Kauai). Fixed Social Security for 2 years; high cost of living; lack of affordable housing; increasing aging population; and government funding shrinking (CSS).

Dubuque, IA: Catholic Charities

Finances

Boise, ID: Catholic Charities of Idaho, Inc.

Education and public awareness ranging from local communities all the way to legislative delegates.

Springfield, IL: Catholic Charities

Financial

Chicago, IL: Catholic Charities

Economy - lack of jobs/unemployment

Lack of affordable housing

Lack of educational opportunities for low income

neighborhood crime

Cairo, IL: Daystar, Catholic Charities of Southern Illinois

Funds to assist the individuals trying to seek employment, which is mainly out of the state (that is in Missouri or Kentucky).

Belleville, IL: Catholic Social Services, Catholic Charities of Southern Illinois

(Daystar) Funds to assist the individuals trying to seek employment, which is mainly out the state (Mo or Ky). (Poverty Services) The State's financial condition. (Respect Life) Social and legal challenges of respect life issues.

Belleville, IL: Respect Life Ministries, Catholic Charities of Southern Illinois

The systemic damage caused by the lack of respect to human life in the culture's embrace of abortion and selfish responses which seeing children as a burden rather than a gift further reinforces. This unwillingness to inturn live life as gift to others and to live sacrificially undermines family and communtiy life and the efforts made to enhance them.

Breese, IL: Poverty Services, Catholic Charities of Southern Illinois

The State of Illinois' poor financial condition

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.

The current economic climate. Lack of public transportation needed to access employment, lack of affordable housing and childcare options. Unfunded mandates, securing match fundign to get federal grants, lack of resources. Budget cuts due to federal and State deficits, job loss due to the economy.

Evansville, IN: Catholic Charities

***Lack of funding for programs

***Need for better coordination/cooperation between agencies

Bloomington, IN: Catholic Charities - Bloomington, Catholic Charities

Reduced funding for mental health care.

New Albany, IN: St. Elizabeth - Catholic Charities - New Albany, Catholic Charities

1) Lack of resources/funding

2) Lack of education (that clients served do not have)

Terre Haute, IN: Catholic Charities - Terre Haute, Catholic Charities

Education and job availability.

Fort Wayne, IN: Catholic Charities

Not enough funding to provide programs and services

Salina, KS: Catholic Charities

Lack of resources

Overland Park, KS: Catholic Charities of Northeast Kansas

The organization always battles with the scarcity of funds as a necessary input to maximize services to clients in need, particularly in reference to the Emergency Assistance Program.

Wichita, KS: Catholic Charities, Inc.

Lack of political will, understanding that the root cause of domestic violence and homelessness is not individual choices, funding cuts and the economy

Dodge City, KS: Catholic Social Service

Access to resources and community attitude towards the poor.

Owensboro, KY: Catholic Charities

Lack of resources, lack of innovative ideas to help.

Louisville, KY: Catholic Charities of Louisville, Inc.

Economy, Legislative Stalemates in State Capital.

Lexington, KY: Catholic Charities of the Diocese of Lexington

lack of resources

Prestonsburg, KY: Prestonsburg Office, Catholic Charities of the Diocese of Lexington

Lack of jobs; low wages without benefits inadequate to support families without overtime or a second job; low educational standards; transportation issues

Covington, KY: Diocesan Catholic Children's Home

Insufficient funds for low income families.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Lack of living wage employment opportunities.

Houma, LA: Catholic Social Services, Catholic Charities Houma-Thibodaux

Lack of commitment by State Legislature and Governor to address the issue.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

Adequate funding for staffing

Springfield, MA: Catholic Charities

Funding and staffing.

Baltimore, MD: Catholic Charities

Funding, jobs for clients, affordable housing

Portland, ME: Family Child Care, Catholic Charities Maine

With the struggling economy, child care providers find it a challenge to keep their businesses open and productive. Maine's unemployment is the major reason for this challenge.

Portland, ME: St. Michael's Center, Catholic Charities Maine

The economy

Portland, ME: Therapeutic Foster Care, Catholic Charities Maine

The current economic climate.

Portland, ME: ASPIRE, Catholic Charities Maine

Time and resources both financial and non-financial

Portland, ME: Christopher Home, Catholic Charities Maine

The State budget and cuts to services.

Portland, ME: Parish Social Ministry, Catholic Charities Maine

Lack of funds and limited resources due to cuts in City, State and Federal budgets.

Portland, ME: St. Francis Recovery Center, Catholic Charities Maine

Affordable food and job opportunities

Portland, ME: St. Louis CDC, Catholic Charities Maine

Lack of resources and funding cuts.

Portland, ME: Counseling Services, Catholic Charities Maine

Fiscal climate of the State and the shrinking funding of the programs.

Portland, ME: FF Children's Case Mgmt, Catholic Charities Maine

The economy

Portland, ME: GBEON, Catholic Charities Maine

1. Transportation support for seniors and the costs associated with that. 2. Having enough funding to support the program, clients and volunteers. 3. Having enough volunteers to be matched with the clients who need this support.

Portland, ME: Refugee & Immigration Services, Catholic Charities Maine

Finding and securing employment for clients is still the largest obstacle in our efforts to reduce poverty. There needs to be more funding allocated to ESL training as opposed to On the Job Training and increased skills building if this population is to increase its employability. There also needs to be sufficient funding to be able to hire employment case managers to work on behalf of the clients to build up their skills, assist them in their job search, outreach to employers, and follow-up on placements to ensure clients retain their jobs. Recertification & credentialing of clients' licenses and degrees has also proven to be very challenging and expensive for clients to pursue with limited assistance from case managers.

Portland, ME: Independent Support Services, Catholic Charities Maine

Inertia of public officials who feel that the economy is so bad that they are powerless to do anything about poverty.

Portland, ME: Therapist SearchLine, Catholic Charities Maine

Callers who do not have insurance to pay for counseling. We refer to counselors who have sliding fee scale or the few who keep a spot open for free service.

Portland, ME: SEARCH, Catholic Charities Maine

1. Transportation for the elderly and the costs associated with this. 2. Having enough funding to support the needs of our elderly and disabled clients and the program. 3. Having enough volunteers to support the clients who need visitation volunteers.

Portland, ME: Grace Youth Center, Catholic Charities Maine

There is a lack of good paying jobs in the rural community. Many parents can not find jobs and if they do they are working 2 part time jobs to meet expenses.

Portland, ME: Jessie Albert Dental & Orthodontic Center, Catholic Charities Maine

The number one obstacle is the low reimbursement rate from the state of Maine for dental care. Also, Adults are not covered unless it is an emergency and they have no care for preventive and restorative care. This puts them at a huge disadvantage for getting a place in the job market and their over all health problems which come from no dental care. We have learned in the medical community that the health of the person depends on the health of the mouth. We are not addressing that here in the state of Maine for Adults.

Grand Rapids, MI: Catholic Charities West Michigan

The current economic situation in Western Michigan.

Kalamazoo, MI: Catholic Family Services

Social issues are not a priority for most in the community, poor economy, high unemployment and funding.

St. Cloud, MN: Catholic Charities

Lack of affordable housing.

Adequate funding in light of state/federal budget deficits.

Decreased mental health coverage through commercial insurance.

Funding.

Unemployment.

New Ulm, MN: Catholic Charities

Hidden rural poverty

Hidden immigrant poverty (people working, not documented)

Minneapolis, MN: Catholic Charities of St. Paul/Minneapolis

Unemployment, mortgage foreclosures, increasing demand with shifts in foundation & United Way funding priorities.

St. Louis, MO: Catholic Charities Archdiocese of St. Louis

1. The greatest obstacles are community awareness and funding. (QOP)
2. Affordable housing, Employment opportunities with livable wages for our clients, Supportive Housing services. (SPC)
3. Social and political structure that supports violence against women and oppression of women and minorities. (SMH)
4. Increasing costs, decreasing funding, poor economy, finding ready resources. (CRSS, CCMG, FT)
5. The complexity of the needs of the community (GS)
6. Lack of Education & Employment (CLAM)
7. Prolonged unemployment leaves families with financial problems that will take years to overcome. We have fewer resources to work with donations, grant-making, etc. is down; staff has been reduced. (HRC)
8. Prejudice both in race and class, in communities which have diverse populations. Government cuts in programming. Lack of local church involvement in their own communities. (MT)
9. The need is greater and the resources and staff are few. (SJ)
10. As we work with a very diverse immigrant and refugee community, the dire need for comprehensive immigration reform, amidst an increasingly hostile and discriminatory environment continues to be incredibly challenging. We are one of the few organizations that provide these types of services in all of Eastern Missouri, but the increasing needs and demands are difficult to meet with limited resources and hesitation to provide culturally competent services by other providers. (SS)
11. No shelters and not enough low income housing. (JC)
12. Unemployment. We have many clients that have never been in a position of not being able to meet bills. Higher than usual utility bills. Lack of public transportation. (SC)

Biloxi, MS: Catholic Charities: Diocese of Biloxi

Lack of resources

Raleigh, NC: Catholic Charities of the Diocese of Raleigh, Inc.

lack of resources to translate efforts into advocacy from the information we learn while providing services.

Asheville, NC: Western Regional Office, Catholic Social Services

Reduced funding to support programs while demand for programs has increased. Contributions are down, and grants are more difficult to obtain/maintain.

Winston-Salem, NC: Piedmont Triad Office, Catholic Social Services

funding efforts

Charlotte, NC: Justice and Peace Office, Catholic Social Services

Lack of staff resources to extensively reach out to all areas of the diocese on a consistent basis so as to offer educational programing on poverty.

Fargo, ND: Guardianship Division, Catholic Charities North Dakota

Limited funding to provide services.

Fargo, ND: Counseling, Catholic Charities North Dakota

funding to serve uninsured or underinsured individuals, couples and families who need counseling

Omaha, NE: Catholic Charities, Inc.

Lack of immigration remedies available. JDC serves a large number of immigrants in the Omaha community who due to their lack of legal status find themselves in perpetual instability, both socially and economically. Lack of resources for positions to work with this population more indepth.

Trenton, NJ: Emergency & Community Services, Catholic Charities

Lack of funding as a result of the recession.

Trenton/Burlington, NJ: Behavioral Health Services Mercer/Burlington, Catholic Charities

Employment opportunities.

Newark, NJ: Human Resources, Catholic Charities

Lack of Comprehensive Anti-Poverty Strategy

Perth Amboy, NJ: Child Care, Catholic Charities

The Child Care Division's greatest obstacle is the families who continue to lose employment or are unemployed and in need of quality child care. Since families are not able to maintain employment, enrollment in our child care services has dramatically been reduced. Although families are in need of the care their status of non-employment prevents them from being able to either afford the child care or have the secure employment to maintain it. School districts as well are looking for additional income and have since considered operating their own before or after school programs as another source of revenue for the schools with their funding being reduced. Additionally, the need for subsidized child care has increased very limited funds within the state and locally to support these struggling families.

Perth Amboy, NJ: Health Services, Catholic Charities

Funding for operational expenses

Trenton, NJ: Children & Family Services, Catholic Charities

Emotional impact related to trauma from violence and abuse.

Perth Amboy, NJ: Behavioral Health and Youth Services, Catholic Charities

The increase of formerly self-sufficient individuals and families requesting assistance; they used to donate, but now they need help.

Perth Amboy, NJ: Residential Services, Catholic Charities

State Funding

Trenton, NJ: Central Administrative Services, Catholic Charities

Lack of affordable housing.

Clifton, NJ: Catholic Charities in the Diocese of Paterson

Lack of funds; lack of space; lack of affordable housing; lack of jobs that pay living wage; inability to pay staff their worth; increased operational costs; anti-immigrant laws and attitudes.

Albuquerque, NM: Catholic Charities

Budget cuts

Gallup, NM: Catholic Charities

Most of the people live on the reservation. Most areas of the diocese are desert with many unpaved roads, little to no industry and few work opportunities. Lack of funding which shortens the time of stay teen mom's and their children are able to remain in group home and receive needed services.

Las Vegas, NV: Catholic Charities-Southern Nevada

Senior demographics in greater Las Vegas area and the dearth of community services for that demographic (nursing homes, transportation, health care, neighborhood amenities, etc.).

Syracuse, NY: Catholic Charities of Onondaga County (CCOC), Catholic Charities

Decreased income for older individuals and higher expenses.

Ogdensburg, NY: Catholic Charities

Reduction in funding and lack of funding resources

Cortland, NY: Catholic Charities of Cortland County, Catholic Charities

Cortland County is extremely poverish. Services through our agency provides an emergency basis (utilities, food pantry) are utilized the most.

Additional funding

Brooklyn, NY: HeartShare Human Services of NY, Catholic Charities

Reduction in government funding

Rockaway Park, NY: St. John's Residence, Catholic Charities

lack of funding, poor schools, lack of jobs

Brooklyn, NY: Little Flower Children's Services, Catholic Charities

Increased unemployment, and underemployment of parents and families at risk of homelessness

Brooklyn, NY: Mercy Home for Children, Catholic Charities

Funding cuts

Brooklyn, NY: Catholic Charities Neighborhood Services, Catholic Charities

Immigrant Status, Language Barriers, current economy here in NYC

Utica, NY: Catholic Charities of Oneida-Madison Counties, Catholic Charities

Acceptance by institutions (government, schools, agencies and media) of new approaches to helping break the culture of poverty.

Binghamton, NY: Catholic Charities of Broome County, Catholic Charities

Poor local economy, lack of jobs that pay a living wage.

Hicksville, NY: Catholic Charities

DENTAL- patients accessing the services that are available. Housing -The lack of affordable housing for low income families. MENTAL HEALTH - Inadequate funding, limited resources and housing sites, community opposition/ IMMIGRANT SERVICES-lack of public transportation, immigrant status; SENIOR SERVICES-Inadequate funding for programs, including alleviating poverty as well as our Nutrition Program serving Women, Infants and Children.Funding promised for 6 locations became 1 location.

Glen Cove, NY: SCO Family of Services, Catholic Charities

Difficulties in raising private funding/lack of resources, increasing social stressors, reduced economic security, reduced funding in education, community based programs

Albany, NY: Catholic Charities

lack of adequate employment & lack of affordable housing, NYS Budget reductions, updated rural population, finding funding sources to enable seniors to remain in their home, inability of low income seniors to enroll in services due to disability, transportation, lack of technology.

Syracuse, NY: Catholic Charities of Syracuse

Getting the community to understand the issue and it's complications. Funding is also an issue.

Youngstown, OH: Catholic Charities

Structural issues/barriers, having enough funding, connecting with and motivating clients who want to make changes in their lives, dealing with clients who have many barriers to self-sufficiency and need constant support, inability to make long-term commitment to clients so that we can walk with them on their journey out of poverty.

Toledo, OH: Catholic Charities

Recession, budget cuts, funding

Cleveland, OH: Catholic Charities Health and Human Services

Consistent funding reductions (e.g. United Way and Catholic Charities have reduced their allocations to our services annually for the past 15 years by 3-5%); changes in funding priorities (e.g. from human service support to "economic development"); rate ceilings which do not cover cost of care (and which have not been adjusted for years); over-regulation and burden on administrative overhead and infrastructure which is not reimbursed and adds to cost of care.

The lack of living wage jobs for those we serve as the greatest obstacle reported by Parish and Community Ministries staff.

Dayton, OH: Catholic Social Services-Miami Valley

Responding to the increasing needs to the community due to job loss, related to the decline of the auto industry, other manufacturing job declines and regional corporate mergers that have taken administrative headquarters operations out of the Dayton area. This decline in options for meaningful employment, and in job training opportunities poses a major obstacle in efforts to reduce poverty and improve individual and family self-sufficiency.

While increasing, donor gifts have only partially offset declines in governmental and traditional community (United Ways) funding sources, leaving a devastating combination of increased client needs, no options for employment, and reduced resources with which to provide services.

Cincinnati, OH: Catholic Charities Southwestern Ohio (Cincinnati & Hamilton offices), Office of Catholic Charities

Agency's diminishing resources

Springfield, OH: Catholic Charities SouthWestern Ohio - Springfield Office, Office of Catholic Charities

Funding - both from federal and state programs due to budget cuts and the decrease in local donations.

Oklahoma City, OK: Catholic Charities of the Archdiocese of Oklahoma City, Catholic Charities

The lack of public transportation presents a barrier to all who live in poverty due to the geographic size of Oklahoma City and the rural areas.

Salem, OR: CCS of the Mid-Willamette Valley/Central Coast, Catholic Charities

The economy, affordable housing.

Portland, OR: CC Social Services Division, Catholic Charities

*Our greatest obstacle is present/crisis thinking. Like many people we strive to help, we focus on the immediate need. We can only reduce poverty if we can assist people to move from crisis to education and opportunity. *Funding; lack of affordable housing; and lack of affordable childcare. *On-going marketing; financial assistance; transportation issues. *Financial Support--cost of adoption can be cost-prohibitive for some families. We try to offer scholarships whenever possible. We continue to have unique marketing needs and we have to "compete" for adoptive parents & adoption-minded pregnant clients that don't always know about our services. Also, there is tremendous stigma re: placing a baby for adoption--even more so in Latino community. We strive to and struggle with providing consistent education on this topic and creating greater acceptance and appreciation for open adoption as a good option for an unplanned, crisis pregnancy. *For clients: Affordable housing; affordable childcare; employment opportunities (that provide living wage jobs); services to address trauma/abuse, mental illness, d/a addiction, and lack of family support. We continue to have unique marketing needs and want adoption-minded clients to find their way to us where they'll receive non-coercive counseling. Our primary "competitors" refer for abortions. We want our pro-life partners to refer women to us. *Lack of jobs and lack of affordable housing. *To reduce poverty in the community we served. *The greatest issue has been lack of job opportunities for our community. Another issue is the lack of documentation. *The long-term, residual impacts of abortions include emotional instability which affects clients' ability to maintain and improve their life circumstances. The program funding and public awareness needs continue to be obstacles for this ministry. *Access to employment, disability benefits, and to healthcare.

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC faces an ongoing funding obstacle as the number of individuals and families requesting services increases annually, while the amount of funding available to provide those services remains constant or decreases. In this difficult economic environment the competition for

private and public resources is more competitive. As a result, CCSLC struggles to adequately fund social programs and respond to the ever increasing administrative burden associated with reporting, fiscal accountability and program oversight.

Harrisburg, PA: Catholic Charities

The availability of resources to begin and sustain programming.

Pittsburgh, PA: Catholic Charities

1. Lack of funding to fully help with complex/multiple needs of clients.
2. Large rural population with limited access to transportation.
3. Funding cuts.

Allentown, PA: Catholic Charities

Economic downturn, Lack of Employment Opportunities, Rising consumer prices, Lack of ESL Classes, Transportation too costly and public transportation is limited, Housing-Lack of funding for temporary assistance or low-income permanent housing.

Lancaster, PA: Lancaster Counseling Office, Catholic Charities

Available resources to provide programming and hire personnel.

Oil City, PA: St. Elizabeth Center, Catholic Charities of the Diocese of Erie

The obstacles we see are housing, unemployment, lack of motivation for people to improve their lives.

Clearfield, PA: Good Samaritan Center, Catholic Charities of the Diocese of Erie

There are almost no local employment opportunities.

Port Allegany, PA: Catholic Rural Ministry (Bradford Deanery), Catholic Charities of the Diocese of Erie

Unemployment since some small businesses have closed. Jobs are not available here in these rural counties.

Erie, PA: St. Martin Center, Inc., Catholic Charities of the Diocese of Erie

Motivation by the client/participants to continue with the programs designed to assist them to a life of self-sufficiency. They can't see the light at the end of the tunnel, they are most always looking for instant results.

Farrell, PA: Prince of Peace Center, Catholic Charities of the Diocese of Erie

Often folks fail to see how poverty is "our problem", and make erroneous or prejudiced assumptions that the people we serve somehow "deserve" to endure poverty because of choices they have made or continue to make. In these local communities we have very high unemployment rates, the young men have been abandoning their roles as fathers and providers to stand on the corners peddling drugs to those who can ill afford them -leaving single and impoverished women to endure yet another generation as ill-informed mothers attempting to raise children who are not exposed to role models including other life choices and/or life styles. Too often the women can view supports as "entitlement programs" upon which they become dependent. "Education" is the key out, but can become extremely expensive as the money is readily available to borrow, but graduates often find themselves unable to find jobs in this area

that can support their families at their wages after first paying the school loans. This may sound rhetorical - but is a ready reality for too many people. The locals must engage the concerns in a non-judgmental manner that seeks hope and community as by products.

Erie, PA: CC Director & Development, Catholic Charities of the Diocese of Erie

Obstacle: Limitations of resources for many things, especially staffing for new program development.

Oil City, PA: Catholic Rural Ministry (Oil City), Catholic Charities of the Diocese of Erie
Employment and blighted housing

Harborcreek, PA: Harborcreek Youth Services, Catholic Charities of the Diocese of Erie
The erosion of resources for clients.

Altoona, PA: Catholic Charities, Inc. of the Diocese of Altoona-Johnstown

Lack of jobs paying a living wage. Lack of public transportation in the rural areas.

Wilkes Barre, PA: Catholic Social Services

Finances, Funding

Philadelphia, PA: Catholic Social Services, Catholic Social Services

State budget projections, on-going funding and service cuts, health care costs, and high unemployment rate.

Providence, RI: Diocese of Providence

Reduction in federal assistance programs like EFSP, poor housing/rental market, high unemployment.

North Charleston, SC: Catholic Charities, Coastal Office, North Charleston, SC, Catholic Charities

Not sufficient staff, resources, funding, and appropriate facilities

Columbia, SC: Catholic Charities, Midlands Office, Columbia, SC, Catholic Charities

Available resources.

Greenville, SC: Catholic Charities, Piedmont Office, Greenville, SC, Catholic Charities

The lack of financial resources that would allow us to make a real impact in the needy community that we serve.

Conway, SC: Catholic Charities, Pee Dee Office, Conway, SC, Catholic Charities

More hours of employment, another case manager position is needed

Mount Pleasant, SC: Office of Immigration Services, Mt. Pleasant, SC, Catholic Charities

Limited number of staff, unable to meet demand for immigration services

Rapid City, SD: Catholic Social Services, Rapid City

Are the remote sites we have and the cost to provide services. We travel great distances weekly.

Memphis, TN: Catholic Charities of West Tennessee

High unemployment rate for surrounding area.

Fort Worth, TX: Catholic Charities

Lack of resources for the undocumented; lack of ESL classes; rising cost of health care & gaps in service; Making sure we have enough financial resources to provide services to clients; Employment for clients; work supports for clients (transportation, childcare, etc.)

San Antonio, TX: Catholic Charities

Community education & public awareness; access to childcare; cycle of abuse; cycle of poverty; young parents with limited education & skills; fundings is needed to maintain our level of services & to expand in the rural counties specifically in areas of legal services & financial literacy; lack of available jobs; lack of English skills and job skills transferable to US jobs (regarding refugee population); limited/restricted funding overall; not enough beds for homeless families; teen pregnancy; lack of education

Tyler, TX: Catholic Charities East Texas

finding adequate funding

Austin, TX: Catholic Charities of Central Texas

The # of non-profits in Austin, TX and the # of Catholic Charities nationwide.

Corpus Christi, TX: Catholic Charities of Corpus Christi, Catholic Charities of Corpus Christi, Inc.

No obstacles have been identified at this time.

Dallas, TX: Catholic Charities of Dallas, Inc.

Limited resources; loss of employment; finding employment; affordable housing; Rental assistance needed; Increase in mental illness cases among refugees; accessing free vocational traing for re-skilling refugee clients; lack of immigration reform

Beaumont, TX: Catholic Charities of Southeast Texas

Our greatest obstacle is gaining access to funding which can be used to minimize the impacts of poverty on the populations we serve.

Houston, TX: Catholic Charities of the Archdiocese of Galveston-Houston

Securing adequate funding continues to be the greatest challenge our agency faces in our efforts to reduce poverty in the communities we serve. The ongoing difficulties with the economy continue to increase the number of individuals requesting assistance with basic needs. The economy continues to affect donations, grants, foundation allocations and government programs. Our fund development staff continues to increase it's activities in all areas from donation requests to grant applications. It also encourages staff to further integrate creative program designs and parish partnerships in order to continue to provide quality services.

Brownsville, TX: Ozanam Center (homeless shelter), Catholic Charities of the Rio Grande Valley

Lack of sufficient funding

San Juan, TX: Catholic Charities of the Rio Grande Valley

Budget cuts, inflation, low wages, lack of jobs, high grocery and gas prices, high immigration population due to border violence

Lubbock, TX: Catholic Family Service

Funding

Laredo, TX: Catholic Social Services

The agency's greatest obstacle is not having a grant writer to pursue grants to implement programs to help families and individuals slipping into poverty because of lack of jobs in the areas, increasing job skills and implementing financial literacy.

Salt Lake City, UT: Catholic Community Services of Utah

Lack of understanding of the root causes of poverty.

Arlington, VA: Catholic Charities

Funding limitations.

Virginia Beach, VA: Catholic Charities of Eastern Virginia, Inc.

Funding

Burlington, VT: VT Catholic Charities, Inc., Vermont Catholic Charities Inc.

Emergency Aid - not enough money to cover everybody.

Union Gap, WA: St. Vincent Centers, Catholic Charities

Funding

Wenatchee, WA: Catholic Family & Child Service, Wenatchee, Catholic Charities

State funding cuts potentially will have a huge adverse impact on the most vulnerable in the communities across the State of Washington. The poor among us will suffer more than they have already.

Spokane, WA: Catholic Charities

Lack of available resources and funding

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

At present the single greatest obstacle facing our programs is the uncertainty of funding for state and federal housing programs. Some of the proposed budget cuts would likely result in the elimination of some of our housing programs.

Local obstacles include community outreach to the benefits of affordable housing as it relates to health, educational, and crime prevention outcomes.

Seattle, WA: Catholic Community Services of Western Washington

Lack of political will; lack of resources; lack of funding; downturn in the overall economy and the Washington State budget crisis has resulted in fewer people who are experiencing poverty being able to receive government assistance such as medical, mental health, dental care, food stamps, chemical dependency treatment, cash assistance, etc.; access to affordable housing;

inadequate funding for transitional housing for aging-out foster youth; inadequate funding for resident services; cuts in public funding for housing and services (city, county, state and federal); extremely long waitlists for Section 8 vouchers and housing; lack of housing for specific populations like ex-offenders; lack of available employment training and opportunities; lack of job skills; cutbacks for many clients who rely on General Assistance Unemployable (now Disability Lifeline); combating stigma the community has towards addicts and alcoholics; lack of substance abuse services;

Superior, WI: Catholic Charities Bureau, Inc., Catholic Charities Bureau

Affordable housing availability, direct relief funds, program funding cuts - governmental entities.

LaCrosse, WI: Catholic Charities

educating the communities we serve of the many services we provide.

Madison, WI: Catholic Charities

Securing adequate financial resources.

Milwaukee, WI: Catholic Charities

Funding

Green Bay, WI: Catholic Charities

Too much demand for hard services and less interest in long term awareness and action plans

Wheeling, WV: Catholic Charities West Virginia

- Lack of funding;
- Untreated mental illness & addictions;
- Lack of employment;
- Lack of living wage employment - good paying jobs

Cheyenne, WY: Catholic Charities of Wyoming

Funding

Section IV: Personnel

Catholic Charities member agencies and affiliates identify 493,199 people working with Catholic Charities in 2010, either as paid staff, volunteers, or board members. This represents a 13 percent increase in personnel over the 337,527 people identified in 2009. The number of paid staff decreased slightly (2 percent decrease, from 66,067 in 2009 to 65,033 in 2010) and the number of board members decreased by 4 percent (from 6,702 in 2009 to 6,440). The number of volunteers increased by 17 percent (from 264,758 in 2009 to 309,726 in 2010).

Figure 18. Total Personnel

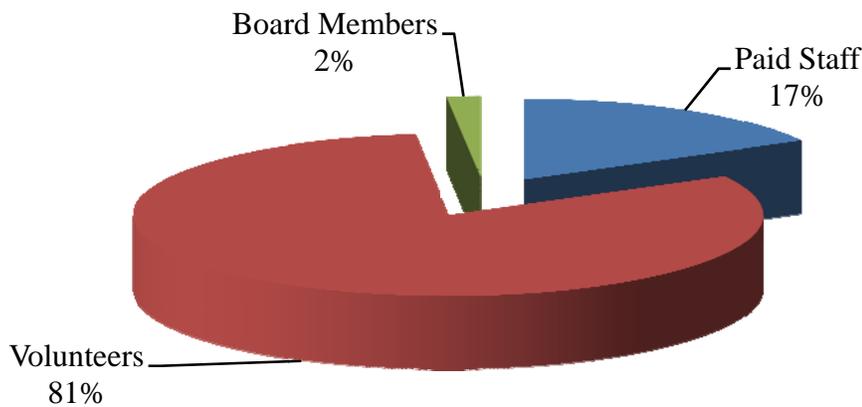


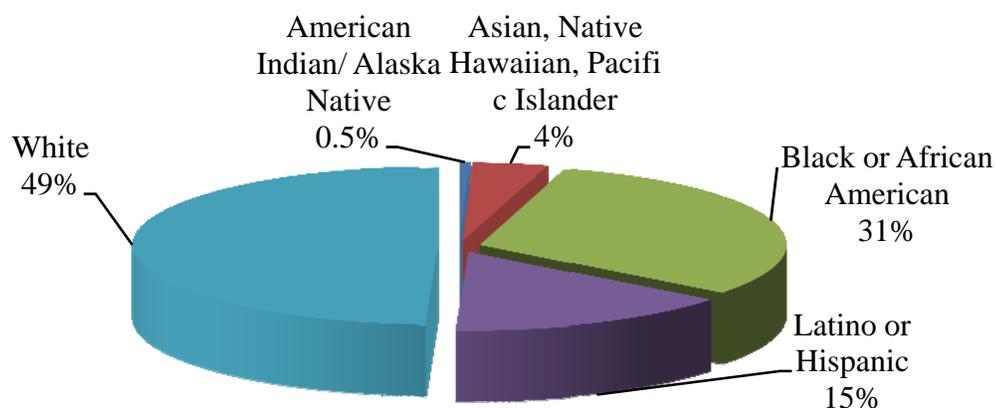
Table 41. Total Personnel by Category

Category	Number
Paid Staff	65,033
Volunteers	309,726
Board Members	6,440
Total	381,199

Paid Staff

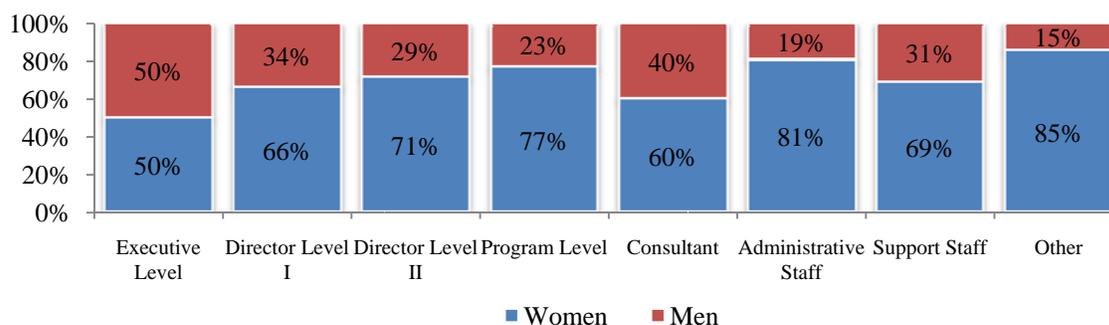
Paid staff includes both full-time and part-time positions as well as both professional and paraprofessional employees. Professional program staff includes individuals who use their practice, knowledge, and skills to provide client services, such as social workers, case managers, etc. Paraprofessional program staff includes individuals with specialized knowledge and technical training, but less than a bachelor's degree, who work closely with and are supervised by a professional. Paraprofessional staff includes positions such as social worker associates, caseworker aides, and physician assistants.

Figure 19. Racial and Ethnic Background of Paid Staff



Among agencies that reported the race or ethnicity of their paid staff, about half of all paid staff are white, three in ten are black or African American, and 15 percent are Hispanic or Latino(a). About 4 percent are Asian, and about 1 percent are American Indian or Alaska Native.

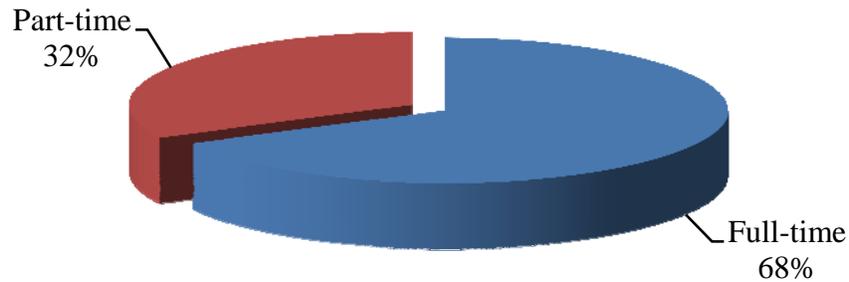
Figure 20. Gender of Paid Staff by Position Level



About two-thirds (66 percent) of paid staff members are women. Figure 20 shows the proportion of women in each position level among Catholic Charities agencies.

About two-thirds of paid staff work full-time in their position; one in three hold part-time staff positions. This proportion is the same as that reported in previous years.

Figure 21. Full-time and Part-time Paid Staff



More than half (53 percent) of all paid staff are employed at the program level. Four in ten are administrative support staff, clerical workers, or other support staff. Just 7 percent of paid personnel are employed at the executive or director level.

Figure 22. Paid Personnel by Occupational Level

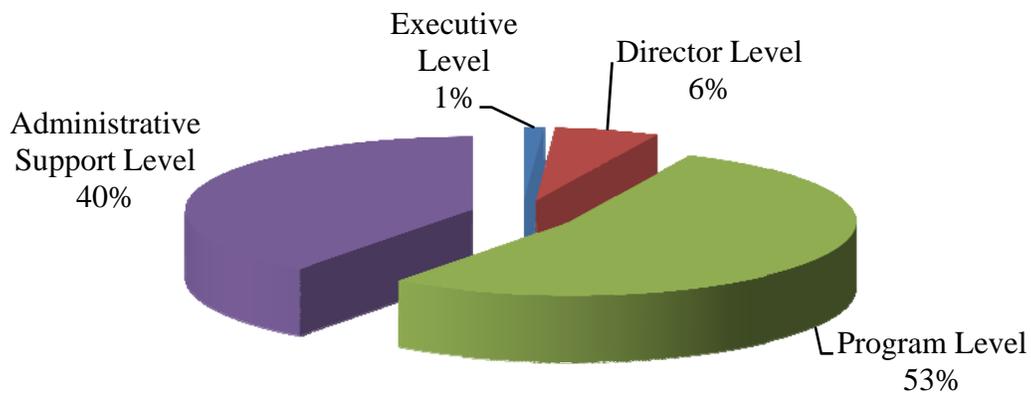


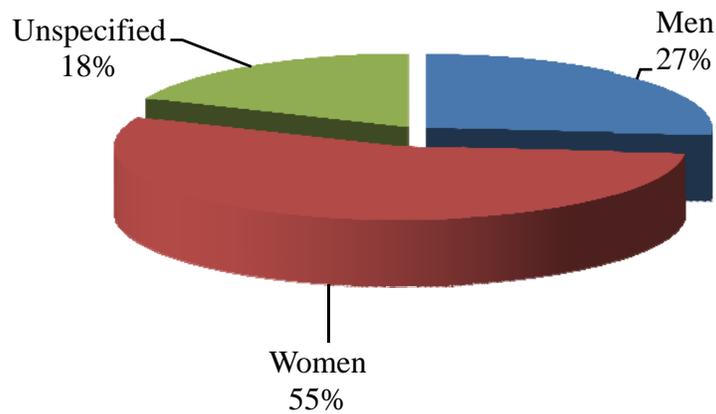
Table 39, below, displays paid personnel by occupational level as well as full-time or part-time status. Executive and director level personnel are most likely to be full-time employees.

	Full-time	Part-time	Total
Executive Level			
Diocesan Director/CEO/President/ Executive Director/Administrator/ COO/Vice-President/Assistant Executive Director	588	28	613
Director Level			
Chief Financial Officer/Chief Program Officer/Controller/ Director of Communications/ Public Relations/Marketing/ Director of Development/Director of Diversity/Racial Equality/ Director of Quality Improvement/ Evaluation/Research/ Director of Human Resources/ Director of Information Services/Systems Administrator	1,516	86	1,599
Director of Parish Social Ministry/ Regional/Divisional Director/ Program/Department/District Director	1,638	76	1,704
Program Level			
Program Supervisor/Program Professional and Paraprofessional Staff	20,533	8,474	28,999
Professional Consultants/Contractors	153	976	1,126
Administrative Support Level			
Administrative Staff/Executive Assistants, Secretaries and Clerical Staff	5,652	2,050	7,725
Support Service Staff	4,264	2,907	7,159
Other Paid Staff	3,117	4,573	7,631
Unspecified	6,405	1,942	8,477
Total	43,866	21,112	65,033

Volunteer Staff

Volunteers are critically important to the work of Catholic Charities, as they make up 81 percent of the workforce of Catholic Charities. Reporting agencies estimate that these 309,726 volunteers spent 9,214,417 hours in 2010 engaged in volunteer work for Catholic Charities.

Figure 23. Volunteer Staff



More than half of these volunteers are women (55 percent) and about a quarter are male (27 percent). Gender was not reported for 18 percent of all volunteers.

Among those reporting the race or ethnicity of volunteers, whites comprise 71 percent of volunteers (111,586), African Americans or blacks are 13 percent (19,645), Hispanics or Latinos are 11 percent (17,034), Asians, native Hawaiians, or Pacific Islanders are 5 percent (7,197), and less than 1 percent (811) are American Indians or Alaska natives.

Ninety-five agencies, programs, or offices report that all volunteer services were provided during normal business hours. Some 156 agencies, programs, or offices have a coordinator or director of volunteers. Another 252 agencies, programs, or offices provide training specifically for volunteers.

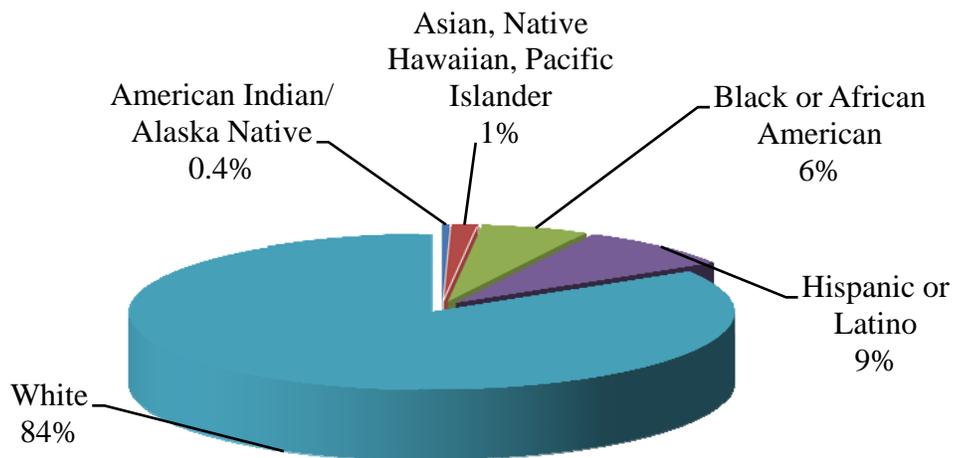
Board Members

In 2010, agencies reported a total of 6,440 board members. Of these, 180 board members (3 percent) are current or former clients.

Among those reporting the gender of their board members, men make up 60 percent (3,795) of board members, while women make up 40 percent (2,501).

Where agencies reported the race or ethnicity of their board members, 84 percent (5,102) are white, 6 percent (348) are black or African American, 9 percent (527) are Hispanic or Latino, 1 percent (87) are Asian, native Hawaiian, or Pacific Islander, and less than 1 percent (25) are American Indians or Alaska natives.

Figure 24. Racial and Ethnic Background of Boards



Most Catholic Charities agencies report that the orientation for their board includes a module on Catholic identity and mission. Some 197 agencies, programs, or offices indicate that this is included in their board orientation.

Agencies were also asked whether their board has a current board manual. A total of 167 agencies, programs, or offices responded in the affirmative. Seventy-two agencies said that their board sponsors an annual retreat.

Section V: Catholic Social Mission and Parish Social Ministry

Catholic Charities USA defines Parish Social Ministry as “the empowerment of the parish as the People of God to fulfill the Church’s mission of love, justice, freedom, and peace by communally responding in an organized way to societal and individual human needs.” A foundation in Catholic social teaching calls parishioners to action in four areas: direct service, legislative advocacy, community organizing, and global solidarity/justice and peace issues. Parish Social Ministry assists in developing organizational skills in these areas.

The survey makes a distinction between parish partnerships, which are defined as the myriad ways that agencies and parishes work together, and parish social ministry programs, which are defined as the support that Catholic Charities provides to a parish to develop its own response to need and injustice. A parish social ministry program is therefore a component of a parish partnership.

Parish Partnerships

Most responding agencies (164) report that Catholic Charities is building partnerships with the parishes in the diocese. Some 137 agencies report that out of 13,118 parishes, they are building partnerships in 4,960 (38 percent). The table below displays the most common functions of these partnerships.

Table 43. Functions of the Agency’s Parish Partnerships	
	Agencies
Coordinating volunteer opportunities for parishioners or parish groups	110
Development (soliciting funds from the parishes)	101
Providing services at parish sites	91
Coordinating a referral line specifically for people seeking services from parishes	87
Parish social ministry	85
Dispersing emergency assistance through parishes	84
Parish board representation	58
Coordinating a legislative network	53

A total of 116 agencies reported 404 agency staff (in FTEs) involved in parish partnerships. Agencies average about two FTE staff persons involved in parish partnerships. Agencies report an average of 64 parishes in the diocese and they average 24 parishes in partnerships.

Parish Social Ministry

Forty-four agencies share responsibility for parish social ministry programming with a diocesan office. Among responding agencies that have a parish social ministry program, Table 41 displays the reported functions of the Parish Social Ministry programs and the number of agencies that include each function in their Parish Social Ministry.

Table 44. Functions of Parish Social Ministry Programs

Function	Agencies
Facilitating networking between parish-based social ministry staff and volunteers for best practices sharing and problem solving	112
Collaborating with the St. Vincent De Paul Society	107
Coordinating Catholic Campaign for Human Development efforts or promoting community organizing and economic development	102
Educating on the Catholic social teaching and current social justice issues	74
Educating pastors and parish leadership on what parish social ministry is and why it is important	69
Providing leadership development training for parish-based social ministers	56
Promoting global solidarity, potentially through Catholic Relief Services	43

Facilitating networking between parish-based social ministry staff and volunteers for best practices sharing and problem solving is the most commonly included function of Parish Social Ministry, followed by collaborating with the St. Vincent De Paul Society and coordinating Catholic Campaign for Human Development efforts or promoting community organizing and economic development. Agencies are least likely to say that their Parish Social Ministry program includes promoting global solidarity, potential through Catholic Relief Services.

Table 42, below, displays the comparative priority of each of these components of Parish Social Ministry. The survey asked agencies to rank the top three priorities, in terms of staff time and resources, of their Parish Social Ministry program. The first three columns in the table show the number that ranked each component as a first, second, or third priority. The final column shows the total number that gave each component either a first, second, or third priority.

Table 45. Priorities of Parish Social Ministry Programs

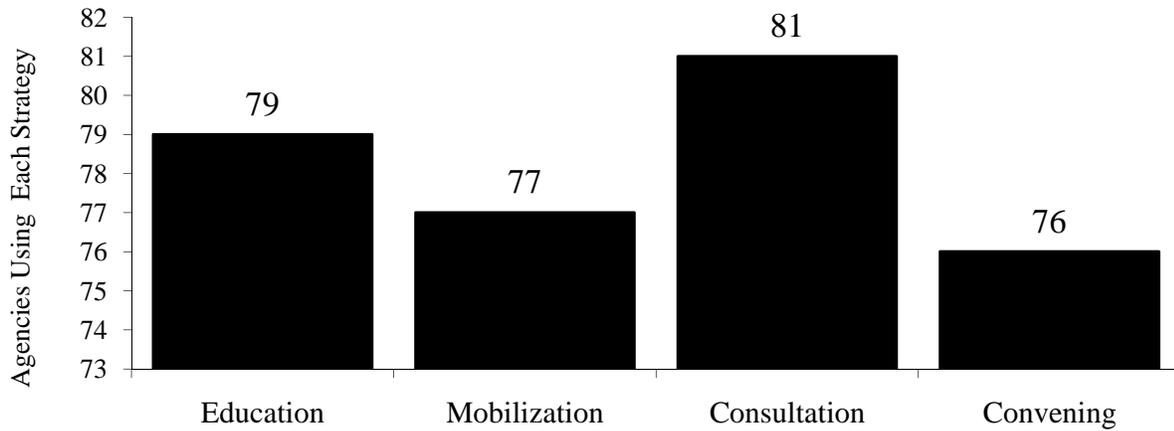
	Priorities			Cumulative Rank
	1 st	2 nd	3 rd	
Educating pastors and parish leadership on what parish social ministry is and why it is important	49	27	23	99
Facilitating networking between parish-based social ministry staff and volunteers for best practices sharing and problem solving	57	43	23	123
Providing leadership development training for parish-based social ministers	9	22	26	57
Educating on the Catholic social teaching and current social justice issues	27	20	20	67
Collaborating with the St. Vincent de Paul Society	12	20	20	52
Promoting global solidarity, potentially through Catholic Relief Services	1	15	16	32
Coordinating Catholic Campaign for Human Development efforts or promoting community organizing and economic development	11	18	29	58

Responding agencies that have Parish Social Ministry programs place first priority on facilitating networking between parish-based social ministry staff and volunteers for best practices sharing and problem solving. Their second priority is educating pastors and parish leadership on what parish social ministry is and why it is important. The third priority among agencies is educating on the Catholic social teaching and current social justice issues.

Collaborating with the St. Vincent de Paul Society and promoting global solidarity, potentially through Catholic Relief Services are the lowest level of priority for Parish Social Ministry, in terms of staff time and resources.

Parish Social Ministry uses a variety of strategies to accomplish the priorities described above. Agencies report using consultation and education more than mobilization and convening to accomplish the priorities of Parish Social Ministry.

Figure 25. Strategies for Parish Social Ministry



Mission and Catholic Identity

The mission of Catholic Charities is to provide service to people in need, to advocate for justice in social structures, and to call the entire church and other people of good will to do the same. Mission Integration and Catholic Identity represent all the efforts, processes, programs, and relationships that serve to enhance the understanding and commitment of agency staff and volunteers to the tradition and values of the Catholic Church's social ministry to the poor and vulnerable.

To further the mission, Catholic Charities agencies and affiliates employ staff in a number of related positions. In all, 54 agencies, programs, or offices indicated that they have full-time paid staff (and three have part-time paid staff) responsible for mission/Catholic identity. Another 27 have full-time paid staff (and three have part-time paid staff) responsible for racial equality/diversity.

Most often, agencies report that the Executive Director of the agency is responsible for overseeing Catholic identity (74 percent), followed by a mission/Catholic identity staff person (8 percent), or the Human Resources Director (3 percent). Another 15 percent mentioned another person or group that is responsible for overseeing Catholic identity, such as:

- Agency Associate Director
- Bishop, Diocesan Director, or Diocesan Services Coordinator
- Director of Communications, Development, Staff Orientation, or Planning and Evaluation
- Executive Management Team or President and Mission Team
- Social Justice or Parish Social Ministry staff

When asked whether the agency completed the Agency Catholic Identity Evaluation provided in *Catholic in Charity and Identity: Resources to Enhance the Legacy (Summer 2010)*, a total of 29 agencies (16 percent of those responding) answered yes and 96 agencies (54 percent) said no. Table 43, below, presents activities for integrating Catholic identity and the number of agencies that conducted those activities in 2010.

Table 46. Activities for Integrating Catholic Identity

Activity	Agencies
New employee orientation includes component on Catholic identity	116
Distribution of Advent and/or Lenten reflections prepared by the national office	65
Annual staff retreat on Catholic identity topics	59
Annual retreat on Catholic identity for board members	29
Annual retreat on Catholic identity for volunteers	5

In the area of ethics, 142 agencies (67 percent) report that they have adopted and/or adapted the CCUSA Code of Ethics and 55 agencies (26 percent) have not. Some 56 responding agencies (31 percent) have yearly updates and/or workshops on the CCUSA Code of Ethics and 112 agencies (61 percent) have not done this. Finally, 30 agencies (16 percent) have an ethics committee and 136 (74 percent) do not.

Cultural Competence in Social Service Provision

Responding agencies reported the following things that they did in 2010 to ensure and improve cultural competence in social service provision. These comments are transcribed here just as they were reported on the survey, without any editing or elaboration. The responses are sorted by state and city and identified by agency name as well as the affiliate, program, or office that supplied the information.

Juneau, AK: Catholic Community Service

Limited cultural sensitivity training.

Anchorage, AK: Catholic Social Services

We continue to follow COA best practices. At bi-monthly director meetings, we share new resources, training information, and lessons learned.

Phoenix, AZ: Catholic Charities Community Services

We serve as advocates for equal access in terms of language access. Our program serves as advocates and service providers to refugees from countries such as Iraq, Burma, Bhutan, Congo, and Cuba. Our client rights and responsibilities are currently translated into seven different languages. Our program also provides cultural education workshops to local community colleges and the ASU school of Social Work. Staff in the programs are bi-cultural and bi-lingual.

Tucson, AZ: Southwest Community Services, Catholic Community Services

We provide interpretation to deaf and deafblind persons at Mass. We also work with Deaf children and adults for sacramental information.

Seaside, CA: Catholic Charities

Hiring culturally competent staff

San Francisco, CA: Catholic Charities CYO

Catholic Charities CYO created a Multicultural Development Committee (MDC) in March 2009 following the development of an organizational charter on cultural competence. CCCYO received a grant from CompassPoint Nonprofit Services and worked closely with a consultant to understand and expand our agency's perspectives and attitudes with regards to the worth and importance of cultural competence and our commitment to provide culturally competent care. Over the past 10 months the committee has:

- created organizational policy to guide multicultural work.(to be recommended for adoption)via survey, assessed the existence of formal and informal program policies, procedures and practices.

- drafted a plan for continued multicultural development of CCCYO over the next several years.

While the assessment activities have been snapshots of program level policies and practices, it is apparent that there are many ways that teams and programs are making a difference in serving clients in a culturally competent or responsive way, and these efforts, when resourced properly, can be supported and replicated throughout the agency. There are also ways that current approaches, whether at the program, operational or administrative level can be strengthened and improved using a multicultural lens.

The main instrument used to capture information regarding the consumer population is our Client Online Data Inventory database as well as the in-depth knowledge, skills and abilities of our employees. Also, most of our programs have a formal client satisfaction survey/evaluation process to assess needs of clients.

Santa Ana, CA: Catholic Charities of Orange County, Inc.

We employ staff members of many ethnicities and different cultural backgrounds. We are from 13 countries and speak 18 languages. We celebrate multi-cultural potlucks and holiday parties together. We need to do more formal training of staff in this area.

San Jose, CA: Catholic Charities of Santa Clara County, Catholic Charities of Santa Clara County

Annual workshops on cultural competence for all staff
Higher culturally competent staff

Stockton, CA: Catholic Charities of the Diocese of Stockton

As appropriate bilingual staff assist clients. Staff receive cultural sensitivity training.

Oakland, CA: Catholic Charities of the East Bay

We use cultural competence as part of our hiring criteria and also look for ongoing training opportunities.

San Bernardino, CA: Catholic Charities San Bernardino/Riverside

Diversity training opportunities for staff

Denver, CO: Catholic Charities of Denver, Catholic Charities and Community Services

Catholic Charities employs bilingual, Spanish-speaking staff to accommodate monolingual Spanish-speaking clients. Agency information, client forms and voicemail messages are provided in both English and Spanish. Our agency also runs an in-house PROMT Translator Server that staff uses in creating accurately translated documents in several different languages. Several of our programs provide ongoing trainings for staff regarding cultural competency, and staff are encouraged to access outside trainings and resources. In supervision, individual cases are reviewed to ensure treatment and services are culturally appropriate. If we cannot provide effective services, we make appropriate referrals to other community agencies.

Colorado Springs, CO: Catholic Charities of Colorado Springs, Inc.

We have a culturally diverse staff that includes a diversity of languages. Staff training on cultural competency will be conducted annually.

Hartford, CT: Catholic Charities

Cultural Competency Committee with agency-wide representation & participate in similar committees of our colleague agencies. Establish a cultural competency component to our new staff agency orientation.

Norwich, CT: Catholic Charities, Diocese of Norwich, Inc.

Culturally sensitive staff trainings.

Washington, DC: Catholic Charities of the Archdiocese of Washington

Staff Training

Wilmington, DE: Catholic Charities Inc.

Staff development and training

Recruiting diverse, bi-lingual staff

Palm Beach Gardens, FL: Catholic Charities

Staff attend workshops inside and outside agency

Lake City, FL: Lake City Regional Office, Catholic Charities Bureau

All employees are trained to show respect to everyone that they encounter no matter their race, religion, age, sexual preference, etc. We also have regular staff meetings and in house trainings on social etiquette among different cultures.

Jacksonville, FL: Jacksonville Regional Office, Catholic Charities Bureau

We have an annual inservice related to cultural competence primarily focused on refugee client populations. We conduct civil rights training.

Orlando, FL: Catholic Charities of Central Florida

Each quarter we hold offices that includes CST & CSJ for service provisions.

Pensacola, FL: Catholic Charities of Northwest Florida

Conduct annual training for all on cultural competency

Atlanta, GA: Catholic Charities of the Archdiocese of Atlanta, Inc.

Our agency hires employees that are representative of our client population. Many of our employees are bilingual and bicultural. Cultural competence training is provided on a regular basis to staff.

Honolulu, HI: Catholic Charities Hawaii

Focus on language access; provide information on upcoming trainings; theme of last year's all staff conference; addressed at orientation; agency expectation to provide diverse input for all initiatives.

Chicago, IL: Catholic Charities

Annual ongoing mandatory in-service trainings.

Peoria, IL: Catholic Charities

Specific trainings on diversity, conflict resolution, and collaboration

Belleville, IL: Catholic Charities of Southern Illinois

Various training, assistant executive director on a race relations task force.

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.

Additional training and supervisor feedback to employees.

Indianapolis, IN: Catholic Charities

The agency strategic plan identifies diversity as a key priority area including - analyzing board representation and constituencies to ensure ongoing effectiveness and community representation; training and development program for personnel and volunteers promoting awareness of, sensitivity to, and cultural backgrounds and needs; and orientation for new personnel within the first 3 months of hire to the cultural and socioeconomic characteristics of the service population of all agency programs.

Salina, KS: Catholic Charities

Our Hispanic Services Coordinator is on the City of Salina Human Relations commission, we offer workshops on culture competence to agencies and the business community.

Overland Park, KS: Catholic Charities of Northeast Kansas

1. Agency is a recipient of a cultural competency awareness grant and is working with a consultant to improve cultural competency throughout all aspects of the agency.
2. Holding formation trainings for volunteers
3. Identified as an objective in the agency's five year strategic plan

Wichita, KS: Catholic Charities, Inc.

Regular reviews of staffing table, ongoing diversity council

Covington, KY: Diocesan Catholic Children's Home

Annual training for all staff.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Workshops are provided, especially via our Case Management Institute. Articles, opportunities posted to intranet.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

We have a culturally diverse staff, and we work to be sensitive to the needs of our clients.

Baltimore, MD: Catholic Charities

Strategic plan in process - Blueprint for Catholic Charities of Baltimore submitted to CCUSA

Grand Rapids, MI: Catholic Charities West Michigan

Catholic Charities West Michigan conducts quarterly training on the topic of Cultural Competency which is required for all agency staff. This training is designed to heighten awareness and improve the agency's service to our communities with regard to culturally related issues.

Saginaw, MI: Catholic Family Service

On-going staff training to meet CARF standards

New Ulm, MN: Catholic Charities

We provide training and invite presenters

St. Cloud, MN: Catholic Charities

- a) Developed diversity modules: 30-minute presentations that examine diversity from many different perspectives beyond just ethnicity. Materials are used by all programs and services.
- b) Requirement that all staff have at least one diversity experience each year. This requirement can be achieved through multiple means, both within the agency and in the community.

St. Louis, MO: Catholic Charities Archdiocese of St. Louis

We offer training sessions on Diversity and Cultural Competence

Kansas City, MO: Catholic Charities of Kansas City-St. Joseph, Inc.

We value the cultural competence of our staff and offer agency trainings to promote the competence, as well as encouraging community trainings and one on one learning during supervision and team meetings.

Asheville, NC: Western Regional Office, Catholic Social Services

Providing services in three languages
Maintaining staff from diverse cultures
Discussing cultural competence at staff meetings

Charlotte, NC: Charlotte Regional Office, Catholic Social Services

Programs and services are created with diversity as core components.

Omaha, NE: Catholic Charities, Inc.

Diversity Council is established to plan and carry out cultural competency agenda to agency staff, building training and events to highlight diversity.

Perth Amboy, NJ: Health Services, Catholic Charities

Staff receive diversity, training/cultural competency.

Newark, NJ: Human Resources, Catholic Charities

Staff Training.

Trenton, NJ: Central Administrative Services, Catholic Charities

We provide frequent training both internally and externally, on diverse cultures. We have launched a cultural competency plan which focuses on education and training needs.

Clifton, NJ: Catholic Charities in the Diocese of Paterson

Hire staff representative of community served; agency committees examine area e.g. quality of life and performance improvement; annual training.

Albuquerque, NM: Catholic Charities

on going training to staff

Las Vegas, NV: Catholic Charities-Southern Nevada

Training accomplished at individual program level with new hires and with recurring staff training within individual programs/departments.

Syracuse, NY: Catholic Charities of Onondaga County (CCOC), Catholic Charities

We are committed to culturally competent practices, starting with staff hiring. Make efforts to recruit a diverse workforce whose skills, education & experience meet qualifications for position. Employees are advise during orientation that all clients & coworkers must be treated with respect, dignity & compassion & how important their interactions are in terms of our Mission and those served.

Review of agency's policies, equal employment opportunity statement & harassment policies. Employees advised that compliance with the law should be a minimum standard in terms of behavior towards clients and coworkers.

Albany, NY: Catholic Charities

emphasis on new employee orientation, more trainings, development of linguistic services for people with AIDS/HIV with limited English proficiency, caseworkers attend relevant trainings

Binghamton, NY: Catholic Charities of Broome County, Catholic Charities

Trainings in cultural competency.

Hicksville, NY: Catholic Charities

We have outreach programs that extend our services to many different communities on Long Island. Program literature is also printed in other languages. We also have staff in many of our programs that speak other languages; i.e., Spanish, Russian, Polish, French Creole, etc. Our Immigrant Services program refers clients for services available in our other Catholic Charities programs.

Rochester, NY: Catholic Charities

Regular leadership and supervisory training sessions

Accreditation through Council on Accreditation

Presentations at Leadership Staff meetings

Brooklyn, NY: Mercy Home for Children, Catholic Charities

FOE, Sanctuary. College of Direct Support, COMPASS

Brooklyn, NY: HeartShare Human Services of NY, Catholic Charities

We provide staff training

Brooklyn, NY: Saints Joachim & Anne Nursing Home, Catholic Charities

Staff is recruited based on the diverse population in our catchment area

Brooklyn, NY: Family Home Care Services of Brooklyn & Queens, Catholic Charities
In-service education

Ogdensburg, NY: Catholic Charities
In-service on the Cultural of Poverty

Utica, NY: Catholic Charities of Oneida-Madison Counties, Catholic Charities
Reviewing various training programs through New York State agencies

Syracuse, NY: Catholic Charities of Syracuse
On going training programs regarding cultural competencies.

Youngstown, OH: Catholic Charities
We provide in-service opportunities for staff and encourage participation in community events concerning cultural diversity and responding to the needs of diverse populations.

Toledo, OH: Catholic Charities
Engage training opportunities through different associations.

Cleveland, OH: Catholic Charities Health and Human Services
Training performance evaluation

Dayton, OH: Catholic Social Services-Miami Valley
Within each program area all staff and volunteers participate in training and regular consultation to assure culturally competent practice . All staff who maintain licensure in counseling, social work, nursing or education participate in ongoing training to assure skills and knowledge regarding cultural competence.

Cincinnati, OH: Catholic Charities Southwestern Ohio (Cincinnati & Hamilton offices), Office of Catholic Charities
Staff meeting regularly devoted to specific population groups: Hispanic, African American, Elderly, People in Poverty

Springfield, OH: Catholic Charities SouthWestern Ohio - Springfield Office, Office of Catholic Charities
We openly promote the fact that we serve all clients, regardless of race, gender, religion, age, or sexual orientation. We serve all faiths through our Foodbank member agencies.

Cincinnati, OH: St. Joseph Orphanage, Office of Catholic Charities
During orientation and on an annual basis the entire agency takes part in a cultural diversity/competence training.

Oklahoma City, OK: Catholic Charities of the Archdiocese of Oklahoma City
Cultural competence is a required training component of the agency training plan.

Portland, OR: CYO--Camp Howard, Catholic Charities

We all go into every project and endeavor with open hearts and open minds. And in turn, we are sensitive to the fact that having 'Catholic' in our name means standing up for the Catholic teachings and beliefs, but also being aware of other belief systems. At the end of the day, it is most important to treat everyone equally and justly- even if they don't adhere to Catholic teachings.

Salem, OR: CCS of the Mid-Willamette Valley/Central Coast, Catholic Charities

We are working to revise our Cultural Competency Plan and piloting a new approach to training where we identify a "theme" and gather multiple ways employees can obtain training, seminars, panels, etc. on that particular topic. We are hoping this will give us an opportunity to go deeper into the topic over the year while also allowing staff to explore areas of culture that they may not have before. We found many employees gravitated toward similar trainings each year and we wanted to provide staff an opportunity to explore different areas and maybe step outside their comfort zone which can lead to great breakthroughs in cultural awareness and competency.

Springfield, OR: CCS of Lane County, Catholic Charities

A Diversity Committee made up of staff, monitors and makes recommendations to the Executive Director or to the Continuous Quality Improvement Committee.

Pittsburgh, PA: Catholic Charities

Cultural diversity is covered by Program Director/Supervisory during all new hire orientations.

Harrisburg, PA: Catholic Charities

Annual workshop sessions to address this.

Allentown, PA: Catholic Charities

Next Staff In-Service Day will train.

Erie, PA: CC Director & Development, Catholic Charities of the Diocese of Erie

All Affiliate Agencies provide staff training including cultural awareness and cultural competence.

Pittsburgh, PA: Better Homes for Erie, Catholic Charities of the Diocese of Erie

As a low income housing provider we have many rules to follow to ensure that there is NO discrimination.

Oil City, PA: Catholic Rural Ministry (Oil City), Catholic Charities of the Diocese of Erie

Both co-directors completed cultural competence training

Oil City, PA: St. Elizabeth Center, Catholic Charities of the Diocese of Erie

Diversity/cultural competence training for volunteers and staff.

Wilkes Barre, PA: Catholic Social Services

Hiring various cultures, races, ethnic backgrounds

Philadelphia, PA: Catholic Social Services

We provide workshop on cultural diversity and some staff attend outside seminars.

Conway, SC: Catholic Charities, Pee Dee Office, Conway, SC, Catholic Charities
Challenge social service agencies to provide all inform in Spanish, including voice mail, etc.

Nashville, TN: Catholic Charities of Tennessee, Inc.
In-service training and participation in other training workshops

San Antonio, TX: Catholic Charities
Staffing at the program level receive training on cultural competence.

Fort Worth, TX: Catholic Charities
Staff members attend trainings to ensure and improve cultural competence in social service provision.

Austin, TX: Catholic Charities of Central Texas
Providing cultural competency training for all staff. Providing training on multigenerational poverty issues in serving clients.

Corpus Christi, TX: Catholic Charities of Corpus Christi, Inc.
Following our mission, Cathlic Charities provides services to people in need without regard to color, race, or creed. Every effort is made to provide translations and interpretative services in languages other than English.

Dallas, TX: Catholic Charities of Dallas, Inc.
We have one of the most diverse agencies in the area. We include cultural issues in socials, workshops and annual trainings.

Beaumont, TX: Catholic Charities of Southeast Texas
Our Immigration Services staff is primarily bi-lingual with a chief emphasis on service to those with Hispanic cultural backgrounds. As such, that staff helps provide in-house resources to assist other staff in translation and cultural understanding with their own Hispanic clients. Program brochures describing services delivered and contact information are also produced in Spanish.

Houston, TX: Catholic Charities of the Archdiocese of Galveston-Houston
CCAGH emphasizes the international nature of our staff culturally and linguistically. An annual staff training is provided on providing culturally competent services. We have a Diversity Committee comprised of staff members of differing cultures and ethnicities. This committee coordinates a minimum of 4 to 6 activities annually to increase staff cultural knowledge and competency.

Brownsville, TX: Ozanam Center (homeless shelter), Catholic Charities of the Rio Grande Valley
Our program does not discriminate against anybody.

Laredo, TX: Catholic Social Services
We are ensuring that the office is set up be to culturally competent with pictures, staff and programs offered.

Salt Lake City, UT: Catholic Community Services of Utah

We belong to Utah Non-profit Association who handles regular trainings on this. Also, in order to receive government funding, this is part of the requirement.

Arlington, VA: Catholic Charities

Provide training to all staff.

Promote environment of accepting all persons.

Richmond, VA: Admin, Commonwealth Catholic Charities

Offering staff opportunities for training and education

Seattle, WA: Catholic Community Services of Western Washington

Multi-racial Action Team developed plan on recruitment, hiring and retention of a diverse workforce; page on staff intraweb providing information on diversity; training to all staff

Spokane, WA: Catholic Charities

Our agency emphasizes to employees our four core values of respect, compassion, collaboration, and justice and the importance of awareness that clients have diverse cultural backgrounds.

Employees have access to trainings on different cultures, may draw on the knowledge of other staff as needed and are encouraged to use all resources available to best serve clients.

Yakima, WA: Catholic Charities

We recruit many positions targeting bilingual/bi-cultural candidates as the face of our Diocese evolves.

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

CCHS ensures cultural competence through trainings, maintaining and promoting a diverse, multi-lingual, multi-cultural staff. Reflections at staff meetings provide an opportunity to share and reflect on cultural identity and personal experiences.

Superior, WI: Catholic Charities Bureau, Inc., Catholic Charities Bureau

Amendad our mission statement

Updated our code of ethics

amended our Philosophy of Service

Green Bay, WI: Catholic Charities

We are both the face and the voice of diversity in our Diocese. Very few other Diocesan entities refelct diversity.

Madison, WI: Catholic Charities

Catholic Charities provides extensive training in this area to our staff.

Milwaukee, WI: Catholic Charities

Catholic Charities staff collectively speak 37 different languages. The majority of our direct service staff members are bilingual.

Cheyenne, WY: Catholic Charities of Wyoming

Cultural Diversity Training

Efforts in Support of a Diverse Workforce

Agencies reported these actions that they are doing to support a diverse workforce:

Edmonton, AB: Catholic Charities

Provide Intercultural Education Workshops and comply with Employment Equity Federal legislation.

Anchorage, AK: Catholic Social Services

We have a very diverse workforce. We hire the best candidate for any open position.

Juneau, AK: Catholic Community Service

Most employees in outlying villages are Alaska Native. Approximately 25 percent of our employees are other than Caucasian. We are a nondiscriminatory employer.

Phoenix, AZ: Catholic Charities Community Services

Our organization supports diversity through a variety of ways. We have are an Equal Opportunity Employer, have an affirmative action program, and we provide intensive training to our staff on an ongoing basis regarding issues to promote diversity in our workforce and among clients served.

Phoenix, AZ: Foundation for Senior Living

Cultural Competency Awareness training

Tucson, AZ: Southwest Community Services, Catholic Community Services

Work with HR to assure continuous diversity. Work with National deaf service programs to promote employment for persons with a disability.

Los Angeles, CA: Catholic Charities of Los Angeles, Inc.

Maintain professional Human Resource employment practices

Oakland, CA: Catholic Charities of the East Bay

We place a high importance on diversity, and have integrated that priority into our recruitment & hiring practices.

San Francisco, CA: Catholic Charities CYO

As a Catholic entity, Catholic Charities CYO recognizes the value of diversity and how diversity enriches our programs and ultimately benefits the lives of people we touch. We succeed as an organization because of the uniqueness our employees bring to Catholic Charities CYO, and the synergy created when we work together. Our diversity makes Catholic Charities CYO a dynamic organization an organization that is dynamic not despite our differences, but because of our differences.

Catholic Charities CYO strives to provide an environment in which the qualities that make our employees unique are recognized, respected and valued. Our goal is to effectively unite the diversity of our individuals to the mutual benefit of each other and the clients we serve.

Catholic Charities CYO strives to hire staff that reflects the cultural and linguistic composition of target populations. The agency has been successful in recruiting a bilingual/bicultural staff that provides direct services to those whose linguistic preference is other than English. Our Refugee and Immigration Services Program (RIS) employees who are bi-lingual and multi-lingual may act as an internal resource for interpreter services.

San Jose, CA: Catholic Charities of Santa Clara County

Catholic Charities of Santa Clara County is an equal opportunity employer committed to maintaining a culturally and linguistically competent workforce that best meets the needs of our extremely diverse client base. We recruit from a variety of sources including job fairs, Title 5 Employment, multilingual recruiting and Train to Work client programs.

Santa Ana, CA: Catholic Charities of Orange County, Inc.

We encourage workforce to teach each other phrases and words in the different native languages. We encourage all ethnic groups to celebrate their holidays and traditions with all. We try to have a balance of male and female workers and balanced language capability.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Affirmative Action - recruit broadly

Seaside, CA: Catholic Charities

Hiring diverse workforce

Stockton, CA: Catholic Charities of the Diocese of Stockton

Bi-cultural, bilingual staff are hired as appropriate to serve clients in programs.

Colorado Springs, CO: Catholic Charities of Colorado Springs, Inc.

Family Immigration Services has posted job openings in target publications to include Hispanic newspapers.

Denver, CO: Catholic Charities of Denver, Catholic Charities and Community Services

Our workforce is 70% female and 43% classify themselves as in a non-white category. We hire homeless shelter residents to work in the shelter kitchen and some of these individuals have continued with us after they move into stable housing of their own. Many of our child care workers live in the neighborhoods where our centers are located and/or have their children enrolled in the center they work at. We also have hired several parents from the childcare centers. We continue to focus our recruitment to increase the number of bilingual employees to reflect the needs of those we serve.

Hartford, CT: Catholic Charities

Offer culturally appropriate trainings. HR committee annually evaluates agency compliance with cultural diversity goals & staffing. Establish a cultural competency component to our new staff agency orientation.

Norwich, CT: Catholic Charities, Diocese of Norwich, Inc.

Recruitment practices are sensitive to workforce diversity.

Washington, DC: Catholic Charities of the Archdiocese of Washington

We respect our religious diversity with the use of reading from others faith.

Wilmington, DE: Catholic Charities Inc.

Staff development and training

Jacksonville, FL: Jacksonville Regional Office, Catholic Charities Bureau

Encourage applications from diverse populations.

Lake City, FL: Lake City Regional Office, Catholic Charities Bureau

We offer empathy and diversity training to all of our employees.

Orlando, FL: Catholic Charities of Central Florida

We hire the most qualified people we can find. Fortunately, it gives us a falry diverse workforce.

Palm Beach Gardens, FL: Catholic Charities

Try to hire diverse staff to match diverse populations served.

Pensacola, FL: Catholic Charities of Northwest Florida

Prioritize hiring of minority candidates

Atlanta, GA: Catholic Charities of the Archdiocese of Atlanta, Inc.

We hire based on the needs of clients. Many of our clients are from a different country and speak a language other than English. We hire employees that are fluent in client languages.

Boise, ID: Catholic Charities of Idaho, Inc.

Meeting client demographics by having a multi-cultural/multi lingual staff.

Belleville, IL: Catholic Charities of Southern Illinois

CSS has affirmative action and review human resources statistics and actively promote diversity in hiring.

Cairo, IL: Daystar, Catholic Charities of Southern Illinois

As seen in different readings of the State of Illinois, the counties that we provide services two are the most poverty stricken in the state. We are here for the individuals who seek employment whether it is transportation(gas) or clothing to dress for success. Our area does not provide opportunity for employment at this time.

Chicago, IL: Catholic Charities

Enhanced recruitment on Latino and African American organizations, schools of social work, offering career development orientation.

Established an Office of Latino Affairs.

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.

We look for employee candidates that reflect teh race and ethnicity of our clients.

Peoria, IL: Catholic Charities

Specific outreach efforts to recruit more diverse staff.

Springfield, IL: Catholic Charities

Non-discrimination policy

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

The agency is sensitive and respectful to various cultural and religious groups in it respect to material communication, service delivery and emphasize the value of differences. In order to make this a reality, the agency takes the necessary steps to communicate staffing needs and employment openings to various community outlets that accommodate specific cultures and/or populations and/or professions.

Overland Park, KS: Catholic Charities of Northeast Kansas

1. Promote job openings in culturally diverse job listings
2. Employ homeless shelter guests within the agency
3. College internship programs
4. Volunteers

Salina, KS: Catholic Charities

We encourage the business community Chamber of Commerce and agencies to work with diverse cultures.

Wichita, KS: Catholic Charities, Inc.

#8 above

Covington, KY: Diocesan Catholic Children's Home

We hire according to abilities and diverse backgrounds.

Louisville, KY: Catholic Charities of Louisville, Inc.

We do this in our hiring process, especially in our Migration & Refugee Services Program.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

We have a very small staff with very low turnover. When I have needed to hire new personnel, I have worked carefully to ensure that the person I hired was culturally sensitive to the population we serve.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

It is a strategic plan goal. Human Resources outreach.

Baltimore, MD: Catholic Charities

see Blueprint for Catholic Charities of Baltimore submitted to CCUSA

Grand Rapids, MI: Catholic Charities West Michigan

In concert with our Cultural Competency training, Catholic Charities West Michigan has also developed an Affirmative Action Plan to establish tangible objectives in building a strong culturally diverse workforce. In addition, outcomes of these objectives are reported to our Board of Directors on a quarterly basis.

Kalamazoo, MI: Catholic Family Services

Monthly monitoring of diversity; selection process for diversity through recruiting and hiring

Saginaw, MI: Catholic Family Service

Seek minority applicants for available positions

New Ulm, MN: Catholic Charities

Prayer and discernment

Consult/translator

St. Cloud, MN: Catholic Charities

Our service area presents a challenge because of the very low percent of persons of color - less than 5% in the diocese. In programs that work primarily with immigrant and refugee populations we strive to employ staff that are part of the culture being served. This however is not always possible.

Winona, MN: Catholic Charities

We hire persons with diverse ethnic backgrounds that match those of refugees and immigrants that we serve.

St. Louis, MO: Catholic Charities Archdiocese of St. Louis

Each agency is encouraged to develop goals concerning diversity.

Asheville, NC: Western Regional Office, Catholic Social Services

We are an equal opportunity employer w/a diverse staff from many backgrounds, cultures, and countries.

Raleigh, NC: Catholic Charities of the Diocese of Raleigh, Inc.

creating/nurturing a climate hospitable to all and respecting contributions and needs of all advertising jobs in diverse venues.

Omaha, NE: Catholic Charities, Inc.

Closely monitoring and detailing our Affirmative Action Plan to ensure our employee base represents the community.

Clifton, NJ: Catholic Charities in the Diocese of Paterson

Hire to reflect community served, materials in multiple languages, sharing days.

Newark, NJ: Human Resources, Catholic Charities

Appropriate Hiring.

Trenton, NJ: Central Administrative Services, Catholic Charities

We advertise open positions on diverse job boards and we monitor applicant pool for diversity. We put special emphasis on higher level positions when where we are less diverse.

Albuquerque, NM: Catholic Charities

Our staff are as diverse as the people we serve, both in race and religious beliefs.

Gallup, NM: Catholic Charities

We have paid staff, board members and volunteers who are Mexican, Native American, Asian, Caucasian, etc. who represent the area we serve. Many of our Staff and volunteers have been on board from 5-32 years.

Las Vegas, NV: Catholic Charities-Southern Nevada

The agency's hiring policy has non-discrimination clauses for all protected classes, we inform all new hires of this policy and also that our agency also precludes discrimination against any protected class in the service we provide to clients of any program.

Albany, NY: Catholic Charities

existing diverse staff refers others to apply for open positions within our Catholic Charities organization, the Catholic Charities mission drives the workforce

Binghamton, NY: Catholic Charities of Broome County, Catholic Charities

Recruitment via entities designed to attract diverse workforce, cultural competency plan.

Brooklyn, NY: HeartShare Human Services of NY, Catholic Charities

We encourage cultural diversity through employment practices & services provided

Brooklyn, NY: Family Home Care Services of Brooklyn & Queens, Catholic Charities

Hiring staff with a variety of different backgrounds and language capability

Brooklyn, NY: Catholic Charities Neighborhood Services, Catholic Charities

Currently, a comprehensive agency analysis is in process

Brooklyn, NY: Mercy Home for Children, Catholic Charities

We are an EQE

Cortland, NY: Catholic Charities of Cortland County, Catholic Charities

Expanded employment opportunity advertisements.

Hicksville, NY: Catholic Charities

Our Immigrant Services program refers employment candidates that have the necessary documentation to work in the United States to Catholic Charities Human Resources Department. They also conduct employment groups and job fairs to assist immigrants to find employment not only at Catholic Charities but with other employers on Long Island. We advertise in various cultural/ethnic newspapers, websites and/or publications. When advertising positions, we ask for candidates that are bilingual.

Ogdensburg, NY: Catholic Charities

Attempt to hire culturally diverse staff/board members

Rochester, NY: Catholic Charities

Diversity staff coordinator

Recruiting in minority communities

Utilization of minority vendors

Syracuse, NY: Catholic Charities of Onondaga County (CCOC), Catholic Charities
See question 8 above

Syracuse, NY: Catholic Charities of Syracuse
Recruiting and retention activities

Utica, NY: Catholic Charities of Oneida-Madison Counties, Catholic Charities
Post positions in various community centers serving multi-cultural groups.

Cincinnati, OH: Catholic Charities Southwestern Ohio (Cincinnati & Hamilton offices), Office of Catholic Charities
Multiple sources for recruiting a diverse workforce

Cleveland, OH: Catholic Charities Health and Human Services
Monitor hiring practices, training.

Dayton, OH: Catholic Social Services-Miami Valley
All staff are required to attend an annual half day diversity training. Diversity is also addressed at initial employment orientation and through individual and group supervision within programs. CSSMV participates in community based coalitions which focus on diversity issues.

Springfield, OH: Catholic Charities SouthWestern Ohio - Springfield Office, Office of Catholic Charities
We have rewritten the Advisory Board bylaws to focus on diversity. In staff hiring, we strive to include candidates with diverse backgrounds.

Toledo, OH: Catholic Charities
Utilize full scale recruitment to tap into candidates with diverse, cultural and socio-economic background

Youngstown, OH: Catholic Charities
Our agencies are equal opportunity employers and maintain recruitment policies to ensure that diverse populations are provided with the opportunity to apply for open positions.

Oklahoma City, OK: Catholic Charities of the Archdiocese of Oklahoma City, Catholic Charities
Catholic Charities provides incentives for language competency.

Portland, OR: CYO--Camp Howard, Catholic Charities
While CYO/Camp Howard is a Catholic organization, we are all from different backgrounds and belief systems. Not everyone in our office is a practicing Catholic. And regardless of religion, these different backgrounds and belief systems make for a diverse workforce. We are constantly interacting with clients of different race, religion, income level, etc.

Salem, OR: CCS of the Mid-Willamette Valley/Central Coast, Catholic Charities
We are going to be adding a "recruitment" component to our Cultural Competency Plan this year. Historically we have relied on the expertise of the individual programs to help us identify recruitment locations based on their customer base and needs. We have people on our HR Team

that have extensive background in cultural diversity that are involved in our development of interview questions, looking at our hiring process, etc. and making sure we are looking at cultural influences in developing those systems.

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC actively solicits bi-lingual (Spanish-English) staff members for each site.

Allentown, PA: Catholic Charities

Always advertise as EOE and encourage staff diversity when applicants are qualified for position.

Erie, PA: CC Director & Development, Catholic Charities of the Diocese of Erie

The Agency advertises without restrictions. The goal also includes reflecting the composition of the community.

Farrell, PA: Prince of Peace Center, Catholic Charities of the Diocese of Erie

We attempt to hire from local persons that reflects the racial and economic demographics. This certainly includes hiring many staff who are not Catholic.

Harrisburg, PA: Catholic Charities

Particular attention is paid during recruitment efforts. This is critical in certain regions of the diocese.

Oil City, PA: Catholic Rural Ministry (Oil City), Catholic Charities of the Diocese of Erie

WE emphasize respecting each person with dignity and inclusivity.

Oil City, PA: St. Elizabeth Center, Catholic Charities of the Diocese of Erie

promote dignity and respect for each person that is served.

Philadelphia, PA: Catholic Social Services

Some parts of the agency have launched diversity initiatives and have appointed staff to serve as liaisons for diversity concerns.

Pittsburgh, PA: Catholic Charities

We actively utilized the Pennsylvania CareerLink website to advertise all of our open positions, to ensure we reach the most diverse pool of applicants.

Pittsburgh, PA: Better Homes for Erie, Catholic Charities of the Diocese of Erie

We are an equal opportunity employer

Greenville, SC: Catholic Charities, Piedmont Office, Greenville, SC, Catholic Charities

Hiring bilingual and minority employees

Memphis, TN: Catholic Charities of West Tennessee

Recruit at the Parish, Community, University and College levels and in ethnic communities

Nashville, TN: Catholic Charities of Tennessee, Inc.

We use equal opportunity hiring practices

Austin, TX: Catholic Charities of Central Texas

That is coordinated and directed by the Diocesan HR leadership.

Beaumont, TX: Catholic Charities of Southeast Texas

Meetings with the entire staff have been conducted around the topic of respect for cultural diversity and to emphasize the need to value one another's differences as a way to provide complementarity and better quality in client service. Additionally, job postings are placed in media that insure a wide circulation and awareness of position openings to maximize the breadth of potential job candidates.

Brownsville, TX: Ozanam Center, Catholic Charities of the Rio Grande Valley

Our efforts are to build and maintain a diverse, high-quality workforce from the top leadership to employees at all levels. Our commitment is demonstrated by encouraging a leadership that creates an environment of inclusion and values differences. Our agency also ensures that employees are an integral part of the agency's efforts to plan and conduct diversity activities.

Corpus Christi, TX: Catholic Charities of Corpus Christi, Inc.

Catholic Charities of Corpus Christi is an equal opportunity employer; the agency's workforce reflects the diversity of the population served; i.e., 58% Hispanic, 37.5% white, 3% African American, and 1.5% other.

Dallas, TX: Catholic Charities of Dallas, Inc.

We are a diverse workforce with anglos in the minority and a diverse associate base throughout the organization.

Fort Worth, TX: Catholic Charities

We do not have a policy requiring a diverse workforce or denoting how to go about hiring a diverse workforce, but we do tend to look for employees who have experience with the language and culture of the clients they will be attending. Our diverse workforce is a naturally occurring phenomenon.

Houston, TX: Catholic Charities of the Archdiocese of Galveston-Houston

Agency staff is hired to match the cultural and linguistic needs of the population served. Due to the large number of refugees and immigrants we serve, our agency maintains a diverse workforce. A training position was developed for implementation in 2011. This position will develop our curriculum which will be translated (spanish) in order to offer staff training in Spanish and English. Spanish is the primary language of a large number of our staff members. This will enable us to provide development trainings in their primary language and increase learning and retention. Our Diversity Committee and the Spirituality in the Work Place committee also assist the agency in recognizing different religious holidays or other cultural celebrations within the Agency.

Laredo, TX: Catholic Social Services

The agency strives to support having a diverse workforce with staff and written materials and programs.

San Antonio, TX: Catholic Charities

Catholic Charities has very diverse workforce that includes people of racial and ethnic minorities, veterans, women, people with disabilities, and people who have been disadvantaged historically from opportunities in higher education. Our staff represents several race/ethnicities, including Asian (Iraqi, Bhutanese, Burmese, etc.), African (from Somalia and other regions), and Latino.

Salt Lake City, UT: Catholic Community Services of Utah

It is part of our code of ethics, and our Human Resources Director holds regular trainings and ensures diverse hiring practices.

Arlington, VA: Catholic Charities

We advertise new positions widely.

Richmond, VA: Admin, Commonwealth Catholic Charities

Advertising vacant positions using a wide range of venues. Maintaining a culture of equity and fairness in all personnel practices.

Seattle, WA: Catholic Community Services of Western Washington

Multi-racial Action Team developed plan on recruitment, hiring and retention of a diverse workforce; page on staff intraweb providing information on diversity; training to all staff

Spokane, WA: Catholic Charities

Our agency believes that equal opportunity for all applicants and employees is important for the continuing success of the organization. We will not discriminate against an employee or applicant because of race, disability, color, creed, religion, sex, marital status, age, national origin, ancestry, citizenship, veteran status, or non-job related factors. We use several different recruiting methods to encourage a broad range of applicants.

Yakima, WA: Catholic Charities

We value our diversity and this demonstrated in the Leadership staff as a way of mentoring to our staff members. Leadership staff members are comprised of a variety of nationalities, cultures and backgrounds and show the utmost respect for all employees.

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

CCHS celebrates the diversity of our current staff which includes 50 percent Latino and 50 percent female from different faith traditions and sexual orientation.

Green Bay, WI: Catholic Charities

We actively recruit utilizing EEO hiring practices.

Madison, WI: Catholic Charities

We have a Diversity Committee and attempt to recruit a diverse staff.

Milwaukee, WI: Catholic Charities

Annual affirmative action, hiring through diversity site on milwaukeejobs.com. Over 88 agencies with diverse backgrounds receive our open positions.

Superior, WI: Catholic Charities Bureau, Inc., Catholic Charities Bureau

Adhere to affirmative action plan adopted by the board of directors
Sponsor HR Personnel in attending workshops
Coordinate hiring practices with the Wisconsin Catholic Conference

Programs to Reduce Poverty

A final question asked agencies to describe the program of the agency that is most effective in reducing poverty. Agencies responded as follows:

Anchorage, AK: Catholic Social Services

This is a very difficult question to answer. All of our programs address poverty in some way, and we are unable to choose one.

Juneau, AK: Catholic Community Service

Our senior centers provide approximately 100,000 meals (congregate and home-delivered) and approximately 80,000 rides to seniors in our communities each year. Seniors who receive meals and rides are asked for free-will donation. Total donations are well below 10 percent of the actual costs for the meals and rides, thus saving the seniors we serve (most of whom are considered poor) substantial amounts of money. Success is measured by the total number of meals and rides each year, along with input received on client satisfaction surveys completed by the seniors who receive the services.

Phoenix, AZ: Catholic Charities Community Services

Paths of HOPE is open to any client enrolled in our other programs, clients of our partner agencies, and the general public. CC has partnered with numerous local agencies to provide the full spectrum of services people require in order to escape poverty permanently. Classes are offered on site at other agencies, including St. Vincent de Paul, Maggie's Place, Habitat for Humanity and local parishes.

Tucson, AZ: Southwest Community Services, Catholic Community Services

Employment Services: We work with about 400 persons each year to develop employment training and job placement.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

The Assets for Families program is the most effective in reducing poverty because it offers real-time solutions to families through tax credits and refunds, financial education, banking opportunities, and matched savings for housing and education. Funding for operations is minimal and the program serves hundreds each year with 2.5 staff and a cadre of volunteers. We measure success in terms of the amount of dollars being returned to Southern Arizona (\$10,214,847) and the number of families successfully purchasing homes or paying for education with their savings -- and not re-entering the public welfare system.

Los Angeles, CA: Catholic Charities of Los Angeles, Inc.

Archdiocesan Youth Employment Services is the program that most reduces poverty in clients we serve between the ages of 14-21. The goal of the program is to provide job training, education and counseling, so that youth can become self-sufficient and productive. 2,900 youth

were serviced last year. There are a number of outcomes required by the Workforce Investment Act funder. If you do not meet the required outcomes, you lose funding. Catholic Charities has met or exceeded all outcome requisites for the past 3 years.

Oakland, CA: Catholic Charities of the East Bay

I would say our trauma informed counseling services, as these help people to develop the inner resilience to handle challenging situations and seek out and pursue opportunities. Last year we served 758 people in these programs, with an approximate total budget of \$700,000 and 20 FTEs. Success is measured through increased emotional and economic resilience of clients.

San Francisco, CA: Catholic Charities CYO

Catholic Charities CYO serves families through services that prevent homelessness. Through these programs, clients may receive assistance in obtaining information, security deposits, rental assistance and referrals as well as aid in developing payment and budget plans. Catholic Charities CYO s work helps provide families with the basic necessity of shelter so that they can continue to live their lives with dignity. Once families and individuals are stably housed, they can then focus on other areas such as gaining employment, securing childcare and building community therefore allowing them to reach self-sufficiency and reduce poverty. At this time Catholic Charities CYO has four programs that directly deal with homelessness prevention and seven additional programs that focus on providing permanent housing and health stabilization. In fiscal year 2010, approximately 150 employees served 5112 clients.

Catholic Charities CYO utilizes an internal reporting system to track client intake and measure the success of the programs. Staff enter every client into the database and then track both demographic and outcomes data. We produce quarterly and annual reports to our Board and government funders through the database.

San Jose, CA: Catholic Charities of Santa Clara County

Two programs helping people recover from poverty by crating jobs

- 1) Employment programs help clients get jobs, creating earned income.
- 2) CORAL After School Literacy program helps children improve their literacy. Measure an increase in reading levels as measured by STAR and Johns IRI.

Santa Ana, CA: Catholic Charities of Orange County, Inc.

Our RIC (Resettlement, Immigration and Citizenship) Program is most effective in reducing poverty. Our Resettlement Program facilitates the transition of recent arrivals, especially the elderly, disabled and all immigrants and refugee people at risk of becoming impoverished, toward becoming self-sufficient . The Immigration and Citizenship Program assists people in establishing legal residency which gives them the ability to work and retain permanent employment once hired. Those with legal residency and citizenship status also become promotable to jobs with better salaries. Our Immigration services also promote family reunification which builds strong families and safe, comfortable, family based neighborhoods. Our Employment Services program empowers those who strive to support themselves and their family.

We employ 9 full-time staff, 3 part-time staff and 6 volunteers to serve 7,692 clients during FY 2010. The financial resources were about \$683,132.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa
Coach to Career

Seaside, CA: Catholic Charities

Immigration and citizenship: Re-unites families, assists clients to become legal residents and citizens. 2 fulltime staff. 1,816 cases. 9,000 inquiries, referrals, consults. \$232,000 cost.

Stockton, CA: Catholic Charities of the Diocese of Stockton

Cal Fresh or the SNAP federal food stamp program. Through this program, food security is promoted in families. They are able to spend scarce financial resources on other basic needs and hope for improvement is possible. Currently, 3,482 people were impacted. Of these, 1,159 were new Cal Fresh enrollments and retention of benefits. Success is measured by increased number of eligible Cal Fresh who are enrolled and retain food stamp benefits. In 2010, the program had two full time employees with a budget of \$120,697.

Colorado Springs, CO: Catholic Charities of Colorado Springs, Inc., Catholic Charities of Colorado Springs, Inc.

The Marian House Soup Kitchen is the most effective program because it is the front door to the rest of the poverty reduction services that we offer.

Fiscal year 2009/2010:

Actual dollars paid out:

Personnel Expenses \$ 352,771

Operating Expenses \$ 399,342

Principle Expenses \$ 138,750

Value of donated goods, food, rent, IT and admin support - \$ 1,105,585

Value of volunteers time \$ 1,734,532

Total program cost -Real dollars \$ 890,863

Value of donated items and services \$ 2,840,117

Denver, CO: Catholic Charities of Denver, Catholic Charities and Community Services

Catholic Charities of the Archdiocese of Denver services and programs aim to extend the healing ministry of Jesus Christ to the poor and those in need. Our ministries focus on helping people who are in crisis and alleviating the symptoms of poverty, rather than reducing the actual causes of poverty. Our ministries that provide low-income housing, child care assistance and financial assistance may help to reduce poverty. Our agency does not actively measure the effectiveness of this type of outcome.

Pueblo, CO: Catholic Charities

Family education and empowerment. Prepare children for school. Education is the best way to break the cycle of poverty. Cost is approximately \$650,000 with a staff of 15.

Norwich, CT: Catholic Charities, Diocese of Norwich, Inc.

Service delivery in all our programs (Basic Needs and Case Management; Behavioral Health and Substance Abuse Treatment; Pregnancy Counseling; Adoption Services; Housing Counseling) is geared toward achieving self-sufficiency by our clients and reducing poverty.

Washington, DC: Catholic Charities of the Archdiocese of Washington

The Building Maintenance Skills Program addresses poverty, for example: it provides job training to unemployed Latinos who have limited skills and limited literacy skills, it provides job training to Latinos who are underemployed and introduces Latinos to a career in building maintenance that is available 24/7, rain or shine. When construction jobs end or the season doesn't need landscapers, there are always jobs working in buildings as maintenance technicians doing light plumbing, light electrical, light carpentry, painting and HVAC. Right now over half of the clients are employed in my classes, but they have all experienced layoffs and underemployment in the last two years. The Program also provides a resume for all students who want one, basic computer skills for job searching and one to one job searching assistance. On a higher level, the program introduces students to other training programs in the trades, GED programs, etc. We partner with the Latino Economic Development Corporation which introduces the students to the steps for starting a business.

With the existing budget of \$40K we have served 50-60 Latinos this year. (To adequately fund the program we need more money to keep a good instructor with an engineering background and we need money for books and photocopying. The program needs \$50.) The classes are offered three times per year (fall, winter, spring) and are 70 hours of class time. We already have the teaching and tools which were paid for in previous years. Students purchase their own books. The program has one coordinator/employment coach and one bi-lingual instructor. The success of the program has primarily been measured in terms of attendance/recruitment/graduating, percent of students learning how to start a business, percent of students learning 5 new skills, percent of students receiving one to one job coaching for jobs. When the program was provided on the weekends, we usually exceeded our outcomes in terms of attendance (usually 200% of required outcome) and had strong retention numbers. Enrollment and retention seems to have fallen off now that it is an evening program in the NE, but still a successful program.

Wilmington, DE: Catholic Charities Inc.

Budget counseling portion of Basic Needs Program

Jacksonville, FL: Jacksonville Regional Office, Catholic Charities Bureau

Emergency Financial Assistance, served 12294 individuals. Food Pantry served 4406 individuals. Outcome measure: Identify the number of clients in their homes at 30, 90, and 180 days.

Lake City, FL: Lake City Regional Office, Catholic Charities Bureau

In my opinion the ESG program is the most effective at reducing poverty. It allows a case manager to sit down with a client and go over a budget, short term goals, long term goals, and a plan of action to obtain those goals. ESG clients are given assistance with rent, mortgage, utilities etc. Client progress is then tracked for one year and goals and action plans are reevaluated.

Orlando, FL: Catholic Charities of Central Florida

Emergency Services and transitional housing - provides funds and education to alleviate hunger and homelessness

Palm Beach Gardens, FL: Catholic Charities

The Catholic Charities transitional residence, Samaritan Center, is a program for homeless men and women with children. The program helps the clients transition from homelessness to

working and getting back on their feet financially. Many of the clients work with Habitat for Humanity to build houses they can transition into when leaving the program. The program worked with a total of 98 people this past year. The cost to the agency is approximately \$750,000; 8 f/t and 1 p/t staff provide 24 hour coverage.

Pensacola, FL: Catholic Charities of Northwest Florida

Bridges to Circles program. Uses the bridges out of poverty framework by Dr. Ruby Payne, matches 2-3 allies with people in poverty to bridge them out of poverty over 18 months. includes financial literacy, credit repair, workforce development, life goal planning and IDA accounts. Cost \$130,000/yr/site. Measures income attainment and savings, educational goals and reduction of govt benefits.

Atlanta, GA: Catholic Charities of the Archdiocese of Atlanta, Inc.

Our refugee resettlement program has effectively helped our refugee families to achieve self sufficiency within 6 months of arriving to the United States. Our success rate is over 90%.

Honolulu, HI: Catholic Charities Hawaii

The most effective programs to reduce poverty would be our Housing Assistance Programs. Housing helps to keep the family stable and the financial assistance piece helps to keep families from falling into homelessness. In addition, referrals to other supportive services (i.e. money management, being a good tenant, employment and training) helps families to get back on their feet to find permanent solutions to avoid poverty. The budget for these programs is 1.4 million dollars with 16 staff to provide financial assistance, case management, outreach support to parishes and intake, information and referral services.

Boise, ID: Catholic Charities of Idaho, Inc.

Pathway to economic stability, IDA partnership with United Way

Belleville, IL: Catholic Charities of Southern Illinois

The SCSEP program because it helps the poverty level senior in a subsidized job and also helps the non-profit agency assist even more poverty level people.

Breese, IL: Poverty Services, Catholic Charities of Southern Illinois

Addressing root causes of community poverty by addressing adult literacy...especially among prison inmates, and inmates upon re-entry.

Cairo, IL: Daystar, Catholic Charities of Southern Illinois

We feel success in helping one person at a time. Whether it is to seek employment or to attend a training program so they can advance in how they feel about themselves or not having to depend on the department of human services in our area. It is part of our responsibility and our mission to serve the individuals who come to us for assistance or an open ear.

Chicago, IL: Catholic Charities

The Family Self-Sufficiency Program assists low income single - parents with dependent children break the cycle of welfare poverty. Participants receive education, training, employment assistance and case management for up to five years. The program costs \$300,000, employs 6 FTE's. The program serves 150 families each year (260 individuals including children). We measure the success of the program by women reaching a livable wage and

decreasing reliance on public benefits. We measure obtaining employment, employment retention, and educational attainment.

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.

This program provides emergency shelter, food, clothing, financial and counseling services to the needy in our community. In fiscal year 2010, 9,060 people were helped. An additional 51,314 people served meals at our Shepherd's Table for those in the community who are hungry and unable to provide for themselves by offering a free meal. Shepherd's Table is also used as a warming and cooling center during extreme weather.

The cost of this program to the agency is over \$5.5 million. 73 staff members work in Community Services.

Success is measured through the number of people who were helped find housing that would have been made homeless. The number of meals served, client satisfaction surveys and staff feedback provide measurements of success.

Peoria, IL: Catholic Charities

All address those in poverty from an ecosystemic empowerment level. 80% of our 30,000 clients live in poverty.

Springfield, IL: Catholic Charities

Our programs generally keep poverty at bay or help people from sinking deeper into poverty. The pharmaceutical assistance program helps so that people don't have to choose between prescriptions and food, crisis assistance deals with the consequences of poverty but does not reduce poverty.

Bloomington, IN: Catholic Charities - Bloomington, Catholic Charities

We staff the Youth Community program for the Circles Initiative in our community. The cost to our agency is primarily the time our Agency Director spends directly as co-chair of the Guiding Coalition and is supervising the students who staff the program (approximately 160 hours per year).

Evansville, IN: Catholic Charities

Neighbor to Neighbor - 14 sessions-Finance, Budgeting, Goal Setting
\$24,000 - One and one-half FTE's
40-50 clients per year
Follow-up 6 months interview and survey

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

Holy Family Shelter addresses the increasing demand for emergency shelter in Indianapolis and the central Indiana area for 26 years by providing residential services designed to move homeless families (1,200 individuals or 400 families) to self-sufficiency annually serving approximately 1,200 individuals (or 400 families) of which over half served are under the age of 18. The annual budget of nearly \$1 million operates the shelter with 26 private rooms where families can live for 30 to 60 days. The program serves married couples with or without children, single mothers with children, single fathers with children, and single pregnant women. The population served by is frequently dealing with issues of mental health, addiction, domestic violence,

unemployment or underemployment, chronic or sub-acute medical illness, and developmental disability. Our families are provided three meals per day, and have access to personal hygiene supplies, telephones, laundry facilities, and limited transportation.

Holy Family Shelter practices a shelter-based, housing first model, which is centered on the belief that families have an improved chance of achieving and maintaining self-sufficiency once they are situated in transitional or permanent housing that is safe and affordable. When possible, families residing at the shelter are moved into Holy Family Transitional Housing where families can stay up to 24 months. Comprehensive case management services are the cornerstone to the program. Over the course of their stay in the shelter, families participate in housing assistance, GED preparation programs, employment training, domestic violence counseling, mental health services, financial literacy/recovery plans, addiction treatment, legal counseling, and recreational programs. Case managers develop a case plan with each family, outlining steps to identify and meet the needs of each family member. The case manager assists the family to work through the plan and refers family members to social service agencies for help with specific needs. The shelter works with a network of other community agencies, designed to prevent families from falling back into homelessness. This support system beyond emergency shelter is essential as families complete their case plans.

Holy Family Shelter's success is measured in - helping families to secure permanent housing; assisting individuals to establish proper identification, which is necessary for securing housing and employment; providing a safe, educational, and nurturing childcare environment so that parents are able to work and participate in supportive services; and connecting adults and their children to social service agencies that will continue providing services to the families once they leave the shelter. Access to mental health and medical care, life skills training, legal counsel, substance abuse counseling, employment search and placement services, and affordable childcare are essential in helping our families break the cycles of poverty and homelessness. Annually Holy Family Shelter meets the following achievements: 65% of all families entering Holy Family Shelter improve their housing status upon exiting the shelter (this improvement is in comparison to their status prior to coming into the shelter); 70% of all families at Holy Family Shelter are actively engaged in a case management plan; and 70% of all employable adults entering Holy Family Shelter are employed upon their exit from Holy Family Shelter.

Terre Haute, IN: Catholic Charities - Terre Haute, Catholic Charities

Bethany House Homeless Shelter - Partner with local service agencies in working with the issues of each client at the shelter. Specific areas covered include - case management and follow up, goal setting, financial management and education, parenting classes, nutrition, job searching and more. Program expenses: \$180,000/yr., 3 FTE. Success is measured by the progress of each individual client towards meeting their goals.

Dodge City, KS: Catholic Social Service

Our Teen Moms is our most effective effort. The program is for teen mothers between the age of 13 and 23 and allows for up to 10 participants. They participate in weekly Discovery Workshops providing life skills and parenting education. Mentors are assigned to the participants and volunteers in the community teach the workshops. Additional volunteers provide a pre-meeting meal. All the participants establish goals in 7 key life areas and outcomes are measured by the participants ability to achieve those goals.

The program is staffed by one .5 FTE social worker and one .5 FTE program assistant. Annual budget of approximately \$80,000.

Overland Park, KS: Catholic Charities of Northeast Kansas

Emergency Assistance and Housing is the front-line program addressing poverty. Through the program, over 33,000 individuals were served in the last fiscal year.

Through a case management model, the program offers the following services based on clients' needs:

- o Food from Catholic Charities' Food Pantries
- o Financial assistance through payment of rent/mortgage, basic utilities, prescriptions, work-related transportation costs, and temporary child-care expenses for parents who are interviewing/have just secured a job but lack funds for child care
- o Transitional housing assistance
- o Crisis counseling

Success is measured by the immediate needs of the individual in crisis being stabilized.

Wichita, KS: Catholic Charities, Inc.

The Marriage for Keeps: Strengthening Families for Life project provides low-income married couples, living in the state of Kansas, with no-cost marriage enhancement and preservation services leading to the outcomes of: (1) improved communication between couples, (2) improved abilities of couples to resolve conflicts, (3) improved attitudes toward marriage, (4) improved satisfaction with marriage, (5) improved satisfaction with daily life and (6) reduced incidence of marriage dissolution among this segment of the population. In September 2006, Catholic Charities, Inc. of Wichita was the only Kansas organization to be awarded a five-year grant award from the U.S. Department of Health and Human Services - Administration on Children and Families Office of Family Assistance and a subcontract award from MDRC to Catholic Charities, Inc. of Wichita. As a part of this project (when funded by the five-year grant award), services were provided at four program sites: Catholic Charities, Inc. of Wichita, Catholic Charities, Inc. of Salina, Catholic Social Service of Dodge City, and Catholic Charities of Kansas City-St. Joseph. The federal demonstration portion of this project has now concluded; however, Catholic Charities, Inc. - Diocese of Wichita is still offering the service on a lesser level due to funding limitations.

Services provided by the Wichita portion of this project reached nearly 2000 unduplicated clients in the four years of the demonstration grant period which ranged from 2007-2010.

Expenses over the life of the four year demonstration grant totaled 3,140,000.

We feel that this project is effective in reducing poverty, as strong and healthy marriages or the foundation for strong and healthy families and strong and healthy families are better prepared to meet life's challenges.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

Honestly, what we do now is a bandage approach--emergency financial assistance and food distribution. That is why we want to grow into more meaningful programming like this family strengthening program we are developing.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

The Community Staffing Services program which is a relatively new program to CCANO. The hope is to provide long term employment while also meeting educational, financial and other goals mutually agreed upon via case management. There are 3 FTEs. The program served 98 persons in 2010.

Baltimore, MD: Catholic Charities

Our Daily Bread Employment Center (ODBEC) - Success is measured through the use of Efforts to Outcome software. In FY10, 441 individuals found jobs through the services offered with an average salary of \$9.47 per hour; 325,000 meals are served each year. Total expenses for FY10 were \$3.3million.

Saginaw, MI: Catholic Family Service

Our counseling programs work to help clients not only address socio-emotional issues and concerns but also to maintain or develop appropriate work habits and when possible seek positions that will help them financially and help them obtain greater occupational satisfaction.

New Ulm, MN: Catholic Charities

Counseling---it reduces stress, help some maintain employment and/or grass roots problem solving resources

St. Cloud, MN: Catholic Charities

Veterans Transitional Housing - Works with veterans leaving chemical dependency treatment. Provides a group living environment with ongoing support from the VA Medical Center. The program utilizes 2 houses owned by the local municipal housing authority. Budget for 2010 was \$19,000 and assisted 15 individuals. Success is measured by sobriety maintained and moving onto independent housing.

Winona, MN: Catholic Charities

Our Medication Application Service (MediAppS) helps uninsured, low income persons secure prescription medications at no or low cost. We also help people enroll for various government insurance programs. One hundred sixty people served. Program cost \$62,000 and 1 FTE. We measure as success the number of people who can now regularly receive their medications.

St. Louis, MO: Catholic Charities Archdiocese of St. Louis

St. Patrick Center is the largest provider of homeless services in Missouri with 28 housing, employment and mental health programs, assisting almost 9,000 persons annually who are homeless or at risk of becoming homeless. Costs = \$15 million per year.

Asheville, NC: Western Regional Office, Catholic Social Services

Direct assistance. We have been able to help people stay in their homes by providing financial assistance. By providing food assistance, people are able to meet financial obligations without worrying about how to feed their families.

Charlotte, NC: Charlotte Regional Office, Catholic Social Services

The Direct Assistance program provides needs while promoting self-efficacy and empowering clients for self determination.

Raleigh, NC: Catholic Charities of the Diocese of Raleigh, Inc.

Family support services

5,952 families served per year (2010 measured by - definition of outcomes; data system tracks and reports results)

Omaha, NE: Catholic Charities, Inc.

Microbusiness, Food Assistance, Addiction programs.

Clifton, NJ: Catholic Charities in the Diocese of Paterson

Emergency Services dept combine direct assistance and care management to provide immediate relief e.g. food, while working on service plans with clients to address needs e.g. different job and or housing, training, treatment. Budget is \$1,124,420 with 4 FTEs. Coordinate these services with our job training, job placement and dress for success programs. Plan to address success measures indicators in 2011.

Newark, NJ: Human Resources, Catholic Charities

Supportive Assistance for Individuals and Families(SAIF) - Intensive Case Management for Long-Term Welfare Residents. Cost= \$600,000; 8.2 FTE; Served= 414; Success= Obtaining Employment

Albuquerque, NM: Catholic Charities

Our education dept, where GED ESL and Citizenship is offered to over 1000 people each year. measured by the number that graduate with GED and level gains in ESL

Las Vegas, NV: Catholic Charities-Southern Nevada

Our "Homeless to Home Program" provides single-women with children, single-men with children, married couples with children, single individuals, veterans, and seniors with housing and utilities, case management, job training, food clothing and childcare to end the cycle of homelessness and to gain self-sufficiency through employment. The comprehensive nature of the program addressing the whole person's range of needs is what makes it so demonstrably effective for the individuals enrolled. We served 366 individuals (50% minors) and distributed nearly \$80,000 in rent/utility assistance in the FY ending 30 Jun 2010.

Albany, NY: Catholic Charities

DV staff work with clients over extended period of time, emergency shelter people are moved from shelter to more permanent housing, those in SRO's and apartments are aided in moving off public assistance and increasing their income, ways to work program has helped families to become economically more self sufficient by securing a car through Catholic Charities

Binghamton, NY: Catholic Charities of Broome County, Catholic Charities

No specific program; many programs identified outcomes to support stable housing, finances, employment and social support networks.

Brooklyn, NY: HeartShare Human Services of NY, Catholic Charities

Heating and energy from Energy Assistance Program

Brooklyn, NY: Catholic Charities Neighborhood Services, Catholic Charities

Parish & Community Outreach & Services: provides direct social services and outreach to parishes and community, especially the poor. Skilled staff member work closely with parishioners & community residents not just to address immediate concrete needs, but also to provide them with the tools necessary to lead lives of independence and self-sufficiency. The concrete assistance offered helps to address the needs of the poor in the short term; the advocacy for social justice and systemic change help break the cycle of poverty in the long term. 12,335 individuals were served the past fiscal year. The program is staffed with 34 and a budget of \$4m.

Hicksville, NY: Catholic Charities

We believe Immigrant Services are one of the most effective in helping to reduce poverty. Immigrant Services main purpose is to welcome the stranger, assist them with resettlement and acquire self-sufficiency through the following means: Legal Counseling and representation; Citizenship counseling and representation; Case management and representation of Immigrant Victims of Crimes; Early employment programs; assist Certified Victims of Human Trafficking and Temporary Protected Status. Our program employs 15 full-time staff and 1 part time. The program had a net financial cost to the agency of under \$400,000. More than 10,000 people receive services each year. Program success can be measured in several ways: One of the largest service providers to Pre-certified and Certified Victims of Human Trafficking; 99% approval rate Adjustment of Status cases, Citizen and Naturalization cases, U, T, VAWA applications and Temporary Protected Status applications; 100% employment rate for refugees even under this difficult economy has been 70% within 3 months and 75% within six months. Asylum application approvals run at over 50% approval rate. All of the 92 Haitian TPS applications prepared by this office were approved, these clients were given assistance, with medical insurance, job referrals and tax preparation.

Ogdensburg, NY: Catholic Charities

Bridging the Gap - counseling and financial assistance for the working poor and retirees. this program prevents people from falling into more devastating poverty. It prevents hunger and homelessness. and addresses quality of life issues.

Rochester, NY: Catholic Charities

Refugee Resettlement: 75% of families totalling 772 individuals achieved self sufficiency in 180 days; 12 staff, \$500,000 - achievement of self-sufficiency.

Syracuse, NY: Catholic Charities of Onondaga County (CCOC), Catholic Charities

A number of agency programs address the conditions of poverty. Agency's Housing Services program reduces poverty by assisting formerly homeless to find & maintain permanent housing. Agency oversees HUD funding of \$1.4 million to house 150 formerly homeless men, women & children who receive services from 13 FTE'S. WELL OVER 90% of clients exceed the HUD target of remaining in housing for six months or more.

Syracuse, NY: Catholic Charities of Syracuse

Still accessing all of our programs to see where we are making the greatest impact.

Utica, NY: Catholic Charities of Oneida-Madison Counties, Catholic Charities
Coalition - "Bridges Out of Poverty"

Cincinnati, OH: Catholic Charities Southwestern Ohio (Cincinnati & Hamilton offices), Office of Catholic Charities
Foodbank in Springfield, Ohio

Cleveland, OH: Catholic Charities Health and Human Services

Our Employment and Training program provides employment assessment, job search and job readiness training, workforce development workshops and employment placement and retention services to individuals with barriers to employment. Currently we have four full-time staff with a budget of \$187,851. Last year we served 500 individuals. We measure success by the number of individuals who find employment and remain on the job for a period of time.

Dayton, OH: Catholic Social Services-Miami Valley

Though CSS has a number of programs that aim to reduce poverty, we would like to highlight the day care /early childhood education program as our most effective program in reducing poverty. Over 300 children, ages 2 ½ to 10, are served annually which allows their single low income parents to work and or pursue their educational goals, thereby bringing greater financial stability to the family. The program is NAEYC accredited and receives the highest quality ratings from the state of Ohio. 100 % of children are prepared for kindergarten. This high quality, educational rich environment increases the likelihood of the child's long term success in school which enhances their income potential over their lifetime. This program employs 24 teachers, teachers aides and administrators, and had a budget of \$ 1,326,002 in 2010.

Springfield, OH: Catholic Charities SouthWestern Ohio - Springfield Office, Office of Catholic Charities

The Second Harvest Foodbank of Clark, Champaign and Logan Counties is the most effective program at our agency. In terms of addressing hunger, the agency delivered over 3.7 million pounds of food to the three county area providing 2,618,066 meals to 99,067 unduplicated clients in 2010. This program also uses the highest number of human resources and incurs the greatest costs. Financial support comes from United Way, businesses, individuals and foundations, all dedicated to addressing hunger in our area. The Foodbank's success can be measured using Feeding America's Pounds per Person in Poverty (PPIP) scale. Feeding America has set a standard of delivering a certain amount of poundage per client, which changes each year according to the number of people living in poverty in the county. To be compliant, a Foodbank must meet 50% of this poundage goal. Second Harvest is well above this 50% level.

Toledo, OH: Catholic Charities

Financial Literacy

Youngstown, OH: Catholic Charities

We believe that our financial literacy programs are most effective in reducing poverty because they help clients manage their resources to meet realistic household expenses. We have measurable outcomes to support the effectiveness of our financial literacy programs. For example, the overwhelming percentage of clients completing one of our financial literacy series were no longer delinquent on their rent and/or utility payments.

Oklahoma City, OK: Catholic Charities of the Archdiocese of Oklahoma City

The emergency assistance program has the most impact in reducing poverty. Last year 1,282 persons received assistance to prevent homelessness. As a component of our rent and utility

assistance program, each recipient receives financial literacy training and materials. We utilize the Dave Ramsey program and provide each client with the envelope system. This program is conducted in 4 counties.

Portland, OR: CYO--Camp Howard, Catholic Charities

I believe our summer camp program does the best job of this. The camp takes a lot of funding and resources year-round, but we are still concerned about making sure underprivileged kids get to come to camp. CYO/Camp Howard provided scholarships to Camp Howard summer campers. Every year we review scholarship applications and award money to kids who wouldn't otherwise be able to attend camp. Our summer camp had 1279 campers during summer 2010 and we expect even more this summer. We awarded over \$12,000 in camp scholarships in 2010. We measure the success of this by verifying that these scholarships were used and that kids had a good time.

Salem, OR: CCS of the Mid-Willamette Valley/Central Coast, Catholic Charities

Although not a program, the CCS Foundation supports CCS and its programs by developing and offering affordable housing to the community, which has impacted 100 individuals and families, some of which may be CCS clients. In addition, the CCS Foundation develops and maintains the facilities that house CCS programs.

Springfield, OR: CCS of Lane County, Catholic Charities

Collectively CCSLC housing programs are most effective in reducing poverty by providing stability in one area of an individual's or family's life, allowing them to address other aspects of their lives and ultimately helping them move from poverty. The housing programs range from temporary shelter to transitional housing to more permanent housing. Non-shelter housing programs offer supportive services coupled with rental assistance for participant leased units. All housing programs are based on the income of the participants. The programs are sufficiently diverse to address the needs of a wide range of eligible individuals. Staff involved in housing programs totals 4.28 FTE. The housing programs operate at all three of our locations and share space and overhead with various agency programs, so it is difficult to provide an exact cost, but a close approximation is \$435,253. The number of individuals served last year totaled 593 in 211 households. Success is measured differently in each.

Allentown, PA: Catholic Charities

Community Support and Housing Counseling - assist clients with case management and concrete needs to achieve self-sufficiency. We are still in process of determining cost to agency, however, these programs serviced 9080 clients with 6.4 FTE staff and supervisors. Success is measured by goals achieved.

Altoona, PA: Catholic Charities, Inc. of the Diocese of Altoona-Johnstown

Our Emergency Financial Assistance Program - provides case management and budget counseling for all clients requesting emergency assistance with basic living needs. 5.5 out of 15.5 staff people work in this program. It is our largest budget expense next to personnel costs. We have identified 2 outcomes and track them for all clients served.

Erie, PA: CC Director & Development, Catholic Charities of the Diocese of Erie

St. Martin Center: The comprehensive emergency assistance center includes day care, a thrift store, nutrition education, HIV/AIDS support, pre and post-purchase housing counseling,

foreclosure mitigation, reverse mortgage, lead awareness programs, Bishop's breakfast program for homeless, PA WORKWEAR FOR MEN. The agency serves 27,044 clients with a budget of \$3,117,162.

Farrell, PA: Prince of Peace Center, Catholic Charities of the Diocese of Erie

AWESOME- we offer life skill training for 4 weekly sessions in exchange for assisting the participant a sum of \$125 to be placed onto a bill of choice. This program insures that folks in need are exposed to relevant information that can create choices and offer other means to avoid financial crisis via planning, saving, attending to personal health, etc. We use funds derived from a local foundation to offer these stipends. Folks who participate have responded very favorably - they are "in school", get a certificate at the end of the classes evidencing "achievement", they are able to interact with caring presenters who are from the "other side of the tracks" (builds community), they gain a sense of camaraderie with others in the classes, and they gain esteem when they "earn" the stipend placed upon their bill. Finally, they are able to stave off utility termination, etc. More than \$19,000 was distributed during 2010 with this program!

Harrisburg, PA: Catholic Charities

Job /employment skill training for the newly-arrived.

Oil City, PA: Catholic Rural Ministry (Oil City), Catholic Charities of the Diocese of Erie

Advocacy and community involvement in addressing core issues that address the causes of poverty.

Encouragement of youth for social involvement during spiritual reflection programs for youth.

Cost for both - part of regular budget

Oil City, PA: St. Elizabeth Center, Catholic Charities of the Diocese of Erie

Food program is helping to reduce cost for the families we serve. which is over 20,000 in cost to our agency.

Philadelphia, PA: Catholic Social Services

St. Gane's System offers residential & day treatment academic programs to court-adjudicated youth, helping 140 young men earn a high school diploma & industry-recognized career technical. Over 1700 boys ages 12 to 21 were enrolled in comprehensive "learn to earn" education. Outcome include a 50% reduction in recidivism rate for those achieving both a degree & technical certificate.

Pittsburgh, PA: Catholic Charities

By providing quality health care services through our Free Health Care Center for the uninsured, we are effectively helping those individuals who would either go without basic health care, or who would incur large debt as a result. In addition, in our Basic Needs department, we have shifted focus from not only providing that emergency need assistance, but also providing comprehensive case management services to teach clients the skills they need to avoid ongoing crisis situations and move to a place of self-sufficiency.

Wilkes Barre, PA: Catholic Social Services

Relief Assistance

Conway, SC: Pee Dee Office, Catholic Charities

Long term case management to begin in January 2011

Mount Pleasant, SC: Office of Immigration Services, Catholic Charities

Assistance to victims of domestic violence and violent crimes through provision of immigration legal services. Approximately 35 clients served in 2010. Success is approved U Visas and VAWA adjustment of status cases and provision of work permits and green cards.

Knoxville, TN: Catholic Charities of East Tennessee

Samaritan place seems to really. Work well.

Memphis, TN: Catholic Charities of West Tennessee

Refugee Services Program is most effective in reducing poverty. With a \$300,000 budget serving 500 clients per year. The program is measured by the number of clients employed and that have knowledge of community services.

Austin, TX: Catholic Charities of Central Texas

Immigration and legal services.

Beaumont, TX: Catholic Charities of Southeast Texas

The Asset Building Case Management (ABC) program plays a key role in opening access to homeownership and educational opportunities for low-to-moderate income individuals or families. The program combines financial literacy education classes with active long-term case management for clients. Also, the program provides case management to clients who fit the criteria to apply to the Habitat for Humanity selection committee for the chance to construct a home through Habitat for Humanity. Case management connects clients to resources to help them achieve home ownership or higher education goals, including opening access to IDAs (individual development accounts) that match each dollar of client savings with \$2 contributions up to \$2,000 of client savings.

ABC services unfold over a multi-year three-tier progression from initial enrollment to achievement of financial goals to follow up services. In three years of operations, ABC has served approximately 900 clients per year and supported 40 families in achieving their home ownership goals, while assisting another 10 families in establishing IDAs (individual development accounts) to boost their savings potential. It is anticipated that as more of the families engaged in the multi-year process persevere towards their goals, an increase in the number of homeowners and asset builders will be noted. For much of 2010, these services were provided through a Case Manager and a Program Coordinator, but before year's end, the program was restructured to employ only a single employee. At that time, the Program Coordinator was promoted to Program Director, giving her full program responsibility with administrative support from executive and financial staff. The program expenses during 2010 totaled \$134,050.

The three-tier progression of clients provides a natural system of outcome measurement. Clients progress from initial enrollment to basic case management geared at reaching financial goals to follow up case management. Each of those progressive steps is triggered by clients reaching measurable benchmarks. For example, clients must repair credit scores and develop workable family budgets to demonstrate a capacity to advance towards homeownership. Achieving these

series of benchmarks provides a ready-made measure of client progress. Statistics regarding total number of clients served, the number of clients served within various phases of the program and the number of clients concluding those phases of the program are also tracked to provide measures of performance.

Brownsville, TX: Ozanam Center, Catholic Charities of the Rio Grande Valley

The program that has been more effective is our HPRP Program that provides funding to families who's lives have been affected due to the present economic crisis. The funding is needed to hire one more additional caseworker to assist these families. The success of the program is measured on number of individuals who have been placed in long term housing.

Corpus Christi, TX: Catholic Charities of Corpus Christi, Inc.

Two of our programs effectively contribute to the reduction of poverty.

Emergency Aid Department: One of the departments purpose is the prevention of homelessness; by providing rental, and utility assistance the department helps create stability. Food assistance helps combat hunger. The Emergency Aid Department provides stabilizations and supportive services to families and individuals; FY 2010 the department provided invaluable services to 33,521 individuals. The yearly cost to our agency is approximately \$294,552.00.

Family Self-sufficiency Program: This program is designed to make education accessible to all persons by helping them enrolled in Community College, University, English as a Second Language programs, Vocational and Technical Schools; in addition, it helps individuals achieve new skills and reach their potential. The program has been successful in finding and placing people to work; helping individuals with the development of a resumes. We discovered that in this challenged economy clients such as stay-home mothers that never before have had the need to work outside the home were now in need of help developing a job history; our program successfully helped in the development of comprehensive budgets and money management skills while bringing awareness for the need to stop predatory lending practices. The program provides services to 637 individuals at a cost of \$56,000.00

Fort Worth, TX: Catholic Charities

Our Match Grant program is our most effective program for reducing poverty. It provides a holistic approach to early economic self-sufficiency for eligible refugees, asylees, and victims of trafficking. The program incorporates a balance of employment services, case management, financial assistance, and community involvement to encourage self-sufficiency through employment and to preclude accessing public cash assistance. Clients are enrolled during the first 31 days of eligibility and services generally continue until clients reach their 180th day of eligibility.

The Match Grant cost to our agency is that for ever \$2,000 or federal funds receive Catholic Charities Diocese of Fort Worth matches that with an additional \$1,000. Match Grant served 325 clients in 2010. We have an extension period to 2010 of 8 months (Feb-Sept 2011) and we plan on serving 237 during this time period.

We measure the success of the program by observing client self-sufficiency. Client self-sufficiency at day 120 through employment for 2010 was 75% and at day 180, it was 89%.

Houston, TX: Catholic Charities of the Archdiocese of Galveston-Houston

Catholic Charities Villa Guadalupe Transitional Housing program provides twenty-three small apartments for homeless women and their children, operating on an annual budget of

approximately \$515,113. This housing is available to women in transition for up to twenty-four months. During this time, Villa staff (one full-time case manager, one part-time director, two full-time house managers, and two part-time case managers) deliver counseling and case management services that address the foundational and frequently cyclical conditions that often lead to homelessness (including poverty, substance abuse, mental illness and family/domestic violence). The average length of stay has generally been 6 months, but continues to increase as the economy continues to lag and securing stable employment remains difficult. Most of the women who enter the Villa will arrive having been unable to fully understand or appropriately manage the issues that have contributed to their chronic homelessness. Most of the women are able to secure housing and employment and will be better able to maintain self-sufficiency with the level of care provided at the Villa. The services offered by the staff of the Villa are designed to help women better recognize and address behavioral tendencies that prevent them from securing and maintaining stable housing. Without these services, the women served at the Villa would be very likely to continue to make choices that will sabotage the progress they make while in care. With the services, more than half of the women can expect to transition out of the Villa having achieved financial independence, and freedom from family violence and abuse. The success of clients graduating from the Villa are measured in terms of them achieving self-sufficiency. In 2010, the program provided assistance to 44 women and 33 children. Of these, 88% obtained permanent housing and 80% increased their income. 90% of clients tracked for 6 months or longer have maintained self-sufficiency.

Laredo, TX: Catholic Social Services

The Homeless Prevention and Relocation Programs provides intensive case management for individuals and families so that sustainability plans are met which include finding employment, getting an education and learning financial responsibility. The program has cost approximately \$250,000 for one year and has served 150 families

Lubbock, TX: Catholic Family Service

Our Self Sufficiency program helps parents, at or below poverty level with young children, graduate from college by providing case management and helping with barriers such as childcare, books, rent or utility assistance. Each year we transition families out of poverty. For example the Executive Director of the Children s Advocacy Center here in Lubbock was a client of CFS, a single mom with 4 children struggling to finish school. With our help she graduated from college. She went on to get her Masters degree and is about to finish a Doctorate degree. Program cost is \$190,000 per year, managed by 1 full-time staff, we serve an average of 100 families a year, and goal is graduation from college and transitioning family out of poverty.

San Antonio, TX: Catholic Charities

Although all of our services work toward reducing poverty, in my opinion, the most effective is our refugee program, which provides housing, employment, language, and acculturation assistance to refugees escaping war and persecution who have been resettled in the U.S. through the U.S. Department of State. There is great success among this population regarding job placement and retention. The program is also very successful at leveraging funds and maximizing resources through grants, special events, volunteers, and donations. This program resettles an average of 800 refugees each year.

Tyler, TX: Catholic Charities East Texas

Roses For Food Program which addresses hunger throughout the Diocese. Catholic Charities provides financial and technical support to East Texas Food Bank member pantries by placing funds on account for them at the Food Bank. Many, though not all, are pantries run by St. Vincent de Paul or other parish groups. About 50% are community pantries or run by groups of other faiths.

We hold an annual event to raise funds and provide between \$20,000 and \$30,000 annually to pantries. Through these pantries, Catholic Charities provides meals to approximately 165,000 people annually.

We rely on 10 to 12 volunteers to plan and hold each event, which costs anywhere from \$8000 to \$12,000 to put on. Funds netted are given to the Food Bank on behalf of our partner pantries after the event.

We measure success in the number of dollars generated, the number of pantries we support and the number of clients served by those pantries.

Salt Lake City, UT: Catholic Community Services of Utah

The Joyce Hansen Hall Food Bank and Homeless Prevention Program at CCS Northern Utah is the most effective in poverty reduction. We serve approximately 25,000 unduplicated individuals in Weber County, and half of those are children. The program expenses are \$3,926,027. \$3,559,591 of those are in kind expenses (food) - This program gives people food, rental, mortgage and utility assistance as well as case management. It allows people to stay in their homes.

Arlington, VA: Catholic Charities

Our Transitional Housing Program and Shelter Program both offer intense case management, encouragement, and coaching.

Burlington, VT: VT Catholic Charities, Inc., Vermont Catholic Charities Inc.

Emergency Aid Program - 641 people were helped in 2010. Our budget was for 60k. It is a one-time help with either disconnect of utility bill or rental assistance. Unfortunately, many months there is not enough \$ to cover all requests; many are turned away.

Spokane, WA: Catholic Charities

St Margaret's Shelter provides emergency & transitional housing and offers a continuum of services to get women & children off the street. The program continues to follow women & children for up to two years after they leave the shelter. Over 118 families are assisted with housing each year with additional numbers served through the aftercare program. There are 15 full-time & part-time employees. The program's budget is met mainly through grants. The success of the program is measured through outcome measures and percentage of families remaining in stable housing after 6 months.

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

CCHS' single family housing program has been very effective in helping families move out of poverty. There are many tangible and intangible benefits to homeownership for individuals and families including the development of assets, financial education/literacy, pride of ownership,

increased self-confidence, leadership skills, community-building through Homeownership Associations, and increased civic involvement.

Yakima, WA: Catholic Charities

Catholic Charities Housing Services provides decent & affordable housing to almost 3000 persons each night. Most developments target farmworker families making 50% of median area income. Moreover, CCHS provides service enriched housing, meaning that we facilitate and support the creation of resident councils. Also all CCHS facilities have community spaces to host community classes such as ESL, financial literacy and other opportunities promoting full participation in community life and integration with an overall goal of self sufficiency. CCHS also provides Senior Housing and builds subdivisions for first time home buyers.

Green Bay, WI: Catholic Charities

Our Financial IHealth program and the growing Family Strengthening initiatives.

Madison, WI: Catholic Charities

We provide a Mobile Food Pantry program that distributed 538 tons of food to some 11,816 unduplicated participants in 11 rural parish locations in 2010. Total cost in 2010 was \$103,000. Over 300 volunteers assisted with this program. Outcome: 100% of participants reported the program saved them money on groceries that they were able to put toward rent/mortgage/utilities. 96% of participants reported that the mobile pantry helps them provide 3 meals a day for their family.

Milwaukee, WI: Catholic Charities

The Outreach program meets basic and emergency needs throughout SE Wisconsin. The Outreach workers have small resources available to assist with food and gas/transportation. Clients that enter into case management learn how to become self-sufficient. Outreach workers help clients tap into existing community resources and also help sign them up for state programs, such as Food Share or Badger Care that they qualify for, helping to lower expenses for a client. Additionally, Outreach workers, through case management, will help a client set goals and advocate for clients to help them be self supporting. In 2010, 2,016 individuals were served by Outreach Case Managers and when the benefit to the family members is considered, the program impacted approximately 8,064 people in 2010. The total ministry costs the agency on average \$630,000 per year.

Superior, WI: Catholic Charities Bureau, Inc., Catholic Charities Bureau

The Housing Counseling Program has demonstrated effectiveness in assisting young people to own homes, establish assets and secure their economic future. The Housing Counseling Program also provides for family financial counseling, family housing advocacy and tenant-landlord fair housing mediation all of which stabilize the family housing crisis. Foreclosure mitigation, counseling and services to families experiencing homelessness also provide closure to the housing crisis and a starting point for a new economic future.

Wheeling, WV: Catholic Charities West Virginia

- Our Adult Basic Education program offers GED prep, monthly management and financial literacy classes to approximately 35 students ranging in age from 16-60. The ABE program is funded through a grant from the WV Department of Education. Annual assessments are performed to measure success and effectiveness of program.

- Provide ongoing support; follow-up with refugees and their families; able to assist refugees with any problems presented; have an open door policy for all people who need our services; provide refugees the tools and teach how to use them; work with 63 adults and children refugees; receive \$75,000 state grant and \$700 per capita from USCCB; receive Diocesan support for monies not covered by two grants.