

August 2012

**CATHOLIC CHARITIES USA
2011 ANNUAL SURVEY
FINAL REPORT**

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

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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 2011 Annual Survey was modified only slightly from the 2010 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. Agencies still have the capacity to submit their data online as a single questionnaire, for those who prefer that option. The 2011 Annual Survey includes a new category of service – Asset Development – and collapses Shelter Services and Transitional Housing into one category of service. In addition, the 2012 Annual Survey includes a few new questions to begin to measure and track some outcome data, such as the number of refugees who have achieved self-sufficiency and the number of immigration clients who achieved citizenship.

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 2011 Annual Survey are collected in 2012 but reflect the statistical information for calendar year (or fiscal year) 2011.

CARA mailed the 2011 Annual Survey questionnaire in late December 2011 to 174 executive directors of current and former 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, 2012. The first agency completed its survey online on February 2 and the final survey arrived at CARA in late June, 2012. Data collection was suspended on June 19, 2012. After repeated follow-up contact by CARA and by CCUSA a total of 147 member agencies and affiliates participated in the 2011 Annual Survey, for a response rate of 85 percent. Respondents included one member agency in Edmonton, Alberta, Canada, one in Pago Pago, American

Samoa, 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 2010 data (where available) for 23 member agencies or affiliates that did not respond to the 2011 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 2011, the 147 responding CCUSA member agencies and affiliates reported that 2,766 local Catholic Charities agencies and affiliates provided services to 10,019,268 unduplicated¹ clients. The number of unduplicated total clients reported by responding CCUSA member agencies and affiliates decreased by 2 percent from the total of 10,270,292 clients reported by responding member agencies in 2010. The number of unduplicated total clients reported by responding CCUSA member agencies and affiliates has increased by 40 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 10,019,268 unduplicated clients receiving services from Catholic Charities in 2011 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 2011

Age of Clients Served	Number	Percent
Children under 18 years old	2,488,809	25%
Adults ages 18 to 64 years	4,833,736	48
Seniors 65 years and older	1,230,611	12
Others (not classified by reporting agency)	1,466,112	15
Total unduplicated clients	10,019,268	

A total of 1,466,112 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, a quarter 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

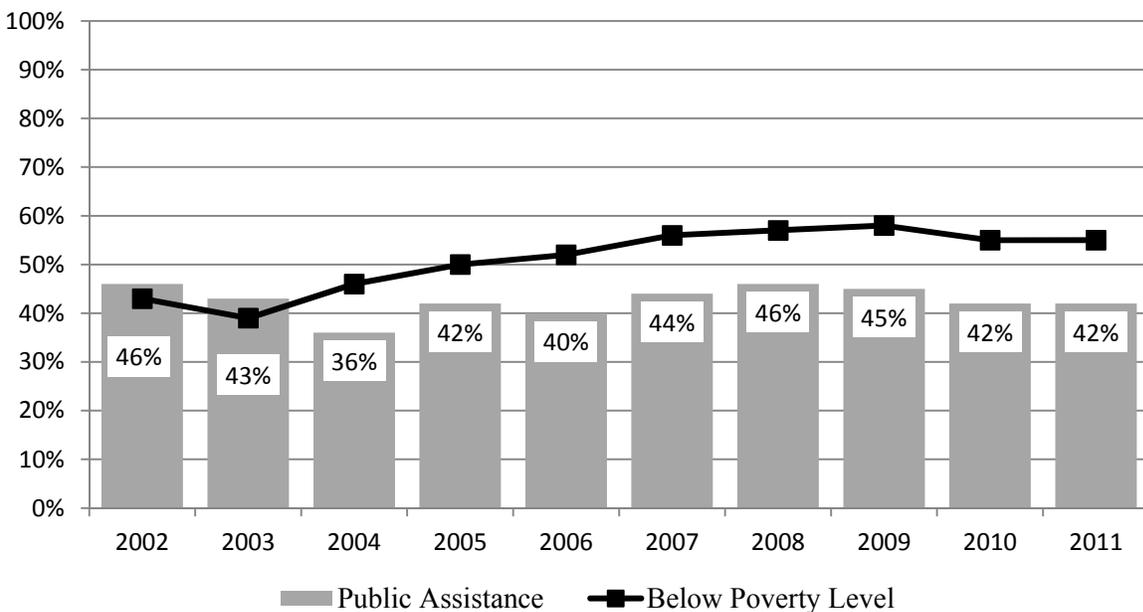
According to estimates of reporting agencies, about 4.2 million clients are receiving some form of public assistance and about 5.5 million clients live below the federal poverty line.

Table 2. Socio-economic Characteristics of Unduplicated Clients

Characteristic	Number	Percent
Receive public assistance	4,181,047	42%
Family income below the poverty line	5,488,990	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 2011 and 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 2011, 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 the same as, or slightly lower than, the last four years: 2010 (55 percent), 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 2011, 147 Catholic Charities member agencies and affiliates (and 2010 data, where available, for member agencies that did not provide financial data for 2011) reported a total income of approximately \$4.6 billion dollars. They reported total expenditures of about \$4.4 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.

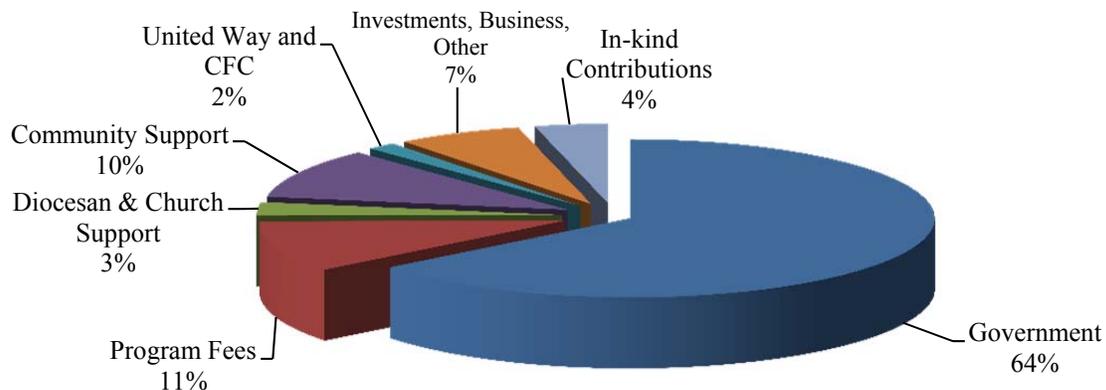
Revenue

Cash revenues accounted for 96 percent of total income and in-kind contributions made up the remainder.

Table 3. Total Revenues	
Cash Revenue	\$4,422,814,987
In-kind Contributions	\$177,378,424
Total Income	\$4,600,193,411

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 \$4,600,193,411.

Figure 2. Total Income: \$4,600,193,411



Government revenue is the largest single source of funding for Catholic Charities, making up 64 percent of total income received. Program fees and community support, including United Way and CFC funds, constitute another 11 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		\$2,993,264,162
Funds Received from the Federal Government	\$609,694,591	
Funds Received from State or Local Government	\$1,817,896,100	
Unspecified Government Revenue	\$565,673,471	
Program Service Fees		\$488,760,939
Direct Client Fees	\$253,817,701	
Third Party Payments	\$158,727,837	
Unspecified Program Fees	\$76,215,401	
Diocesan and Church Support		\$129,187,353
Community Support		\$478,488,534
Corporate Contributions	\$81,159,023	
Individual Contributions	\$236,624,793	
Foundation Grants	\$87,025,428	
Other Community Support	\$63,959,025	
Unspecified Community Support	\$9,720,265	
United Way and CFC Support		\$71,653,150
United Way Support	\$67,729,360	
Combined Federal Campaign	\$2,350,359	
Unspecified United Way and CFC Support	\$1,573,431	
Investment Income		\$76,864,767
Social Enterprise Income		\$1,508,042
Unrelated Business Income		\$5,108,394
Other Revenue		\$226,807,723
Other Unspecified Revenue		-\$48,828,077
Total Revenue		\$4,422,814,987

Total revenue indicated in the table above is the sum of the 147 responding agencies that reported their total revenue in 2011 and imputed for the other member agencies that did not report total revenue in 2011. "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 \$226,807,723 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 grants
- Contracts
- Contributions and donations
- Endowment income
- Events
- Excise tax refund
- Food donations
- Foster care partnership
- Fundraisers
- Gain on interest in third party trust
- Gain on sale of property and other assets
- Grants
- Insurance reimbursement interest
- Interest income
- Knights of Columbus
- Management fees
- Medical records
- Membership dues
- Miscellaneous income
- Payments for damages to apartments, washer/dryer fees
- Reimbursed indirect administrative and insurance costs
- Rental income
- Sale of office furniture and other assets
- Services to other departments
- Sub-contracting
- Sub-leased office space
- Thrift store income
- Transfer from endowment
- Unrealized gains/losses
- USCCB Grant
- Utility company assistance programs

In-Kind Contributions

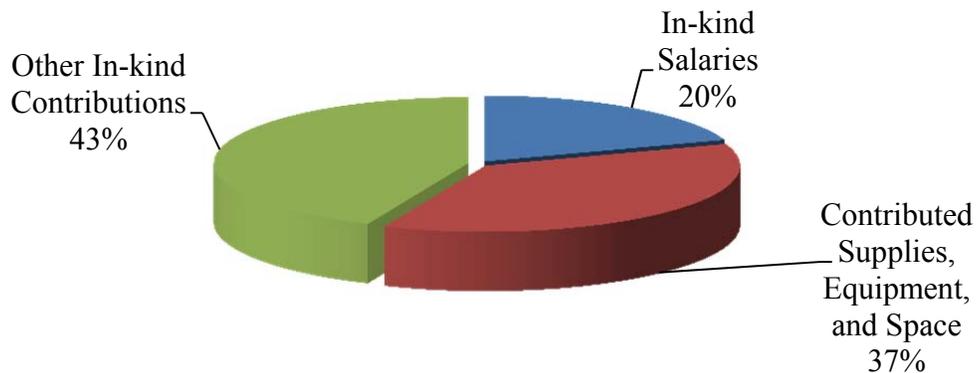
In all, agencies reported a total of \$177,378,424 of in-kind income. This revenue includes volunteer services as well as the difference between a religious salary and the equivalent lay salary. It also includes contributed supplies, equipment, and space as well as any other in-kind contributions.

Table 5. In-kind Income

Category	Total
In-kind Salaries	\$35,215,383
Contributed Supplies, Equipment, and Space	\$65,832,768
Other In-kind Contributions	\$76,330,273
Total In-kind Income	\$177,378,424

One-fifth (20 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. Nearly 40 percent of in-kind income comes from contributions of supplies, equipment, and space. The final portion (43 percent) is made up of other in-kind contributions.

Figure 3. Sources of In-kind Income



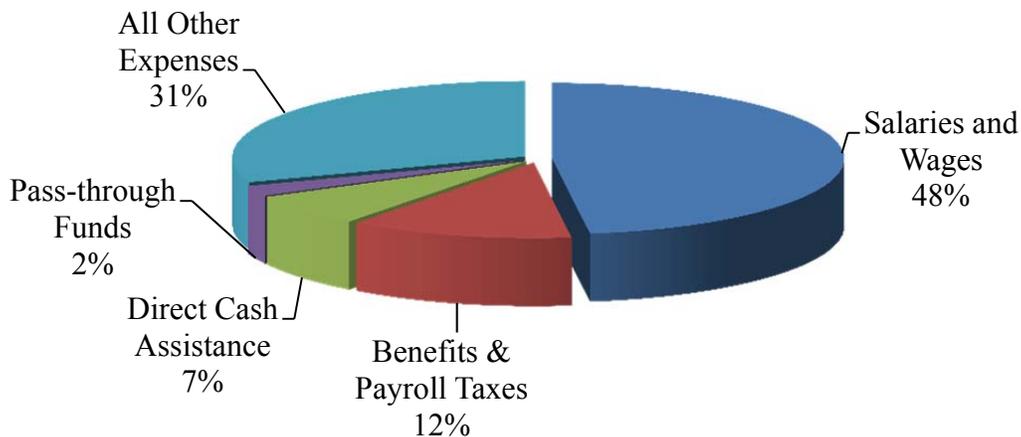
Expenses

In 2011, responding Catholic Charities member agencies and affiliates reported \$4,397,793,610 in total expenses. Table 6 provides expenditures by category, as reported by agencies.

Category	Amount
Salaries and Wages	\$2,107,612,512
Benefits & Payroll Taxes	\$545,056,295
Direct Cash Assistance	\$304,290,849
Pass-through Funds	\$99,357,193
All Other Expenses	\$1,341,476,761
Total Expenses	\$4,397,793,610

Salaries and wages make up nearly half (48 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 2 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. Other expenses account for the remaining 31 percent.

Figure 4. Total Expenses: \$4,397,793,610

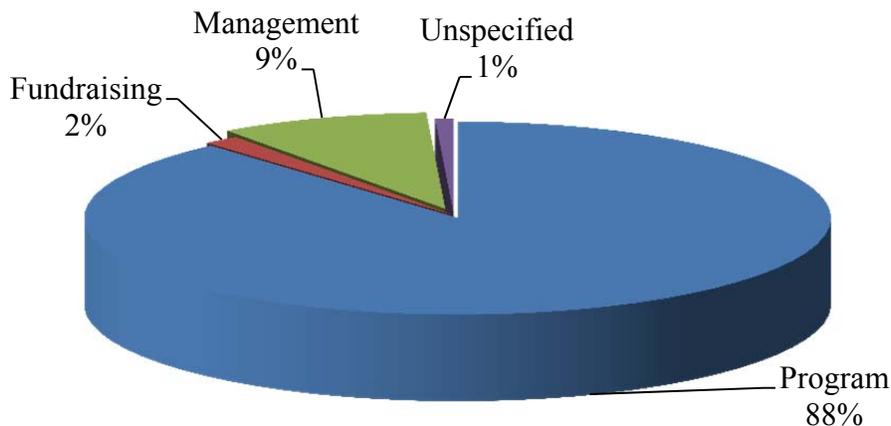


Agencies also distributed the expenses reported above according to category – by program, fundraising, or management and general expense. For example, agencies were asked to report the portion of total salaries and wages that were program expenses, the portion that were due to fundraising activities, 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	\$3,891,969,854
Fundraising	\$68,452,603
Management and General	\$401,709,783
Unspecified Expense	\$35,661,370
Total Expenses	\$4,397,793,610

Almost 90 percent of expenditures were on program expenses. This included \$304,290,849 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

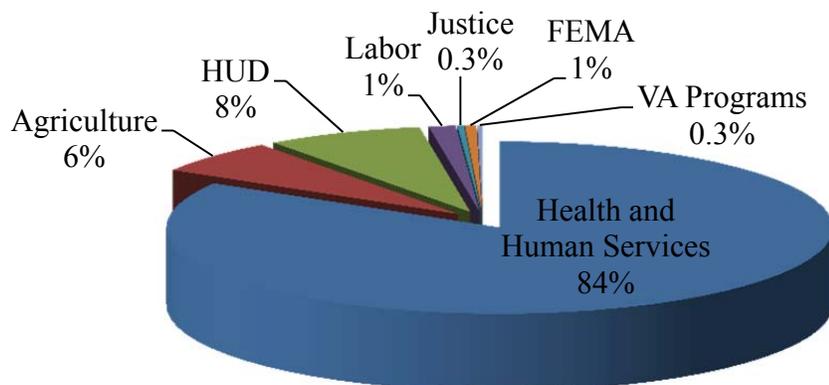


Government Revenue by Type of Funded Activity

Nearly two-thirds (64 percent) of cash income reported by agencies in 2011 came from government sources. Total government funds reported were \$2,993,264,162, an increase of 3 percent from the \$2,912,708,140 received in 2010. Twenty percent of all government revenues received by Catholic Charities are identified as funds received directly from the federal government. Over 60 percent of government revenue is identified as revenue from state or local governments. The source of the remaining 19 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 four of the seven agencies monitored in the survey as they did in 2010. Funding from Housing and Urban Development and from the Veterans' Administration increased over last year, while funding from FEMA decreased.

- HUD funds increased by 48 percent, from \$100,344,191 in 2010 to \$148,041,593.
- VA funding increased by 20 percent, from \$4,255,050 in 2010 to \$5,088,673 in 2011.
- HHS funds increased by 2 percent, from \$1,588,672,576 in 2010 to \$1,621,797,197.
- DOJ funding decreased by 2 percent, from \$6,326,093 in 2010 to \$6,195,498 in 2011.
- USDA funding decreased by 3 percent, from \$127,735,721 in 2010 to \$123,492,991.
- DOL funding decreased by 6 percent, from \$26,914,079 in 2010 to \$25,313,373.
- FEMA funding decreased by 39 percent, from \$17,659,706 in 2010 to \$10,838,596.

Health and Human Services Programs

Funding for Health and Human Services programs made up the majority of government funds reported by agencies, accounting for 84 percent of all government revenues reported.

Table 8. Funding for Health and Human Services Programs

Program	Amount
Medicaid (Title XIX)	\$376,273,627
Medicare (Title XVIII)	\$128,864,406
Older Americans Act Programs	\$81,758,357
Refugee Resettlement Programs	\$86,229,755
<u>Total Child Welfare Programs</u>	\$451,358,406
Foster Care for Children	\$191,717,079
Residential Care for Children	\$150,800,454
Independent Living	\$5,137,215
Other Child Welfare Programs	\$45,687,242
Runaway Youth	\$6,206,027
Head Start or Early Head Start	\$52,352,156
Social Services Block Grant (Title XX)	\$34,346,704
Temporary Assistance to Needy Families	\$27,746,874
Child Day Care	\$26,565,759
Family Support and Family Preservation	\$36,458,141
Community Services	\$39,989,181
Family Violence Prevention and Services	\$10,354,061
Developmental Disabilities	\$173,802,667
Marriage Promotion or Responsible Fatherhood	\$2,797,626
<u>Total Public Health Programs</u>	\$143,259,546
Mental Health Services	\$88,827,322
Alcoholism and Substance Abuse	\$33,124,967
HIV/AIDS-related	\$8,978,102
Maternal, Infant and Child Health	\$9,765,576
Adolescent Family Life	\$2,863,293
Disaster Relief Programs	\$943,170
Other Unspecified Health and Human Services	\$1,048,917
Total Health and Human Services	\$1,621,797,197

More than one third of Health and Human Services funding (34 percent) went to programs to help children and families—just over \$550 million in government revenue supported those programs. Medicaid, Medicare, and programs for older Americans and for refugee resettlement together received just over \$670 million in government revenues.

Agriculture Programs

The United States Department of Agriculture provided \$123,492,991 in nutrition programs to Catholic Charities in 2011, which was 6 percent of all government revenue received.

Table 9. Funding for Agriculture Programs

Program	Amount
Women, Infants, and Children (WIC)	\$83,960,050
Child and Adult Care Food	\$26,170,545
Commodity Supplemental Food	\$13,324,342
Other Unspecified Nutrition Programs	\$38,054
Total Agriculture Programs	\$123,492,991

Most of the funding provided by the Agriculture Department for nutrition programs (68 percent) comes from the Women, Infants, and Children (WIC) nutrition program. Catholic Charities agencies also received over \$26 million from the Department of Agriculture for Child and Adult Care food programs.

Housing and Urban Development Programs

Another 8 percent of government funds came from the Department of Housing and Urban Development, for a total of \$148,041,593.

Table 10. Funding for Housing and Urban Development Programs

Program	Amount
<u>Total Community Planning and Development</u>	\$131,368,492
Supportive Housing	\$82,308,247
Community Development Block Grants	\$19,983,282
Emergency Shelter Grants	\$16,136,756
Shelter Plus Care	\$7,693,617
Housing Opportunities for Persons with AIDS	\$8,317,520
Empowerment Zones and Enterprise Communities	\$6,818
Public and Indian Housing	\$7,236,557
Housing Counseling Assistance	\$6,651,739
Other Unspecified Housing and Urban Development Programs	\$2,784,805
Total Housing and Urban Development Programs	\$148,041,593

Most of the reported revenue from the Department of Housing and Urban Development (89 percent) went to programs in community planning and development, particularly in the form of supportive housing, block grants, and emergency shelter grants. In addition, about \$17 million supported other Housing and Urban Development programs.

Labor Programs

The Department of Labor provided \$25,313,373, about 1 percent of the government revenue reported by Catholic Charities member agencies and affiliates.

Program	Amount
Job Training Partnership	\$13,312,057
Welfare-to-Work Grants	\$4,116,208
Senior Community Service Employment	\$7,885,108
Total Labor Programs	\$25,313,373

Job Training Partnership programs accounted for 53 percent of the Department of Labor funds reported by Catholic Charities. Agencies also received about \$4.1 million in Welfare-to-Work grants as well as \$7.9 million in Senior Community Service Employment program grants (Title V).

Justice Programs

Responding agencies received \$6,195,498 in funding from the Department of Justice in 2011. This constitutes just 0.3 percent of all government revenue received, and is a 2 percent decrease compared to 2010 funding from this department.

Federal Emergency Management Programs

The Federal Emergency Management Agency (FEMA) provided \$10,838,596 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. The amount received in 2011 is a decrease of 39 percent from that reported in 2010.

Veteran's Administration Programs

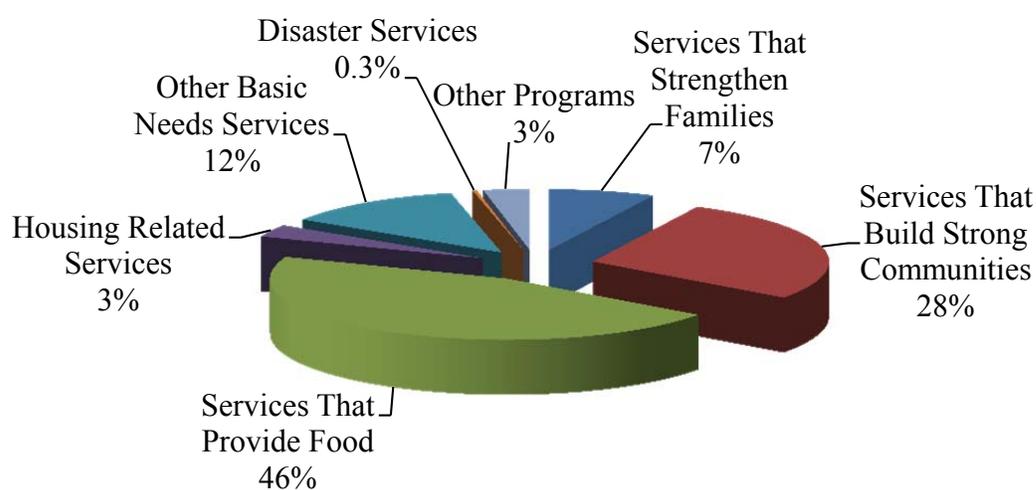
The Veteran's Administration provided \$5,088,673 in funds to Catholic Charities agencies in 2011, a 20 percent increase over the \$4,255,050 provided in 2010.

Section III: Services Provided to Clients

In 2011, responding Catholic Charities member agencies and affiliates report providing services to 14,361,030 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 10,019,268 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 2011 Annual Survey respondents report a 7 percent decrease in the total number of client services provided compared to what was reported in 2010 (14,361,030 clients in 2011 compared to 15,448,529 clients in 2010). The only area of service that showed an increase in the number of clients served was in programs for specific target populations. Clients served in these target populations increased by 8 percent (from 419,198 in 2010 to 450,661 in 2011).

Clients served in disaster services decreased by 53 percent (from 93,436 in 2010 to 43,826), and those served in services that provide for other basic needs (such as clothing, utilities, prescriptions, and financial assistance) decreased by 20 percent (from 2,225,808 in 2010 to 1,788,542). Clients served in housing related services decreased 15 percent (from 559,232 to 475,743), while clients receiving food services and those receiving services that build strong communities decreased by 7 and 6 percent, respectively.

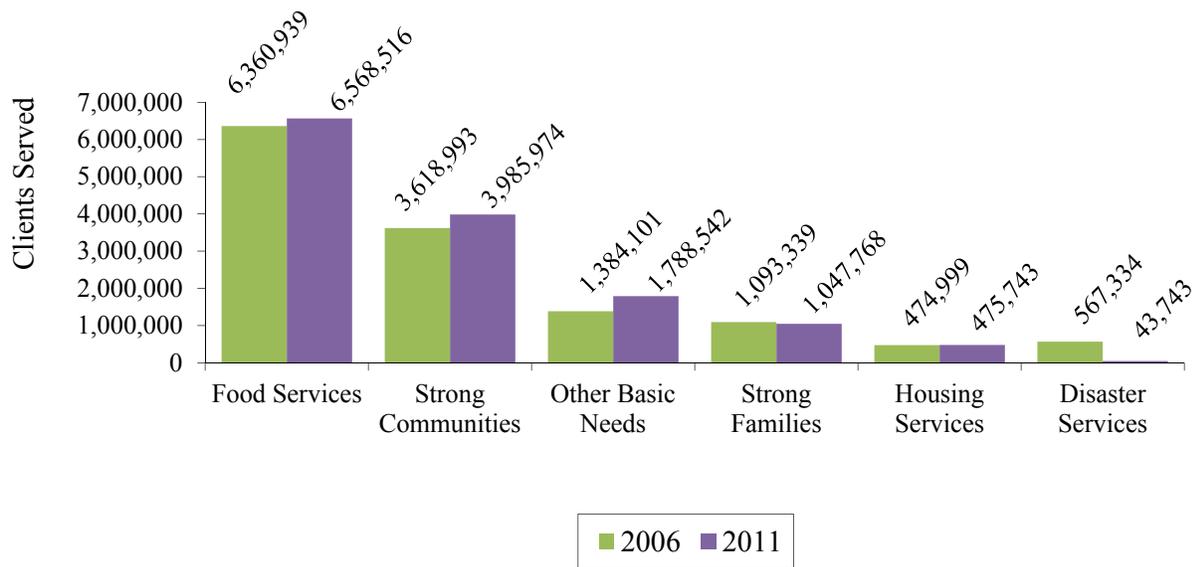
The final category, services that strengthen families, remained approximately the same from 2010 to 2011.

Table 12, below, reports 2011 total client services provided by category of service.

Table 12. Total Client Services Provided		
Service	Clients	Percent
Services That Provide Food	6,568,516	46%
<u>Food Distribution Services</u>		
Food Banks/Pantries	4,026,690	
Other Food Services	507,582	
<u>Prepared Food Services</u>		
Congregate Dining	760,385	
Soup Kitchens	1,083,833	
Home Delivered Meals	190,026	
Services That Build Strong Communities	3,985,974	28%
Social Support Services	1,891,722	
Education and Enrichment Services	756,502	
Socialization and Neighborhood Services	441,831	
Services to At-risk Populations	523,171	
Health-related Services	287,017	
Asset Development Services	85,731	
Other Basic Needs Services	1,788,542	12%
Clothing Assistance	585,060	
Utilities Assistance	294,765	
Financial Assistance	229,863	
Prescription Assistance	49,422	
Additional Other Basic Needs	629,432	
Services That Strengthen Families	1,047,768	7%
Counseling and Mental Health Services	413,158	
Immigration Services	295,726	
Refugee Services	125,206	
Pregnancy Services	97,445	
Addiction Services	81,250	
Adoption Services	34,983	
Housing Related Services	475,743	3%
Housing Services	218,018	
Supervised Living Services	49,682	
Permanent Housing	64,953	
Transitional Housing	143,090	
Disaster Services	43,826	0.3%
Programs for Other Specific Populations	450,661	3%
Total Client Services Provided	14,361,030	100%

Almost half (46 percent) of all client services provided in 2011 were food services. More than a quarter (28 percent) of all client services were the types of services that help build strong communities, such as asset development, education, neighborhood services, and social support services. In addition, 7 percent received services that strengthen families and 12 percent received other basic needs services, such as clothing, medicine, food, or financial assistance for utilities or other emergencies. Finally, 3 percent of client services were housing-related, 3 percent were services provided to special populations, and less than 1 percent was disaster services.

Figure 8. Change in Clients Served by Category of Service



Clients receiving food services increased by about 200,000 between 2006 and 2011 – an increase of 3 percent. About 350,000 additional clients received services of the type that help build strong communities – an increase of 10 percent over 2006. About 400,000 additional clients received other basic needs services, such as clothing, emergency financial assistance, and help with utilities or prescriptions – an increase of 29 percent over 2006 in that category.

By contrast, the numbers of clients receiving disaster services dropped by 92 percent between 2006 and 2011, 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 2006 and 2011 by about 50,000 clients, a decrease of 4 percent. The number of clients who received housing services stayed nearly identical between 2006 and 2011, at approximately 475,000 clients.

² The Gulf Coast suffered massive hurricane damage in 2005.

Services That Provide Food

In 2011, more clients received food services, either prepared or distributed, than any other category of service. Catholic charities agencies also assisted 20,167 clients to enroll in SNAP, the Supplemental Nutrition Assistance Program of the U.S. Department of Agriculture.

Table 13. Services That Provide Food

Service	Clients	Percent
<u><i>Food Distribution Services</i></u>	4,534,272	69%
Food Banks/Pantries	4,026,690	
Other Food Services	507,582	
<u><i>Prepared Food Services</i></u>	2,034,244	31%
Congregate Dining	760,385	
Soup Kitchens	1,083,833	
Home Delivered Meals	190,026	
Total Food Services	6,568,516	100%

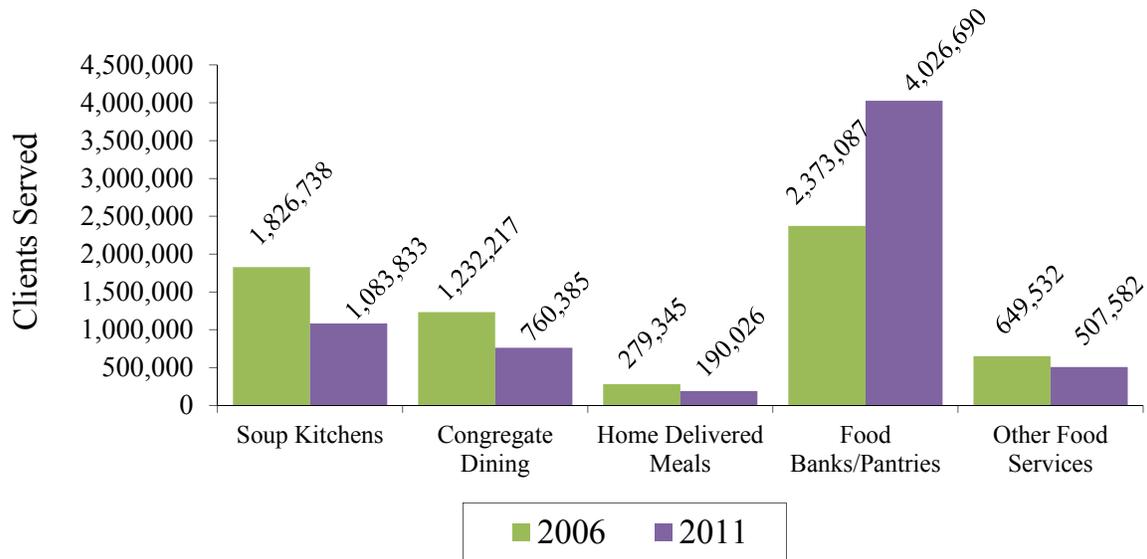
More clients received distributed food services (4,534,272) than prepared food services (2,034,244 clients). Food distribution services include food banks and food pantries, as well as other food services. Two-thirds of all food services clients (69 percent) received these distributed foods. Food bank and food pantry clients comprise 89 percent of all clients receiving distributed foods. A total of 89 agencies reported operating 1,588 food banks, food pantries, or food cupboards.

Another 11 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 46 agencies reported other food distribution services at 2,252 sites.

Prepared food services include soup kitchens, congregate dining services, and home delivered meals, such as Meals on Wheels. Close to a third (31 percent) of all food services clients received one of these prepared food services. Among prepared food services clients, 37 percent received prepared food at congregate dining facilities such as emergency and transitional housing facilities, senior citizen centers, and summer nutrition programs. Another 53 percent received those services at soup kitchens and 9 percent received prepared home delivered meals.

A total of 35 agencies reported meals served at 128 soup kitchens. Some 58 agencies reported meals served at 668 congregate dining sites. Finally, 29 agencies reported delivering 3,201,852 meals to clients in their homes and 21 agencies reported providing a summer lunch program at 330 sites in 2011. Thirty agencies assisted 20,167 adults with SNAP enrollment. In addition, 23 agencies reported that they sponsor community gardens.

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



Between 2006 and 2011 the total number of clients served in food banks increased dramatically, while participation in all other types of food services declined. Clients served in food banks or food pantries nearly doubled – an increase of 70 percent between 2006 and 2011. Clients served in congregate dining situations decreased by 38 percent, while those receiving home delivered meals decreased by 32 percent between 2006 and 2011. In addition, clients receiving other food services decreased by 22 percent over 2006.

Services That Build Strong Communities

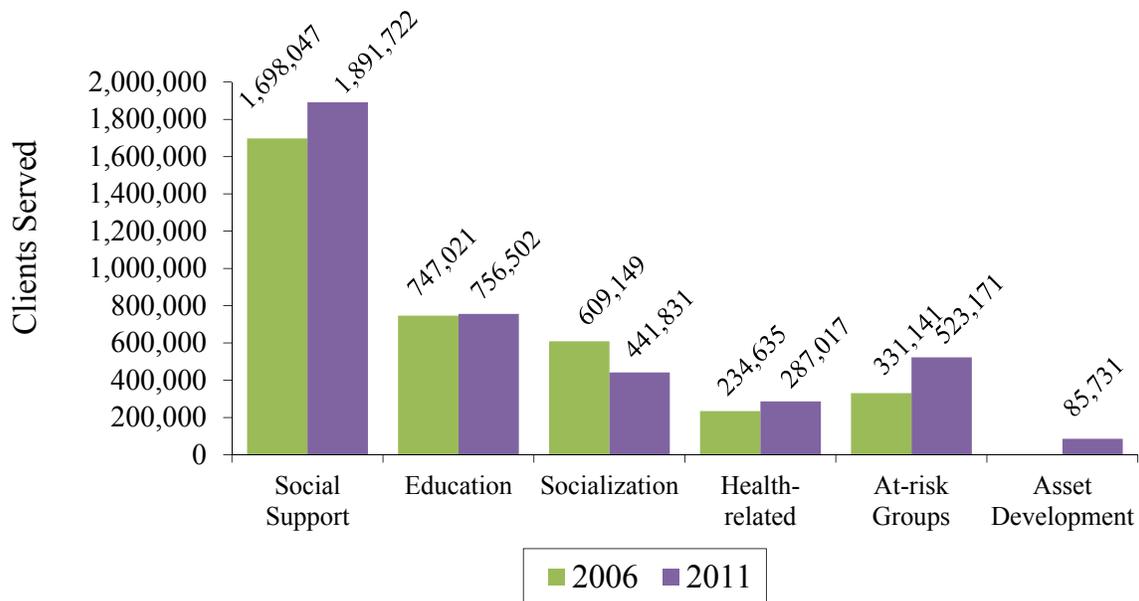
Social support services, including services such as child care services, after school programs, homemaker services, legal services, case management, and community based services programs, made up almost half (47 percent) of all services provided to clients in this category.

Table 14. Services That Build Strong Communities

Service	Clients	Percent
Social Support Services	1,891,722	47%
Education and Enrichment Services	756,502	19
Services to At-risk Populations	523,171	11
Socialization and Neighborhood Services	441,831	10
Health-related Services	287,017	7
Asset Development Services	85,731	2
Total Community Services	3,985,974	100%

In 2011, 3,985,974 clients were engaged by CCUSA in some form of services that help build strong communities, a decrease of 238,250 clients (6 percent) from 2010.

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 2006 and 2011.

- Services to at-risk groups increased by 58 percent
- Health-related services increased by 22 percent
- Clients served in social support services increased by 11 percent
- Education services was virtually unchanged (1 percent increase)
- Socialization services decreased by 27 percent

A new category of service – asset development – was added to the category of services that build strong communities in 2011. Agencies and programs reported serving 85,731 clients in asset development in 2011. This category includes services and programs that provide financial education, matched savings accounts (IDAs), micro loans, tax assistance (EITC/VITA), or other similar savings programs.

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 nearly half (47 percent) of all services that build strong communities. Some type of social support services were provided to 1,891,722 clients in 2011.

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 providing each service.

Service	Agencies
Counseling	103
Case Management	99
Transportation	72
Services for Seniors who are Homebound	67
Caregiver Support	60
Employment Services	44
Respite Care	43
Legal Services	35
Homemaker Services	32
Adult Day Care	28
Chore Services	27
Home Repair	26
Guardianship for Seniors	15
Other Social Support Services for Seniors	74

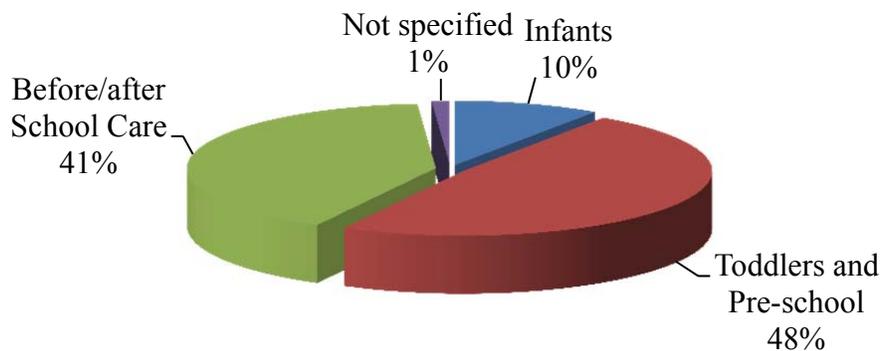
A total of 74 agencies listed other social support services provided to seniors, including the following:

- Senior Center Services, congregate meals, and senior socialization services
- Bereavement support and caregiver support groups
- Emergency financial, energy, rent, and prescription assistance
- Friendly visitor program
- Food stamps, food assistance, and food delivery
- Hearing aids, dentures, eyeglasses, and medications
- Home visits and in-home care for seniors
- Referrals, service coordination, and advocacy for seniors
- Senior health clinics, support services, workshops, and spiritual support.

Social Support Services – Childcare

The 42 agencies that provide child day care services also reported providing 21,014 “day care slots” per day. These groups provided childcare to 30,708 children in 2011.

Figure 11. Children Receiving Childcare Services



About half (48 percent) of the children receiving childcare services are toddlers and pre-schoolers (ages 2 to 5). Four in ten (41 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. One percent of the children receiving childcare services are not specified by age category. Most children receive childcare in center-based settings (29,142 children), while another 6,086 received care in a family-based setting.

Agencies reported that they provide childcare services to 22,085 low-income children, nearly three-quarters (72 percent) of all childcare services provided.

Responding Catholic Charities local agencies and programs 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 14 agencies
- Respite care provided by 14 agencies
- Evening, night, weekend care provided by six agencies
- Childcare for the sick provided by two agencies

A total of 65 agencies 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 2011, these agencies assisted 17,081 adults to enroll in health care, an increase of 2 percent from the 16,774 adults enrolled by Catholic Charities in 2010.

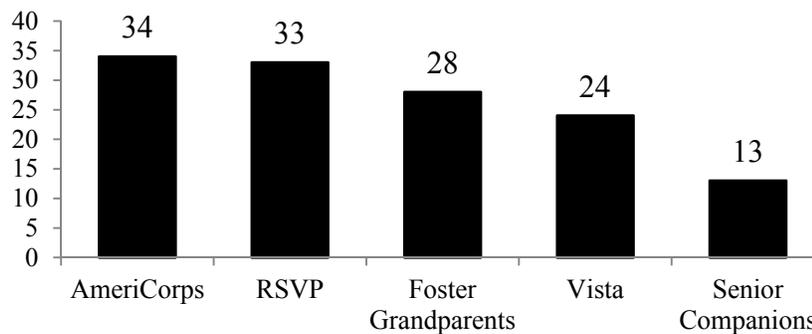
In addition to the health insurance enrollment assistance provided to adults, Catholic Charities also assists many low-income children in enrolling in a variety of health insurance programs, such as the Children's Health Insurance Program (CHIP), Children's Medicaid, and other health insurance programs for children. In 2011, Catholic Charities member agencies and affiliates reported assisting 19,208 children to enroll in these programs:

- 17,042 low-income children enrolled in CHIP, nearly double the 8,972 children enrolled in 2010
- 15,601 children enrolled in Medicaid, twice as many as the 7,795 children enrolled in 2010
- 2,518 children enrolled in other health insurance programs, about the same as the 2,441 children reported in 2010.

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 2011, 34 agencies participated in AmeriCorps, 33 agencies participated in the Retired Senior Volunteer Program (RSVP), 28 agencies participated in the Foster Grandparent Program, 24 agencies participated in Volunteers in Service to America (VISTA), and 13 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 another category of social support services monitored on the 2011 survey. Agencies reported providing employment services to 81,470 persons in 2011, a decrease of 8 percent from the 88,400 served in 2010. Agencies report that 16,772 persons, a fifth of those receiving employment services, eventually achieved employment.

Agencies reported targeted employment services for the following groups:

- Welfare-to-work programs provided by 39 agencies
- Youth job programs provided by 25 agencies
- Senior employment programs provided by 25 agencies
- Sheltered Workshops/Employment Programs for the Disabled provided by 19 agencies
- Employment programs for veterans provided by 14 agencies.

Table 16. Employment Services Provided

Service	Agencies
Job Search	81
Resume Development Skills Training	76
Interview Skills Training	75
Employment Training	60
Mentoring Programs	43
Other	16

Types of employment services provided by Catholic Charities agencies are shown in Table 16, above. In addition to the listed employment services, agencies also provided these other employment services:

- Contract employment, day labor, refugee employment, and one-to-one assistance
- ESL, GED, and GSL training
- Job bank, city employment program, and referrals
- Job assistance, such as interview clothing, securing child care, etc.
- Learn and earn, life skills training, occupational skills training
- On the job training

Asset Development Services

Asset development is a new category of services that build strong communities, added for the first time to the 2011 survey. Several of the services were previously tracked and reported in the category of education and enrichment services and a few new services, such as micro loan programs and other savings programs were added to this category. Agencies reported providing asset development services to 85,731 clients in 2011. Among the various types of asset development services provided, Catholic Charities agencies and programs reported:

- Financial Literacy services, provided by 69 agencies, served 40,451 clients – an increase of 12,283 clients from the 28,168 reported in 2010
- Assistance in accessing the Earned Income Tax Credit, sponsored by 35 agencies, served 22,156 clients, an increase of over 6,000 from the 16,112 clients reported in 2010
- Individual Development Accounts (IDA), sponsored by 12 agencies, served 776 clients in 2011, down by nearly 500 clients from the 1,266 clients reported in 2010
- Five agencies reported providing a micro loan program, serving a total of 92 clients in 2011
- Other types of savings programs were reported by an additional five agencies or programs, providing services to 2,156 clients in 2011.

Education and Enrichment Services

Among agencies that reported education and enrichment services to preschoolers, the numbers of children served in these programs decreased by 24 percent from those reported in 2010. The numbers served in Head Start-like programs decreased by 34 percent from those reported in 2010 (15,296 in 2011 compared to 23,006 children enrolled in 2010). The numbers served in Head Start programs is approximately the same as those reported in 2010 (8,097 in 2011 compared to 8,676 in 2010). The numbers served in Early Head Start increased by 33 percent (1,396 in 2011 compared to 1,052 in 2010).

Table 17. Education and Enrichment Services

Program	Agencies	Children
Head Start-like Programs	22	15,296
Head Start	14	8,097
Early Head Start	8	1,396
Total Reported		24,789

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

- Marriage Promotion and Strengthening programs, sponsored by 39 agencies, served 16,097– a decrease of nearly 2,300 clients from the 18,391 reported in 2010
- Father involvement programs, sponsored by 32 agencies, served 3,491 clients – a decrease of nearly 12,000 from the 15,238 reported in 2010
- Abstinence Education and Promotion programs, sponsored by 27 agencies, served 52,580 clients – a decrease of almost 40,000 clients from the 91,931 reported in 2010
- GED services, sponsored by 22 agencies, served 4,923 clients – approximately the same as the 4,704 clients reported in 2010
- High school dropout prevention services, sponsored by 15 agencies, served 12,123 clients, an increase of almost 5,500 over the 6,679 clients reported in 2010
- Post-secondary education services, sponsored by 14 agencies, served 11,977 clients, an increase of more than 10,000 over the 1,942 clients reported in 2010.

Socialization and Neighborhood Services

Agencies that provide socialization and neighborhood services report a 26 percent increase in the number of sites over 2010 (2,086 sites compared to 1,652 in 2010). In particular, the number of Family/Community Centers and Senior Centers increased substantially, the number of camps decreased by half, and the number of other sites providing socialization and neighborhood services increased by more than 100.

Table 18. Socialization and Neighborhood Services

Program	Agencies	Sites
Senior Centers	43	639
Family/Community Centers	41	432
Camps	38	104
Other	46	911
Total Reported		2,086

Some 46 agencies reported providing other socialization and neighborhood services at 911 sites. These sites provide the following services, among others:

- Adult day care and activities for persons with a disability
- After school programs
- Catholic Youth Organization programs
- Community gardens
- 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 for seniors
- Mother’s support groups
- Rainbows program on loss
- RSVP and foster grandparents programs
- Satellite programs of community centers
- Senior dining centers and senior companion activities
- Socialization center for at-risk adults
- Sports tournaments, outdoor activities, and dances
- Summer programs for youth
- Thrift stores
- Voting site, voter rights, and voter registration
- Women’s day center, mother’s support groups
- Youth drop-in sites

In addition, agencies were asked about any community organizing in which they were engaged during 2011. 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	45
Neighborhood Improvement	33
Tenants’ Rights/Housing	32
Crime and Public Safety	28
Employment Availability	24
Child Care	24
Racism and Diversity	23
Other Target Issues	45

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

- Affordable housing, home buyer education and foreclosure counseling
- Anti-poverty awareness, Bridges Out of Poverty, poverty awareness
- Comprehensive immigration reform, Dream Act, immigrants’ rights
- Education and early learning initiatives, educational seminars

- Fair and affordable housing, Habitat for Humanity, homelessness
- Family violence prevention, gang prevention
- Living wage advocacy
- Migrant rights
- Neighborhood cleanup
- Public transportation, Schools
- 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 2011, agencies provided programs for the following groups at risk of abuse or neglect:

- Domestic violence programs provided by 90 agencies
- Child abuse programs provided by 87 agencies
- Sexual abuse programs provided by 77 agencies
- Elder abuse programs provided by 53 agencies
- Programs for other at-risk populations provided by 44 agencies included crime victims, victims of child neglect, family preservation, foster care, guardianship for adults with mental illness, homeless, human trafficking, parenting classes, referrals, school readiness, runaway and homeless youth, and help for ex-offenders, 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	104
Prevention Services for Families and Children	81
Family Preservation Services	60
Other Intensive Home-based Family Support	56
Mentoring	52
Family Mediation	39
Supervised Home Visits	34
Alternative to Home Care	29
Other Services to At-risk Populations	45

A few of the other services provided to at-risk populations by the 45 agencies who reported these other services include:

- Access to medical, dental, and senior transportation services
- Anger management and conflict resolution
- Counseling
- Emergency shelter, financial assistance for rent and utilities
- Family support, counseling, and home visits
- 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
- Respite care and respite services

Health-Related Services

The table below displays the number of agencies in 2011 reporting a variety of health-related services they provide and the total number of clients reported receiving each of those services.

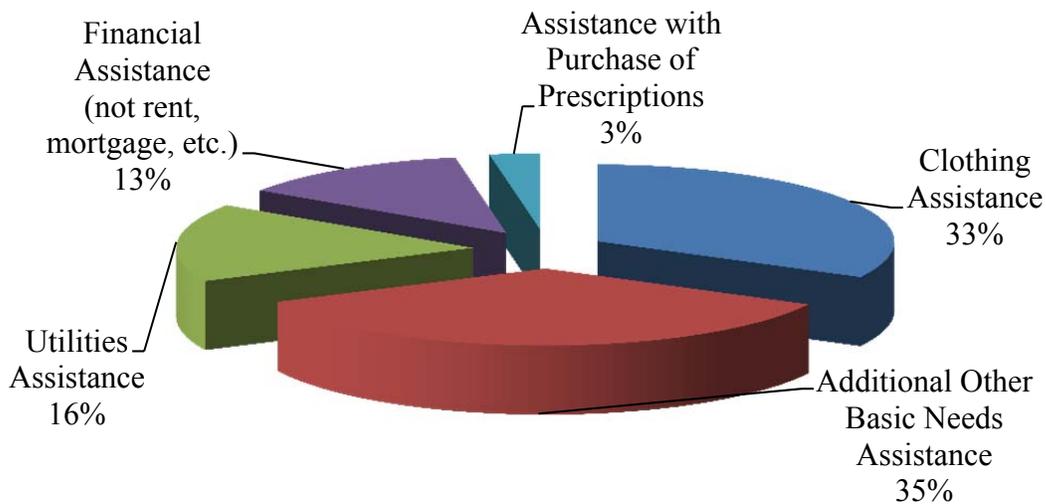
Service	Agencies	Clients
Prescription Drug Programs	35	26,779
Health Clinics	23	68,271
Health-related Support Groups	19	10,235
HIV/AIDS Services	17	8,851
Dental Clinics	16	29,327
Home Health Services	13	5,229
Parish Nursing	10	10,882
Skilled Nursing Facilities	8	3,618
Hospice	6	1,088
Intermediate Care Facility	5	1,513
Other Health-related Services	42	80,509
Total Reported		246,302

The total number of clients served in these health-related services decreased by 19 percent from the 304,808 clients reported in 2010. In addition, 24 agencies developed health care access for their clients.

Other Basic Needs Services

Agencies provided other basic needs assistance, apart from food, shelter, or housing, to 1,788,542 clients in 2011, a decrease of 8 percent from the 1,942,119 clients provided these services in 2010. Twenty-seven responding agencies reported assisting 71,848 adults to enroll in LIHEAP.

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.

- 294,765 clients received utilities assistance (compared to 275,154 in 2010, a 7 percent increase).
- 229,863 clients received financial assistance other than rent, mortgage, etc. This is a 5 percent decrease from the 240,858 receiving financial assistance in 2010.
- 629,432 clients were assisted with other basic needs (a 7 percent decrease from the 676,732 clients reported in 2010).
- 585,060 clients received clothing (a decrease of 15 percent from the 689,692 reported in 2010).
- 49,422 clients received assistance in purchasing prescription medications, a decrease of 17 percent compared to 2010 (59,683 clients).

Services That Strengthen Families

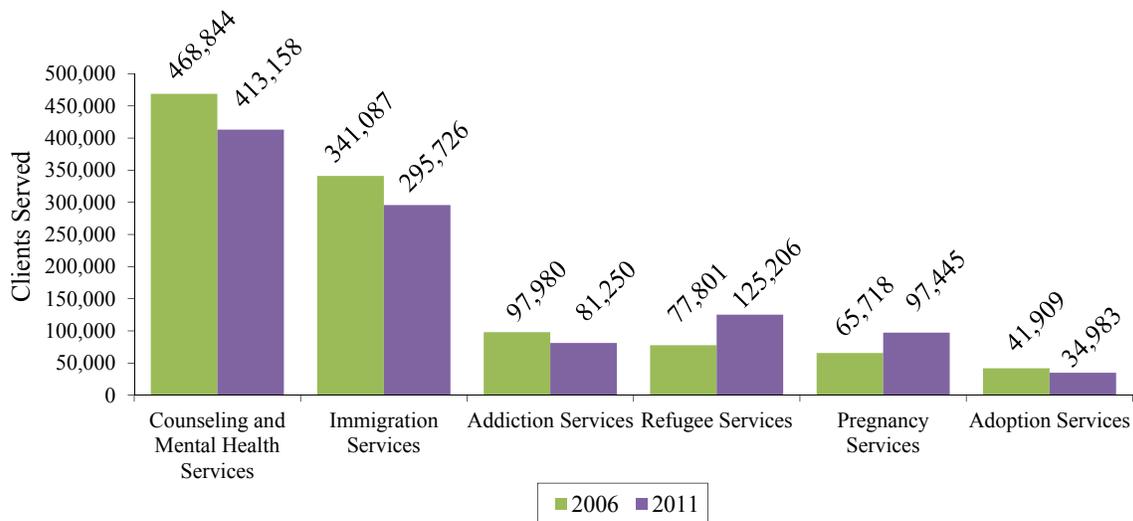
In the category of services that strengthen families, responding agencies served 1,047,768 clients in 2011, about the same as the 1,063,830 clients served in 2010.

Table 22. Services that Strengthen Families

Service	Clients	Percent
Counseling and Mental Health Services	413,158	39%
Immigration Services	295,726	28%
Refugee Services	125,206	12%
Pregnancy Services	97,445	9%
Addiction Services	81,250	8%
Adoption Services	34,983	3%
Total Services That Strengthen Families	1,047,768	100%

In 2011, the number of clients served in pregnancy, refugee, and counseling and mental health services increased from those reported in 2010. The number of clients served in addiction, adoption, and immigration services decreased from 2010 reports.

Figure 14. Change in Services That Build Strong Families



Compared to 2006, most areas in the category of services that strengthen families have declined slightly in the numbers of clients served (down 12 to 17 percent). The number of clients provided refugee services increased by 61 percent from the number reported in 2006 and pregnancy services increased by 48 percent.

Behavioral Health Services

Among agencies that provide behavioral health services, 60 agencies are certified to receive Medicare/Medicaid payments. This is more than two-thirds (71 percent) of agencies that responded to this question.

Responding agencies provide counseling and mental health services for 413, 158 clients in 2011, an increase of 18 percent over the 405,848 clients receiving those services in 2010. They also report providing addiction services to 81,250 clients, a decrease of 13 percent from the 93,542 clients reported in 2010. The table below displays the number of agencies that sponsored treatment programs for specific types of addictions.

Table 23. Addictions Addressed in Treatment Programs

Service	Agencies
Alcohol	55
Drugs	49
Tobacco	20
Sex	15
Gambling	12
Food	5
Other Addiction	13

Other conditions 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.

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 24. Agencies Receiving Third Party Reimbursement for Behavioral Health Services

Third Party Reimbursement	Counseling/Mental Health Services	Addiction Services
Medicare/Medicaid	86	30
Insurance/HMO	81	27
Other Third Party	61	14

In all, 75 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
- Community service providers
- 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 28 percent of all clients in the category of services that strengthen families. The agencies, programs, and offices that provide services to immigrants report 295,726 clients in 2011, a decrease of 9 percent from the 323,312 clients served in this category in 2010. Table 25 displays several specific types of immigration services as well as the number of agencies providing those services.

Table 25. Agencies Providing Immigration Services

Service	Agencies
Family Visa Petitions	97
Citizenship Applications	97
Counseling	70
Legal Services	79
Removal Proceedings	36
Other Immigration Services	69

In addition, 74 agencies estimate they helped 26,714 clients achieve citizenship.

Refugee Services

A total of 125,206 clients received refugee services in 2011 and 82 agencies report providing additional 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.

Table 26. Services Provided to Refugees

Service	Agencies
Interpreter Services	63
Job Placement	58
English as a Second Language	55
Outreach	52
Counseling	50
Employment Training	50
Legal Services	42
Unaccompanied Minors	25
Matched Savings Programs	8
Other Refugee Services	36

Some of the other services provided to refugees include:

- Accompaniment to appointments
- Adjustment of status, immigration services
- Advocacy and referral services
- After school programs, child care
- Case management
- Cultural orientation, citizenship training
- Family mentoring and stabilization
- Financial literacy and retail skills
- Food Stamps, financial assistance
- Guardianship services, health services, and medical referrals
- Information and referral services
- Marriage strengthening, parenting
- Medicaid and medical referrals
- Permanent and transitional housing
- Resume writing and job readiness
- School liaison
- Transportation
- VITA/HRA tax services
- Workshops and conferences
- Youth services

In addition, 38 agencies reported that 456 parishes or congregations sponsored or provided sponsorship assistance for refugees in 2011.

In all, 44 agencies reported that 11,045 refugees served by the agency achieved self-sufficiency in 2011. The measures of self-sufficiency include stable lodging and employment for the refugee.

Pregnancy Services

Pregnancy services represent 9 percent of all clients receiving services in the category of services that strengthen families. In 2011, agencies reported 97,445 clients received pregnancy services. This represents an increase of 19 percent from the number of clients reported receiving pregnancy services in 2010 (81,866 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 27. Pregnancy Services Clients

	Pregnant Women	Birth Fathers	Intact Families
Under 18	11,599	592	553
18 and Older	30,513	2,295	5,327
Unspecified	632	2	893
Total	42,744	2,889	6,773

Responding agencies also report that 8,882 clients (roughly two-thirds as many as the 12,521 clients served in 2010) received educational services (school-based programs) and 3,025 participated in residential housing for pregnant clients, 44 percent more than the 2,101 who were provided housing in 2010. In addition, responding agencies report the following other pregnancy services:

Table 28. Types of Pregnancy Services Offered

Service	Agencies
Counseling	111
Parenting	103
Case Management	103
Prenatal Care	58
Prevention Services	48
Pregnancy Testing	35
Job Training/Placement	17
Other Pregnancy Services	61

Other pregnancy services includes services such as adoption counseling, birth parent counseling, childbirth education, housing, infant and baby supplies, life skills training, maternity clothing, mentoring, and transportation.

Adoption Services

Some 34,983 clients received adoption services in 2011, a decrease of 10 percent from the 38,829 adoption service clients in 2010. Clients receiving adoption services are 3 percent of all clients receiving services that strengthen families in 2011.

Table 29. Completed Adoptions by Type of Adoption

Type of Adoption	Number	Percent*
Total completed adoptions	3,397	100%
From foster care	2,145	63%
Special needs children (e.g., hard-to-place)	1,612	47%
Infants (excluding special needs)	915	27%
Inter-country	529	16%

*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 18,653 clients, about the same as the 18,572 clients provided these specialized adoption services in 2010.

Table 30. Specialized Adoption Services Provided

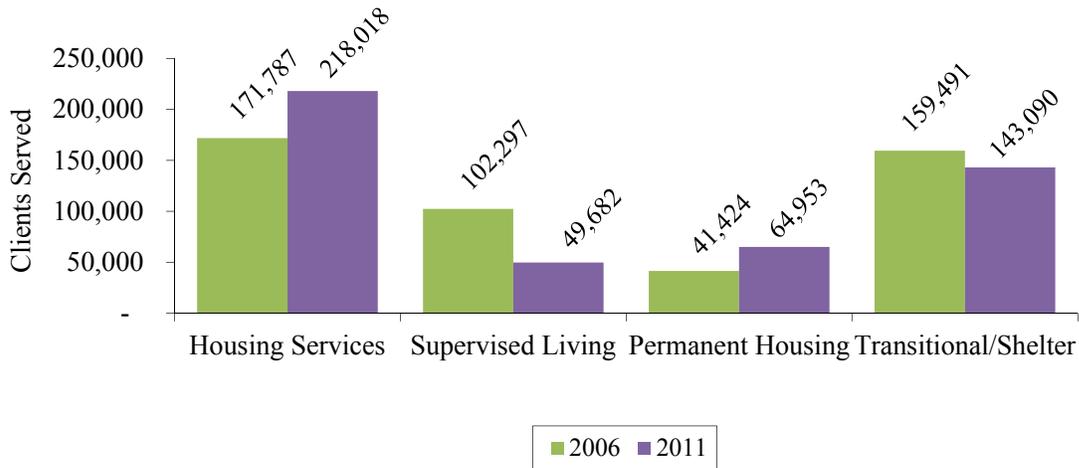
Service	Agencies	Clients
Post-adoption Services	96	7,946
Home-study	95	4,248
Adoption Search	85	3,427
Adoption Support Groups	38	2,057
Adoption Registry	34	975
Total Reported		18,653

Housing Related Services

In 2011, Catholic Charities member agencies and affiliates report 475,743 clients receiving some type of housing services. The number of clients served in housing related services decreased 15 percent from the 559,232 clients reported in 2010.

	Clients	Percent
Housing Services	218,018	46%
Transitional Housing and Shelter Services ³	143,090	30%
Permanent Housing	64,953	14%
Supervised Living Services	49,682	10%
Total Housing Related Services	475,743	100%

Figure 15. Change in Housing Services



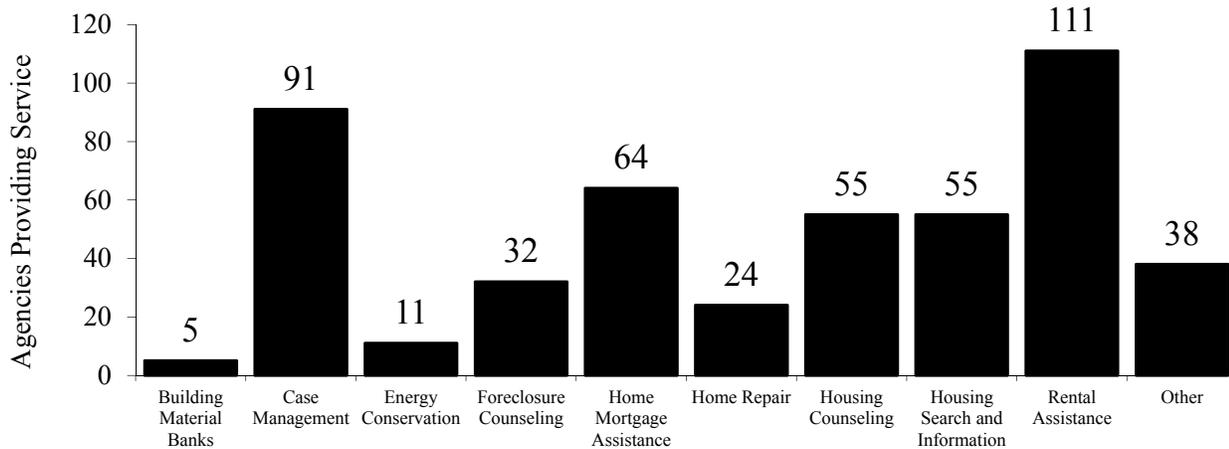
The total number of clients served in housing-related services in 2011 is about a quarter less than the number reported in 2006. The number of clients served in housing services, however, increased by 27 percent and the number of clients receiving permanent housing increased by 57 percent compared to 2006. In contrast, the number of clients receiving transitional housing or temporary shelter decreased 10 percent and the number of clients served in supervised living decreased by 51 percent from the numbers reported in 2006.

³ Transitional housing and temporary shelter were combined into one category for the 2011 survey.

Housing Services

Figure 16 displays 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



Some of the other housing services that were reported by 38 agencies include:

- Air conditioning, assistance with utilities, and comprehensive energy assistance
- Debt management and mortgage assistance
- Disaster case management and disaster recovery
- Financial counseling, financial literacy, and first time homebuyer counseling
- Home equity conversion mortgages
- Homelessness prevention
- HUD subsidies
- Referrals
- Utilities assistance, LIHEAP energy assistance, and gas vouchers
- Wheelchair ramps

Agencies that reported receiving federal housing related funds in 2011 included:

- 25 agencies receiving HUD 202 housing case management services
- No agencies received a HUD 502 guaranteed rural housing loan
- No agencies reported USDA 523 rural housing site loans
- 1 agency received a USDA 515 rural rental housing loan.

Supervised Living

Catholic Charities agencies and affiliates report providing supervised living services to 49,682 clients in 2011, nearly the same as the 51,426 clients reported 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 30,059 clients are reported to be receiving foster care services, 13,710 are receiving residential care services, and 5,913 are living in group homes. Among those residing in supervised living, 8,382 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	17,798
Residential Care Services	5,354
Group Home Care Services	1,274
<i><u>Adults</u></i>	
Foster Care Services	7,309
Residential Care Services	3,613
Group Home Care Services	2,770
<i><u>Seniors</u></i>	
Residential Care Services	2,827
Foster Care Services	194
Group Home Care Services	161

Among other supervised living services reported:

- 20 agencies provide supervised living for developmentally disabled persons
- 17 agencies report that they provide supportive housing for persons for persons with serious mental illness
- 13 agencies report providing assisted living services
- 5 agencies offer Continuing Care Retirement Community (CCRC) services.

Shelter Services and Transitional Housing

Among agencies that provide temporary shelter services, 53 agencies report operating or managing 273 shelters with a total of 12,664 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 38,147 persons because all available beds were full.

Among agencies that operate transitional housing services, 58 agencies provide 485 transitional housing programs. Agencies reported providing 1,850 single room occupancy (SRO) units of transitional housing.

Table 33 lists special programs for temporary shelter or 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	<u>Agencies Providing</u>	
	Temporary Shelter	Transitional Housing
Women with Children	33	43
Families	30	36
Single Adult Females	30	27
Single Adult Males	28	25
Domestic Violence	25	30
Veterans	18	20
Men with Children	17	20
Persons with Addictions	16	24
Seniors	15	11
Ex-offenders	11	15
Persons with HIV/AIDS	10	16
Young Adults Transitioning from Foster Care	10	13
Runaway Youth	10	6
Other	10	17

Some of the other special programs for temporary shelter or transitional housing include adolescent victims of abuse, adults with mental illness, homeless youth and adults, foster care youth, human trafficking victims, pregnant women and teen parents, and refugee families.

Permanent Housing

Among agencies and affiliates that provide permanent housing services, a total of 30,966 permanent housing units are provided to clients in need. This is an increase of 7 percent over the 29,010 permanent housing units reported in 2010. Table 34, 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	3,171	5	3,035
Apartment (number of units)	17,218	7,796	25,155
Single-family Residence	2,143	689	2,829
Total Reported	22,526	8,443	30,966

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

- 13,072 housing units were provided to low income families
- 2,625 housing units were provided to persons who are physically challenged
- 17,221 housing units were provided to senior citizens
- Another 1,589 units were provided to other target populations, including chronically homeless, chronically mentally ill, intellectually and developmentally disabled, refugees, veterans, and women in recovery.

Agencies reported a total of 22,440 units that were federally subsidized. Four agencies reported a decrease in the total number of housing units, while 24 agencies reported an increase in total housing units. Loss of affordable rentals was cited as a reason for a decrease in housing units. Explanations for an increase in total units included the following:

- Additional units for disabled
- Expansion of market rate retirement community
- HUD Rapid Rehousing grant, HUD Single Asset Corp., and HUD 202s
- New units for senior housing
- New units for farmworker housing.

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

- 12 agencies are involved in a Community Development Corporation.
- 14 agencies are involved in a Community Housing Development Organization.

Disaster Services

In 2011, responding agencies that provide disaster relief services reported 43,826 clients served. This represents a decrease of 53 percent from the 93,436 clients who received disaster services in 2010 but is much closer to the numbers reported receiving disaster services prior to 2005, when devastating hurricanes struck the Gulf Coast.

Table 35. Number of Persons Receiving Disaster Services

Children or adolescents served	7,191
Adults served	21,122
Senior citizens served	8,976
Unspecified	6,537
Total number of persons served	43,826

A total of 96 responding agencies report that the agency has a disaster preparedness plan, such as a Continuity of Operations plan or an Emergency Operations plan.

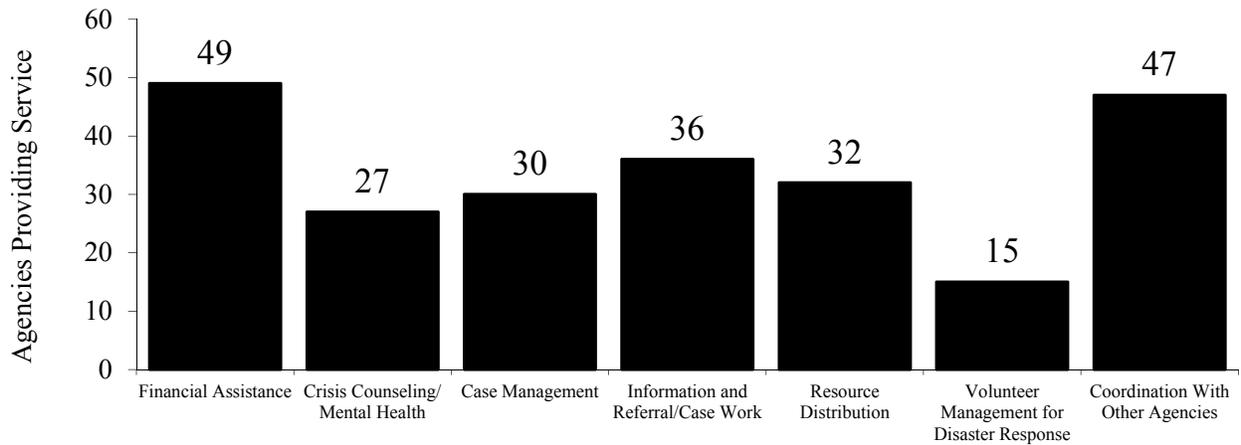
Table 36. Agencies Providing Disaster Services

Type of Disaster Occurring in the Diocese	Agencies
Natural Disaster (flood, fire, hurricane, etc.)	58
Man-made Disaster (civil disturbance, etc.)	8

Fifty-eight agencies reported providing disaster relief services with their dioceses for natural disasters, including fires, floods, hurricanes, tornadoes, and a tsunami warning. Eight agencies responded to a man-made disaster, including the BP oil spill in the Gulf of Mexico, gas explosions, riots, suicides, and an abduction.

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 responses were financial assistance and coordination with other agencies. 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 Specific Populations

Many agencies offer specific programs for special populations. The table below reports the number of agencies, programs, or offices offering these programs and the number of clients served in each.

Table 37. Agencies Offering Programs for Specific Populations

Special Population	Agencies Serving	Number of Clients
Undocumented People	74	48,619
Migrant Workers	47	11,742
People with Physical Disabilities	47	36,119
Veterans	34	13,150
Military Families	21	240
Victims of Crime	52	10,854
Prisoners/Ex-offenders	49	10,300
Juvenile Offenders	40	3,873
Families of Prisoners	26	608
Gangs	13	193
Women Who have had Abortions	50	776
Victims of International Trafficking	35	195
Victims of Domestic Trafficking	27	135

Other Agency Program and Services Information

In addition to basic information on clients served in the six major areas of client services, the 2011 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 2011 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 2011.

Phoenix, AZ: Foundation for Senior Living

Skilled hourly care for ventilator/trach patients. Provide computers and English program for clients wanting to learn English. Nine people are learning English. Launched online community for Facebook for caregivers and families to share and learn ([facebook.com/fslcares](https://www.facebook.com/fslcares))
Collaboration with the Veterans Administration for a caregiver support program (Home Health and Pathways)

Tucson, AZ: Southwest Community Services, Catholic Community Services

COPD worked with recently relocated Nepalanese Deaf persons to develop options for them. VCD helped in the development of senior housing program.

Holbrook, AZ: Good Shepherd Center, Holbrook, AZ, Catholic Charities

Private counseling

Fresno, CA: Catholic Charities of the Diocese of Fresno

Computer Lab for clients and members of the public to learn how to use the computer, email, resume writing, etc.

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

Services for refugee seniors (60 yrs+): social networking, transportation aid & life skills workshops

Oakland, CA: Catholic Charities of the East Bay

Restorative Justice in Schools - Transforming a high school into a restorative community.
SNAP - Safety Net and Prosperity
Mentors in Job Training

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

We implemented the CalFresh (Foodstamp) Outreach Program for the first full year last year (2011). We helped more than 200 families apply for CalFresh benefits for the first time, and helped 150 families with quarterly reporting requirements.

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

CASA in Shasta County; first private purchase of an apt. bldg; Walmart grant for food distribution; Zoosiab - outreach to Hmong Elders.

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

Sacramento Food Bank & Family Services (SFBFS) implemented the Senior program which pairs Sacramento seniors from Eskaton's Talking Listening Caring Program (TLC) with volunteers who provide companionship, emotional support and deliver nutritious groceries. The program focuses on the importance of nutrition and social interaction for seniors who do not have families or friends nearby and have limited access to senior-oriented resources. The program strives to serve isolated seniors by empowering them to get involved in their community and access services and programs that will help them maintain their independence, become more active and healthy, and build relationships with their volunteer visitors. In return, volunteers are rewarded with the knowledge that their time and efforts greatly increase the happiness and health of each senior they work with.

San Bernardino, CA: Catholic Charities San Bernardino/Riverside

Poverty Simulations, Citizenship Classes, Late Life Depression, High Desert Senior Food Program, Literacy Outreach, Food Stamp Outreach

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

Launched in-home care services as a social enterprise Franklin McKinley Woman's Initiative for microenterprise development

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Positive Parenting Program (Triple P); Children's after school program at shelter, smoking cessation

Stockton, CA: Catholic Charities of the Diocese of Stockton

1) Educational Symposium Faith Food & Farming; 2) Environmental Justice website & monthly electronic newsletter; 3) Catholic Climate Ambassador presentations; 4) Family Counseling Services; 5) Nutrition Education

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

In collaboration with Knights of Columbus, we are providing an infant care simulation curriculum for youth regarding better decision making around pregnancy.

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

The Regina Caeli Clinical Services (RCCS) program was started and consists of three major areas: clinic-based therapy services to adults, children and adolescent, couples, families and groups; Catholic school-based services including educational assessment, counseling, consultation with parents and teachers, and professional development; and Project Rachel post-abortion healing ministry. The Guadalupe Community Center was built and started operations. The Center operates a homeless shelter that was a much needed improvement over the former shelter our agency operated. In addition, the Guadalupe Center provides case management and family preservation services, emergency and victim assistance and senior services.

Bridgeport, CT: St. Stephen's Food Pantry, Catholic Charities of Fairfield County

We started to distribute more rescued food, due to a partnership with a local food rescue operation. 50% of our food distributed is now rescued food.

Hartford, CT: Catholic Charities

We recieved two federal grants from the U.S. Department of Health and Human Services: Pathways to Responsible Fatherhood and Refugee and Child Care Microenterprises.

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

Immigration Counseling Program

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

Sacruaries for Life – working with women to support them in their unplanned preganancies and adjustment to motherhood

Orlando, FL: Catholic Charities of Central Florida

Seniors Scholars – free college level course to clients through partnership with local university

Palm Beach Gardens, FL: Catholic Charities

Post-abortion and sexual abuse healing program offered to incarcerated men in the men's prison facilities.

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

Partnered with Pensacola State College to provide case management for Health Professional Opportunity Grant.

Crescent City, FL: Farmworkers Ministry, Catholic Charities Bureau

Arranged for Mexican Consul to bring Mobil Team to Crescent City 3 times.

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

Mobile Feed-a-Family outreach to outlining rural counties with fresh, frozen and canned food items. This serves the immediate need – hungerr, and many families do not have means of transportation.

Honolulu, HI: Ma`ili Land Transitional Housing Program, Catholic Charities Hawaii

A new project was developed targeting teens (middle school to high school age) residing in the Ma`ili Land Transitional Housing Program, which would empower them with knowledge and

skills to make healthy life choices. Get Fit Ma`ili explores nutrition, physical activity/exercise, financial/budgeting, and how to make healthy relationships.

Honolulu, HI: NOP, Catholic Charities Hawaii

On Hawaii island, program implemented counseling services to the public via third party payment and sliding scale.

Honolulu, HI: HI IMPACT, Catholic Charities Hawaii

HI-IMPACT implemented a Hawaii based Learning Collaborative for Trauma-Focused Cognitive Behavioral Therapy.

Honolulu, HI: IIR, Catholic Charities Hawaii

A Supportive Services for Veteran Families (SSVF) program was implemented in 2011 to provide case management and housing stabilization services for veterans and their families.

Honolulu, HI: Catholic Charities Hawaii

A Supportive Services for Veteran Families (SSVF) program was implemented in 2011 to provide case management and housing stabilization services for veterans and their families.

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

We developed an online post-abortion series with seven sessions directed to both post-abortive women and those who walk along the road to healing with them.

Cairo, IL: Daystar, Catholic Charities of Southern Illinois

We began a mobile food pantry in the counties and it has been quite successful.

Chicago, IL: Catholic Charities

Money Follows the Person, Diaper Depot, Painting Program and Veteran's Employment, Visions Photo Project, Lunch and More Catering

Fort Wayne, IN: Catholic Charities

Indiana Hardest Hit Program providing mortgage assistance.

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

Agency received a USCCB POWR (Parishes Organized to Welcome Refugees) grant to help newly arrived refugees by increasing the systematic support provided to the resettlement agencies through the creation of diocesan-based activities that address the following: 1) transportation, 2) ongoing material needs, and 3) educational opportunities to heighten community awareness of inclusion and diversity.

Two local parishes assist with the transporting newly arrived refugees to places of work. One parish near a main apartment complex with refugees, offered to start a bicycle ministry. The parish collects and distributes bikes to clients. Another parish's retired men's group organized procedures to drive refugee clients to employment. Three other parishes in the Indianapolis area organized ongoing material assistance for refugee families.

The grant funds allowed the agency to create a formal refugee educational program to be implemented in six Indianapolis area Catholic high schools through their community service

programs. The refugee educational program provided students with information on refugee resettlement and the rich traditions of each culture. In turn, these schools organize donation drives to collect needed items to furnish apartments for new arrivals.

Each high school service outreach director/faculty member responsible for service learning identified a student representative of the refugee program. The student representative learned about the resettlement process, asked to facilitate informational meetings at school, organized a refugee item drive and assisted in the planning of the an archdiocesan Refugee Recognition Dinner in conjunction with World Refugee Day in June. For the drive, each school took a different month to host their drive.

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

Expanded backpack program through which children receive a bag full of child-friendly, nutritious food each Friday to take home for the weekend.
Conduct a bread & produce market the 3rd Saturday of each month to supply fresh produce and breads/baked goods to individuals in need.

Bloomington, IN: Catholic Charities - Bloomington, Catholic Charities

We implemented the Incredible Years Mental Health Program for young children at Head Start and at a domestic violence shelter.

Overland Park, KS: Catholic Charities of Northeast Kansas

2011 was the agency's first year to take a leading response in disaster response. In May 2011 a tornado hit Reading, Kansas, and Catholic Charities continues to participate in the on-going recovery efforts. Primary services including providing expert case management and funds for direct financial assistance.

Salina, KS: Catholic Charities

Boot camp for new dads, stepping stones parenting programs and building better bonds.

Wichita, KS: Catholic Charities, Inc.

We realigned our agency under two categories: family stabilization and family strengthening. This alignment guided all long-term and short strategic planning and also began to drive agency growth.

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

Partnered with the United Way of the Bluegrass to provide the financial literacy training for their Back on Track IDA program.

Louisville, KY: Catholic Charities of Louisville, Inc.

Sister Visitor Center – Free Medical Clinic & Empowerment Fund

Baton Rouge, LA: Catholic Charities Diocese of Baton Rouge

Received a state contract to provide counseling to preteen boys living in Foster Care to prepare them for the possibility of adoption.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

Beat the Heat a/c Program for disabled and/or senior individuals

Family Strengthening Program
Adopt a Grandparent Christmas Gift Program

Boston, MA: Catholic Charitable Bureau of the Archdiocese of Boston, Inc.

The organization implemented a summer gang prevention program in its North office in Lynn, MA. Boyz 4 Peace, a summer day program we offered to 12-14 year old boys who live in high-risk neighborhoods, was a fun and free day camp that gave parents a safe, positive place for their children during the summer school break.

Baltimore, MD: Catholic Charities

Earned Benefits program offered through parishes. Hunger Solutions programs benefits offered in four counties.

Portland, ME: Counseling Services, Catholic Charities Maine

IOP; Women Seeking Safety Group

Portland, ME: Parish Social Ministry, Catholic Charities Maine

The Mt 25 Project – A ministry partnership between parishes & Catholic Charities. Our hope is that by offering the opportunity for clusters to apply for a one-time \$5,000 grant, parishes and clusters will be willing to work with our program to develop or evaluate their response to people in need within their local communities. We will offer our services to help train the parish volunteers on how to best respond and refer people in need to the resources that can be helpful to them.

Portland, ME: Language Partners, Catholic Charities Maine

Language Partners tried a new electronic system of recording appointments in real time which could then be claimed and billed based on an interpreter phoning into a database upon arrival and departure from an appointment. It was hoped that this innovative technology would reduce the burden on schedulers and billing. The equipment was called Telephony and was being piloted by Language Partners in 2011. Toward the close of FY2011, however, the program had found many challenges and glitches to its implementation, including rounding issues which didn't accurately capture actual time worked and claimed, thus doubling the work to redo entries properly for payment. It is likely that LP will suspend this pilot in 2012.

In an effort to maintain its best interpreters and fend off competing interpreting businesses, LP experimented with creating exclusive contracts with interpreters on its roster. Exclusive interpreters were those who were consistently top performing interpreters with outstanding customer service and professionalism. Exclusives received priority for booking appointments and received stipends for good work performance. Results to date have proven this to be an effective way to best serve customers and retain top staff, but it has also proven to be more costly than originally budgeted. LP will assess the long term viability of this pilot by the end of FY12.

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

We added a second warehouse distribution center to be closer to the pantries in the southern part of our county.

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

One of our classrooms participated in Building Blocks, a new research based pre-math skill curriculum for 4-5 year olds.

Portland, ME: SEARCH, Catholic Charities Maine

We partnered with the University of Maine Cooperative Extension Senior Companion Program in the fall of 2011 and became a volunteer station for Senior Companions to become a volunteer for our program and work with our elderly clients.

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

A new outpatient service is being developed.

Portland, ME: ESBVIC, Catholic Charities Maine

ESBVIC also partnered with Maine's Iris Network and the Maine Division for the Blind and Visually Impaired (DBVI) in a successful effort to obtain a grant to support families in their efforts to have students become independent, successful young people. We will work closely with the project leader who is an employee of the Iris Network.

Several students served by ESBVIC met with one of the Maine legislator, Sen. Dawn Hill for an informational exchange. The students were excited to go to the Capitol and have a first-hand lesson on the workings of the legislature and to discuss their concerns with Sen. Hill. In 2011 ESBVIC initiated their own teacher certification plan as approved by Maine's Dept of Education. We now have our own policy and procedures for TVIs to obtain certification in our state.

Several TVIs who are graduates of the CVI (Cortical Vision Impairment) Advisor Training Program through Perkins School for the Blind, continued to provide training on CVI assessment and follow up activities to school staff and DBVI around the state.

Most importantly, CCMaine was awarded the 5-year RFP from Maine's DBVI to assist schools in educating children who are blind and visually impaired. During this 5-year RFP several new initiatives will become part of our practice and will be identified in the 2012 report.

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

RIS and the Parish Social Ministry were awarded a \$10,000 grant from USCCB to implement the Parishes Organized to Welcome Refugees (POWR) program to help newly arrived refugees by increasing the systematic support provided to the resettlement agencies primarily through the creation of diocesan-based activities. To connect with local parishioners, RIS offered three international cooking demonstrations at local churches (St. Pius and St. Patrick) that were well attended. These provided parishioners an opportunity to meet and learn from our clients from Rwanda, Iraq, and Russia who were the guest chefs for the evening. In addition RIS presented an evening discussion on immigration at St. Bartholomew's parish. This was an extremely popular event and led to the youth group organizing a school supply drive for refugee children.

The RIS employment case manager utilized weekly job clubs and monthly employment orientations to facilitate more employment services for clients with the help of employment volunteers. Job clubs include: resume creation, interviewing skills, job searches, and job application assistance. Orientations include: US workplace cultural norms and expectations, time management, interviewing 101, tax information, outreach efforts and job development.

RIS Senior enrichment programs through local Elder Centers began offering socialization, English, yoga, cooking, live entertainment, art therapy and more to refugee elders.

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

In 2011, we enrolled with more private insurance companies in order to increase our patient referral base. We reconnected with the traveling dental hygienist in the school systems to be available for their referrals as well. The donation of 23 prints of local and New England scenes from local artist John Gable and the renovation of our center has been a huge success for us. Health and art are great ways to connect with people and we are focused on building those kind relationships with our patients.

Grand Rapids, MI: Catholic Charities West Michigan

Child Care Resource Education Program provided 10 hours of education to unlicensed daycare providers.

Kalamazoo, MI: Catholic Family Services

Permanent housing for youth 18-24 years of age to provide supportive services to build self-sufficiency. Weekly drop-in centers.

Saginaw, MI: Catholic Family Service

Expanded pregnancy counseling due to a bequest of a trust fund wherein various services can be provided along with some direct assistance.

St. Cloud, MN: Catholic Charities

Interpretation and translation services. Continued care services in community-based settings for children & families exiting our residential and day treatment services. 45-day intensive residential services.

New Ulm, MN: Catholic Charities

Co-licensed to provide adoption services with two staff trained with CCUSA to provide DCM Disaster Care Management. It was developed under contract; variable rates for service.

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

Our agency provided the Father's In Program, an education service provided to fathers.

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

1. Adolescent Resource Center funded by St. Louis County in partnership with Department of Justice and Family Courts. Provides brief intervention and referrals, if necessary, surrounding substance use/abuse.
2. Safe Haven with permanent supportive housing for single men called Places for Fathers Plus.
3. Human trafficking – provides leadership of local Rescue and Restore Coalition funded by federal grant.
4. Veterans Advocacy Project – offers legal services/advocacy for low-income and homeless veterans, especially women.
5. Rapid Re-Housing Furniture Project – supports a client-led effort to furnish the rental units of rapidly rehoused homeless persons. Clients assisted with grant applications and are overseeing distribution of furniture/goods.

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

All programs now provide parish-based services and all services are now provided regionally.

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

Began to train volunteers in food pantries and parishes to screen for needs; refer clients for wrap-around services.

Omaha, NE: Catholic Charities, Inc.

Added another Microbusiness training; Adoption Circle support group for adopted persons, birth parents and adoptive parents; food assistance in rural community; and the representation of more homeless individuals in renewal or replacement of work authorization.

Perth Amboy, NJ: PACT, Catholic Charities

Monitoring of metabolic syndrome. Policy developed in 2011.

Perth Amboy, NJ: Child Care, Catholic Charities

The agency expanded the kindergarten enrichment child care program to three schools now serving 80 children.

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

Pediatric Outpatient Counseling for youth under 18 (Warren County); NJ Shares (Warren County) to provide utility payment assistance; Children's Outpatient Services were expanded (Middlesex County).

Newark, NJ: Human Resources, Catholic Charities

Youth Build, Children's Outpatient Mental Health, Homeless Outreach at Train Station, Day Care Center, Day Laborer Outreach, Youth Supported Housing.

Paterson, NJ: Father English Community Center (FECC), Catholic Charities of the Diocese of Paterson

Partnered with Salima House to increase awareness about HIV, self esteem. and abstinence. Collaborate with cadet coprs to help develop a basketball team (part of gang prevention program).

Paterson, NJ: Congregational Health Ministry/Disaster Services, Catholic Charities of the Diocese of Paterson

March 2011 Disaster Case Management established for flood relief. In September 2011 DCM established after Hurricane Irene. In September 2011 Project Recover – FEMA crisis counseling program established following Hurricane Irene.

Oak Ridge, NJ: Department for Persons with Disabilities (DPD), Catholic Charities of the Diocese of Paterson

Fight for the Right Group – a group of our residents that give back to the community

Dover, NJ: Hope House, Catholic Charities of the Diocese of Paterson

Homeless prevention and Rapid Rehousing program for veterans and their families.

Paterson, NJ: Catholic Family and Community Services (CFCS), Catholic Charities of the Diocese of Paterson

Offered train-the-trainer workshop to public school staff on strengthening families; caregiver support group initiated; homeless prevention program initiated; Disaster Case Management established following flood and hurricane; implemented Project Recover following Hurricane Irene.

Trenton, NJ: Children & Family Services, Catholic Charities

Implemented Healthy Marriage Initiative with help of federal funding.

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

Integrated primary care clinic and behavioral health services.

Reno, NV: Catholic Charities of Northern Nevada

In January 2011, our agency partnered with Washoe County Adult Social Services by offering housing for serial inebriates who were identified as repeat offenders. Washoe County provides counseling and other services on site at our Affordable Housing to save money in hospital stays, law enforcement, and other expenses incurred for repeat offenders.

Albany, NY: Catholic Charities

Alternatives to Incarceration – In 2011 Catholic Charities provided case management services to seniors affected by hurricane; adding Skype to our community computer centers; expanding community gardens; developed safe walking paths for residents; opened satellite neighborhood police office; drop-in center; Ways To Work Auto loan program.

Brooklyn, NY: Catholic Charities

1) Office of Mental Health Building Bridges: connect children back to family & community; 2) Department of Social Services grant for preventive services to 100 families with medical/developmental issues; 3) implemented electronic medical records; 4) Second Women, Infants, and Children program site, including Enhanced Peer Counselor program; 5) Healthy Lifestyle Program for WIC participants; 6) Refugee program provides utilities and furniture; 7) Summer Youth Employment Program: new initiative including a vigorous education component; 8) developed Food Pantry Network which provided over 1 million meals.

Ogdensburg, NY: Catholic Charities

Bi-lingual outreach to Hispanic community. Treatment groups for incest perpetrators and their partners.

Rochester, NY: Catholic Charities

Housing Solutions program through stimulus funding; Bridges Out of Poverty program; new crisis intervention model.

Hicksville, NY: Catholic Charities

Dental Services – there has been a significant and successful increase in volunteers in the office. Housing – a 65-unit, 2-building complex was opened on 7/1/12 for low-income seniors 62 or older. Mental Health – started a permanent housing program in December 2011 for chronically

homeless veterans. WIC (Women, Infants, and Children) program served nearly 2,000. Immigrant Services – legal assistance for Haitians who were affected by the earthquake. Services for pre-certified victims of human trafficking under the OVC (Office for Victims of Crime.).

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

Family support services

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

Disaster Case Management Program (DCM)

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

Incredible Years parenting education. Partnership with City of Syracuse – Relocation services for housing-vulnerable households to help people in sub-standard housing to relocate. Toomey Residential and Community Services developed an overnight respite option for children (teens) with a mental health diagnosis in the agency's group foster care homes.

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

Coming of Age – a program to help people age 50+ explore their future and connect and contribute to their communities. Teach nonprofits how to build capacity by capturing the energy and expertise of this population.

Cincinnati, OH: St. Joseph Orphanage, Office of Catholic Charities

In 2011 St. Joseph Orphanage created a new Independent Living service that serves male and female youth between the ages of 16-21 who are ready for community living in their own apartment. Youths partner with a transition facilitator and receive all services based on the seven guidelines outlined in the Transition to Independence Process, a best-practice model (Dr. Hewitt B. Clark, Ph.D., Department of Child and Family Studies, Louis de la Parte Florida Mental Health Institute, University of South Florida). The transition facilitator, along with a life coach, will guide and support the youths as they learn the skills of living on their own. Youths in this program will have access to a Life Skill Center located within the apartment complex, and supportive services to help them complete their education, obtain employment, and manage the responsibilities that come with being a self-sufficient person.

Springfield, OH: Catholic Charities Southwestern Ohio – Springfield office, Office of Catholic Charities

In 2011 the agency added a mobile pantry to the Second Harvest Food Bank program. The mobile pantry vehicle was acquired through a Feeding America grant, thanks to Kraft Foods. The program distributes food, both shelf-stable and refrigerated, directly to 325 clients in a two-hour time frame. The food bank also started a community garden project on agency land adjacent to the property.

Cleveland, OH: Catholic Charities Health and Human Services

We received Substance Abuse and Mental Health Services Administration funding to provide assessment and treatment services to youths returning from the Ohio Department of Youth Services. We also expanded our anger management classes for youth, vocational rehabilitation

program for adults, and out-of-school-time support for afterschool programs and early childhood mental health programs.

Toledo, OH: Catholic Charities

Helping Hands of St. Louis, an established soup kitchen in our diocese, has joined Catholic Charities and is one of our agency programs.

Youngstown, OH: Catholic Charities

Literacy collaborative; senior housing collaborative with Goodwill Industries; food pantry; What's for Dinner? cooking class; holistic bereavement ministry services; access health for uninsured individuals.

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

Emergency Assistance program included financial literacy training as a requisite for cash assistance. Clients were provided with budgeting and cash management tools.

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

Broadening our services by collaboration in rural communities and neighborhood mobilization.

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC did not develop new programs during 2011 due to staff turnover and funding limitations.

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

The Resident Services program expanded assistance with Social Security benefits applications, added children's programming and expanded childcare for English as a Second Language classes. A sexual violence prevention curriculum was designed specifically for Latino Youth. Our adoption program participated in Parentfinder. We expanded Parenting Education and added a cooking and nutrition class. We also expanded the premarital assessment format. A speakers bureau was developed to provide education, outreach and to raise awareness of the physical, emotional, mental and spiritual impacts of abortion. Our housing transitions program partnered with an organization that recruits and trains volunteers from faith-based communities and churches to help homeless women gain access to medical care. Our Financial Wellness program required all clients receiving assistance to attend a financial literacy class. The program also partnered with Komen to assist patients with breast cancer.

Allentown, PA: Catholic Charities

* Neighbors Helping Neighbors – Volunteers for Older Adults

* Grant with Allentown School District to provide ESL for students and parents

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

HIT – Hospitality Industry Training. We enroll newly resettled refugees and others into a 10-week training program to learn culinary skills and to prepare them to take the Serve Safe certification test.

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

St. Martin Center established a social enterprise called Catering On Parade.

Pittsburgh, PA: Better Homes for Erie, Catholic Charities of the Diocese of Erie

A raised-bed community garden was built this past summer. Adults and children participated in planting and maintaining this. The bounty of vegetables was shared by all.

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

Greater involvement in advocacy for and awareness of homeless issues; we created more seamless transition for folks going from our homeless program into other family supportive services once housing is obtained;

Erie, PA: Family Life Office, Catholic Charities of the Diocese of Erie

Monthly support group for widows, separated and divorced entitled Transitions, with a different theme to explore each month, prayer, small group discussion (based on circumstances), journal activity, and opportunity for socializing after meeting.

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

CRM organized an educational/networking conference for families, educators, social services, civic public with people interacting with folks with autism.

Harrisburg, PA: Catholic Charities

Developed a model of behavioral health/physical health integration with a Federally Qualified Health Center.

Philadelphia, PA: Catholic Social Services, Catholic Social Services

Our anger management program, A Better Way, redesigned their curriculum based on an evidence-based model. Developed a baby care training program for pregnant teens.

Pittsburgh, PA: Catholic Charities

Lawrence County – homeless outreach. Allegheny County – Team HOPE Case Management. Butler County – HPRP, homeless prevention and rapid rehousing.

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

Integrated case management

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

Spiritual & emotional healing sessions; vocational rehabilitation workshop for the disabled; dental cleaning.

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

Clean of Heart – laundry and shower facility to assist the homeless population opened March 2011.

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

We took over a parish-run food pantry in Beaufort, South Carolina in June. Our Lady's Pantry has been very successful and is supported by parishioners of the discontinued program.

Knoxville, TN: Catholic Charities of East Tennessee

We are now providing housing services to a whole new population for us, persons with mental illness. Our program for supervised visitations is unique in our area.

Austin, TX: Catholic Charities of Central Texas

Marywood adoption

Beaumont, TX: Catholic Charities of Southeast Texas

Within our children's grief support program, we initiated a parallel support programs for children affected by separation and divorce. These peer support groups are facilitated by highly trained volunteers familiar with the grieving process of children; the volunteers help foster dialogue and age-appropriate activities conducive to processing children's grief. Support sessions are held twice a month.

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

New central A/C equipment was installed on all units.

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

Summer Food Program

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

In 2011, Catholic Charities opened a Food Insecurity Hotline that families and individuals needing food can call. This manned toll-free number links the called with the nearest food pantry. The food is delivered to the nearest parish or to the client's home. With a grant from the Walmart Foundation we were able to purchase a 4x4 truck and trailer; this makes our delivery of food and other goods much easier.

Dallas, TX: Catholic Charities of Dallas, Inc.

LOPC (Legal Orientation Program for Custodians of Unaccompanied Alien Children); financial literacy classes (as a requirement for clients who receive financial assistance); counseling/therapy services through JFS Grant Partnership - DISD School Readiness Integration Project; pregnancy and parenting services through Texas Pregnancy Care Network.

Fort Worth, TX: Catholic Charities Fort Worth

Catholic Charities Fort Worth (CCFW) started the following new programs in 2011: Veterans Services, WORN, Leading Families, Project Access, and Transportation Services. Veteran Services is a new program through the VA. WORN is a socially-conscious accessories brand which was implemented to employ refugee women to knit scarves, giving them the chance to earn supplemental family income. Leading Families is a program that offers parenting education with a focus toward male caregivers. Project Access provides health care access for low-income residents in partnership with the Tarrant County Medical Society. The Transportation Program offers current CCFW clients transportation to job-related, medical, or public benefits appointments.

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

Cabrini Center joined the New American Collaboration to provide legal permanent residents with citizenship application assistance. The center has also expanded outreach services to women trafficking victims through a grant from Houston Rescue and Restore Coalition. Senior Services Program started a Economic Initiative to move seniors from financial crisis to stability. Started a health transformation program to improve seniors' ability to manage the symptoms and treatment of diabetes and hypertension.

Lubbock, TX: Catholic Charities

Learn To Cook Program educates low-income clients on nutrition basics, purchasing healthy foods on a budget, safe food preparation, cooking, preparing and serving healthy meals. Dietitian consultation.

San Antonio, TX: Catholic Charities

A) Refugee Services operates a volunteer program with local parishes; B) Immigration Services holds a citizen workshop twice a year, an Ask A Lawyer legal clinic four times a year, and is now providing BIA training and accreditation. C) In partnership with United Way, we are branching out our parenting program, Foster Grandparent Program, and free income tax preparation program to San Antonio's east side; D) Anti-Trafficking Program provided training to first responders, including law enforcement, juvenile intake/probation, child protective services, and health and medical personnel.

Laredo, TX: Catholic Social Services of Laredo, Inc.

Implemented the VITA program

Arlington, VA: Catholic Charities of the Diocese of Arlington, Inc.

Workforce development program with a non-profit organization that specializes in helping people with disabilities find jobs. Community volunteer events whose participants do something to help others.

Richmond, VA: Admin, Commonwealth Catholic Charities

Trainings for social justice ministers; support group for biological children of foster parents; family team meetings for families at risk and in care; support group for homeless women and divorced caregivers.

Seattle, WA: Catholic Community Services of Western Washington

CCS Snohomish – Homeless Veterans Reintegration Program (helps veterans find employment); STEP (housing program); Chronically Homeless Veterans (housing program); Investing in Families Coordinated Entry (housing program); CCSK – Reach Out Women's Shelter; Housing and Essential Needs (HEN) Program; Fusion Transitional Housing; Cedar Park Program (transitional housing); Severe Weather Shelter (Renton); CCSSW – increased Spanish language counseling; Housing and Essential Needs (HEN) Program (Kitsap County Family Center); began providing Homeless Prevention/Rapid Rehousing to at-risk or recently homeless veterans as part of Phoenix Housing Network Veterans Homeless Prevention Program (PHN/VHP); CD Systems NW – medication-assisted outpatient treatment for opiate addicted adults; FPS – began services for incarcerated youths and their families to promote home, school and community success post-release and reduce recidivism; wraparound services to facilitate youth transitioning from institutional care to family and community based living; CHS – Matsusaka Townhomes

(Tacoma) started a youth tutoring program; Santa Teresita del Nino Jesus Housing (West Seattle) started youth programs and summer field trips; Max Hale Center (Bremerton) started health/fitness program for residents (formerly homeless adult men and women); Skagit properties started handicrafts group for women to sell their crafts.

Spokane, WA: Catholic Charities

The CAPA Fatherhood Program was created to provide mentors and assist new fathers with parenting and life skills.

Richland, WA: Catholic Family & Child Service, Tri-Cities (2 sites), Catholic Charities Children's Crisis Team.

Yakima, WA: Catholic Family & Child Service, Yakima (3 sites), Catholic Charities

Developed Integrated Behavioral Health placing therapists onsite and in the exam rooms with PCPs at a pediatric medical office. CFCS provides an alumni of foster care peer mentor to Yakima Valley Community College (YVCC) to help other foster youth pursue, persist in and complete post-secondary education programs at YVCC.

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

Valley Intervention Program, serving children 2-6 with behavioral problems.

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

Mediation/Foreclosure Counseling Services; Community Development/Engagement – designing/building a community park.

LaCrosse, WI: Catholic Charities

Two staff members applied for Board of Immigration Appeals (BIA) accreditation which allows them to give immigration-based legal advice. Project Step Up – a financial mentoring program was absorbed from the local United Way in our Wausau office location.

Madison, WI: Catholic Charities

Youth Living alternative – Shift staffed licensed foster home care for children with autism.

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

Management of 44 low-income senior housing units owned by others in Medford, WI.

Wheeling, WV: Catholic Charities West Virginia

Case Management Services. New Dollar Energy Fund enrollment site; WV Inroads, CHIP, Medicaid, SNAP enrollment site, VITA site, Developing stages of a Family Resource Center. Case Management Services for families/individuals in danger of homelessness.

Discontinued Services or Programs

Responding agencies provided the following information on services or programs discontinued in 2011.

Anchorage, AK: Catholic Social Services

Our Connexions Program was closed. This was meant to be a spin-off program, which needed help getting started.

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

Recovery Act STOP grant funding cycle expired, however, program services were largely rolled into our OVW Legal Assistance for Victims grant program.

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

During 2011 our agency discontinued offering Case Management Services for Seniors. This program had been funded by our local Area Agency on Aging. In July of 2011, AAA took this program in-house; therefore, we no longer provide these services.

Phoenix, AZ: Catholic Charities Community Services

Discontinued group home for teen mothers -- lack of funding and lack of placements from DES.

Chinle, AZ: Talbot House, Chinle, AZ, Catholic Charities

Counselling services for clients with substance abuse problems were discontinued due to lack of certified and qualified counsellors.

Fresno, CA: Catholic Charities of the Diocese of Fresno

Immigration services, refugee services, and Promoting Safe and Stable Families were discontinued due to lack of resources.

Canoga Park, CA: San Fernando Region, Catholic Charities of Los Angeles, Inc.

Lancaster Community Shelter for homeless men, women, and children was closed on June 30, 2011. The facility was owned by the City of Lancaster; the city was able to find another operator and services to the homeless were continued there.

Los Angeles, CA: San Gabriel Region, Catholic Charities of Los Angeles, Inc.

Due to budget constraints, in 2011 we closed the Counseling Services program and one after-school program for children K-8.

Oakland, CA: Catholic Charities of the East Bay

Multi-Cultural Senior Service Network – Funding constraints and realigning services to agency mission.

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

The Federal Healthy Marriage Initiative through the Administration for Children and Families, Office of Family Assistance ended September 30, 2011. Our healthy marriages program ceased when this grant that funded it expired.

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

Due to state budget shortfalls, the Cal-Learn Program, Siskiyou County Counseling Program, and the MHSA housing effort all ended.

San Bernardino, CA: Catholic Charities San Bernardino/Riverside

Disaster Services – Funding period ended

San Francisco, CA: Catholic Charities CYO

After 10 years of providing on-site vocational English as a Second Language at our main offices downtown, due to continuing budget cuts at the county level and a change in expected outcomes – from less teaching of ESL to more job placement services – we have had to discontinue our Vocational English Immersion program at our main offices. We hope to in the future provide classes at our main offices through the use of volunteer teachers, with more on emphasis on teaching ESL. We still currently have five off-site ESL/civics classes being taught at low-income family and senior housing developments throughout San Francisco and one in San Mateo county.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Food Stamp Outreach – discontinued due to inability to obtain match funding.

Stockton, CA: Catholic Charities of the Diocese of Stockton

Golden Agers for Progress – Senior Advocacy group lost organizer due to funding loss.

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

In an effort to redistribute Head Start slots across the city, the City of Denver's Great Kids Head Start Program reduced the number of child care slots allocated to Catholic Charities as well as the funding for those slots. Thus we had to close two of our Head Start Centers, Southwest and Lenore B. Quick, on May 27, 2011. Catholic Charities staff worked with each family to formulate an individual plan for each child, which included transferring the child to another Catholic Charities-operated child care center or a similar program within the community to best meet their needs.

Catholic Charities transitioned its Youth Services programs (Beacons Neighborhood Centers and the PACE program) to the Boys and Girls Club of Metropolitan Denver on July 27, 2011. Catholic Charities believes that these important services need to be sustained within our community and that they are best placed within an organization that would be in a better position to support their ongoing growth and development.

Catholic Charities Outpatient Counseling program closed July 29, 2011 due to agency budget reduction. Each client was given 2 months' notice and services were either completed within this timeframe or the client was referred to other resources for continuation of counseling services.

Stamford, CT: Hispanic Senior Services, Catholic Charities of Fairfield County

Outreach services were discontinued due to a lack of financial resources.

Hartford, CT: Catholic Charities

Refugee Healthy Marriage Program ended in 2011 after 5 years.

Orlando, FL: Catholic Charities of Central Florida

We lost our volunteer computer instructor but still try to help clients with computer issues when we can.

Palm Beach Gardens, FL: Catholic Charities

The Maya Ministry was moved under Catholic Charities and then closed due to lack of funding.

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

HPRP funding ended.

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

SSVF – transferred to another organization in the community.

Crescent City, FL: Farmworkers Ministry, Catholic Charities Bureau

Eye care services discontinued due to continued lack of resources by the sponsor.

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

Homeless services will probably be downsized due to state & federal grants being unfunded. The sad reality is that the new face of homelessness is increasing in staggering numbers – 38.5%

St. Petersburg, FL: Catholic Charities

REACH, FOSP, KINSHIP, PAP, FSRC – budget cuts.

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

We closed our adoption program due to decreased demand for services. We only did two adoption placements last year. We also stopped providing our afterschool program. This was a service that many other organizations provided and our agency strategic plan forced the agency to concentrate on its core services and eliminate those that weren't core services.

Honolulu, HI: Kawaihae Transitional Housing Program, Catholic Charities Hawaii

Kawaihae Transitional Housing Program closed February 28, 2011 due to discontinuation of County of Hawaii funding.

Honolulu, HI: NOP, Catholic Charities Hawaii

Two program offices on Hawaii island were consolidated to one site though services remained islandwide. Lack of client referrals in West Hawaii and program deficits contributed to the change in operations.

Honolulu, HI: CSS Combined Senior Services, Catholic Charities Hawaii

Surplus food distribution no longer done at senior center due to loss of contract by partner agency.

Honolulu, HI: Catholic Charities Hawaii

Employment Core Services to immigrants – funding discontinued. Adoption Services – reduced demand for services.

Honolulu, HI: Immigration, Catholic Charities Hawaii

Our state funded Employment Core Services program for Immigrants ended 6/30/11 when the contract was awarded to new community provider.

Boise, ID: Catholic Charities of Idaho, Inc.

Food distribution in Eastern Idaho Services was transferred to another organization.

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

The Preschool for All funding was discontinued in September 2011.

Fort Wayne, IN: Catholic Charities

Counseling – lack of funding.

Bloomington, IN: Catholic Charities - Bloomington, Catholic Charities

We closed two school programs that provided mental health counseling because the schools could no longer afford to contract with us. We had to discontinue counseling in Spanish for part of the year because we couldn't find a Spanish speaking counselor. We have been able to re-establish that program

Louisville, KY: Catholic Charities of Louisville, Inc.

PHCH ended – which was Emergency Assistance and case management for those going through or on the brink of situational poverty. Criminal Justice Ministry was also discontinued

Baton Rouge, LA: Catholic Charities Diocese of Baton Rouge

Discontinuing senior care outreach program for elders and their caregivers because of lack of funding and trained staff. Also lost a state contract to provide assistive living devices for the deaf.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

Adopt a Family Christmas Gift Program – many other agencies were doing similar programs while seniors were not receiving as much assistance.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Project Rachel (post-abortion counseling) was moved to another archdiocesan program. Ciara programs for clients with mental illness have been cut. Some services continued to be provided without funding during transition.

Boston, MA: Catholic Charitable Bureau of the Archdiocese of Boston, Inc.

Last year, the agency closed the following sites/programs: a behavioral health clinic in Brockton due to lack of resources; a small regional office due to lack of funding, transferring clients to other locations; an adult day health clinic at its South Boston site due to the reduction in state reimbursement for services, with clients transitioned to other community programs; and an alternative high school at one of its Boston sites, transitioning the program to other agencies due to loss of space and reduction of funding.

Portland, ME: Counseling Services, Catholic Charities Maine

Drug Court Enhancement Grant providing ancillary programs for Drug Court clients completed.

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

RIS pursued FY2011 funding through an application for the Supplemental Services to Recently Arrived Refugees Grant and a separate application for the Ethnic Self Help Grant to increase cultural orientations and parenting classes for new arrivals. Unfortunately neither of these grants was awarded. The Supplemental Services grant has been awarded to RIS for the past few years and was one that RIS was implementing at the time of the non award for FY11, which resulted in RIS having to eliminate and consolidate staff in its Lewiston office in early FY2011. RIS also began paying rent at City Hall in Lewiston as a result of the downsizing in staff. Previously, RIS paid for the City of Lewiston's Social Services Department's Receptionist in exchange for office space in City Hall.

At the same time as the funding loss of the Supplemental Services grant, RIS also voluntarily lost a \$29,000 grant, as part of a Lewiston funded earmark. RIS was awarded the grant to hire a job developer to assist refugees in Lewiston attending the New Mainers Workforce Development classes in securing and maintaining employment. However, RIS faced months of challenges in hiring a job developer for the position. Ultimately, the position was filled but could not be maintained by the RIS staffer who was hired due to their personal health complications. RIS felt it best to return the awarded amount to the lead contractors to hire internally from their own staff in order to not lose more time implementing the grant for the remainder of the award.

RIS concluded its second (and last) year of implementation of the New England Coalition Against Human Trafficking as the Maine leader of outreach and resource coordination. In year two, over 200 people (the majority being law enforcement) were trained by RIS from York to Caribou and over 650 pieces of outreach material were distributed as part of the awareness raising efforts of this grant. RIS continues to play an integral role in the outreach and service delivery planning of identified trafficking victims and attends quarterly state level meetings of the Maine Coalition Against Human Trafficking.

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

The State of Maine did away with all subsidized child care contracts with centers. They set up a DHHS Child Care Voucher System to replace this historical service mode.

Portland, ME: Therapist SearchLine, Catholic Charities Maine

Therapist Searchline Service ended on December 31, 2011. A letter was sent to all listed therapists, referral service 211 Maine was informed, and a message was placed on the on answering machine.

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

The Halfway House program was closed at the end of 2011.

Portland, ME: Independent Support Services, Catholic Charities Maine

Use of volunteers through the Senior Companion Program discontinued; no on-site supervision to continue with use of volunteers.

Portland, ME: Parish Social Ministry, Catholic Charities Maine

Parish Inclusion SPRED program and Marriage Prep.

St. Cloud, MN: Catholic Charities

Legal immigration services (due to lack of funding). Rental assistance (one-time funding from HUD [HPRP-ARRA] is gone).

Winona, MN: Catholic Charities

Coach What Counts was discontinued in 2011 due to lack of funds.

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

1. Community University Health Research Partnership (CUHRP) grant surrounding Peer-Based Recovery Management Services. Discontinued because it was not refunded. (QOP)
2. Our Celtic Creative program, a social enterprise development program, was discontinued due to funding/budget issues and that the program was not entirely on mission. (SPC)
3. Closed RSVP due to discontinuation of funding. (CRSS)
4. Home repair program suspended for lack of funding. (CCCS)

Charlotte, NC: Charlotte Regional Office, Catholic Social Services

International Adoption placement services.

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

Due to budgetary constraints, the publication of the Office of Justice and Peace newsletter was suspended. Greater use of diocesan paper for sharing such info has been made.

Charlotte, NC: Catholic Social Services

English as a Second Language Classes – state funding shifted; offered by local community college. International Adoption placements – this Russia-only program had a lack of clients.

Charlotte, NC: Refugee Resettlement Office, Catholic Social Services

English as a Second Language Classes – currently offered through the local community college.

Omaha, NE: Catholic Charities, Inc.

The Before School program was discontinued due to low enrollment.

Perth Amboy, NJ: Social Concerns, Catholic Charities

We provided a PT short summer camp for teens in 2011. Although we had trained childcare and social workers from other programs' staffing the camp, we discontinued it and moved youth programming because of lack of CCDOM staff to supervise.

Perth Amboy, NJ: Child Care, Catholic Charities

One before and afterschool program located in Somerset County was discontinued due to the school operating it themselves.

Perth Amboy, NJ: Residential Services, Catholic Charities

An RTC was closed due to lack of referrals.

Newark, NJ: Human Resources, Catholic Charities

Web-Based I&R – end of funding.

Paterson, NJ: Straight and Narrow, Inc, Catholic Charities of the Diocese of Paterson

Infant toddler care services.

Paterson, NJ: Catholic Family and Community Services (CFCS), Catholic Charities of the Diocese of Paterson

Grant funding ended for CHIPRA program; HPRP contract ended.

Paterson, NJ: Congregational Health Ministry/Disaster Services, Catholic Charities of the Diocese of Paterson

The march Disaster case management program ended as Hurricane Irene hit in September 2011. Operation Helping Hands (volunteers to New Orleans) ended.

Dover, NJ: Hope House, Catholic Charities of the Diocese of Paterson

IDRC in English

Trenton, NJ: Children & Family Services, Catholic Charities

Adoption Services – not fiscally sustainable, lack of infants available for adoption.

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

School based counseling program terminated due to lack of funding. Weekend client transportation to work and self help group discontinued due to reduction in funding.

Las Vegas, NV: Catholic Charities-Southern Nevada

Workforce Investment Act Employment Services. We discovered that our primary client population was not well targeted by this program and given the extreme unemployment in Las Vegas we deferred to other agencies that primarily focus on employment assistance to provide these services. We still provide employment assistance for our Migration and Refugee clients, men in our Resident Empowerment program, and to seniors enrolled in the Senior Community Service Employment Program.

Albany, NY: Catholic Charities

Emergency rent assistance through the federal Homeless Prevention/Rapid Re-Housing Program ended in September 2011; one small SRO of 5 units closed; HUD Case Management for seniors ended; TASA Program ended due to Medicaid redesign; Extra Helpings ended.

Brooklyn, NY: Catholic Charities

Transitional Independent Living for Adol. 16-21 closed due to decreased funding; ESL grants cut by 55%; OMH Family Based treatment defunded; Big Brothers-Sisters Mentoring Children of Promise discontinued; City Connections with TASC defunded; Rapid Re-housing Services discontinued.

Ogdensburg, NY: Catholic Charities

Traumatic Brain Injury Program – transferred to a health related facility.

Rochester, NY: Catholic Charities

Homeownership program – strategic reorganization; Kinship Care Resource Network – funding loss; Senior Center – funding loss; Wheels for Work – funding loss.

Hicksville, NY: Catholic Charities

Regina Maternity Services Mentoring Program – loss of funding.

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

Adoptions/Expectant Parent services terminated due to lack of funding and reduced need.

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

The Children's Center – closed due to lack of resources. Trillium Place – services transferred to another organization.

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

In 2011 the TASA (Teen Case Management) program was discontinued due to a stop in funding available through the state. Previous Homelessness Prevention and Rapid Re-housing (HPRP) funding stopped as this was a grant funded program.

Fulton, NY: Catholic Charities of Oswego County, Catholic Charities

At the end of 2011 the agency lost the prevention program (cut from the budget).

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

Bridgeway and Madison Homes closed due to 2011 flood. Girls Group Home also closed during 2011.

Dayton, OH: Catholic Social Services-Miami Valley

During 2011, CSSMV closed two programs due to funding coming to an end: 1. Homelessness Prevention through HPRP/HUD, which was closed several months ahead of schedule due to exhausting the available funds in mid summer. 2. CHIPRA , which ended September 20, 2011.

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

Domestic Violence Groups in Middletown, Ohio area – lack of referrals.

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

Catholic Charities closed the Emergency Food Pantry in Logan County due to lack of funding, although services continue to be provided in Emergency Cash Assistance, CSFP deliveries, SNAP outreach and food distribution through the mobile pantry.

Cleveland, OH: Catholic Charities Health and Human Services

In 2011 due to funding cuts, we discontinued our volunteer mentoring and Incredible Years programs.

Toledo, OH: Catholic Charities

Lead Paint Education – grant funding no longer available. Family Life Ministry – transferred to another diocesan department.

Youngstown, OH: Catholic Charities

Mental health counseling and related billing due to lack of adequate funding.

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC discontinued three programs in 2011: a recovery home for mothers struggling with addiction, a supervised visitation program and a home visiting program for clients enrolled in the DHS Jobs program. All were funded in full or part by the State of Oregon Department of Human Services. Due to budget cuts at the state level, DHS was forced to reduce contracted services including funding for these valuable projects.

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

Digital Connectors, an educational program for youth, was discontinued. We no longer provide citizenship classes. Support groups for individuals affected by abortion were discontinued due to lack of attendance. The grant for the Green Career position ended. We did not receive funding for our gang prevention program or the Latino Parent Academy.

Allentown, PA: Catholic Charities

Active Parenting Now ended in June 2011 due to lack of participants and fundings. Refugee ESL classes ended due to reduced funding and few attendees.

Harborcreek, PA: Harborcreek Youth Services, Catholic Charities of the Diocese of Erie

Multidimensional Treatment Foster Care program was discontinued due to low referral numbers.

Erie, PA: Family Life Office, Catholic Charities of the Diocese of Erie

Fellowship of Divorced and Separated Catholics. (New program developed to accommodate needs of divorced, separated, widowed persons of all Christian faiths)

Erie, PA: Catholic Charities Counseling & Adoption Services, Catholic Charities of the Diocese of Erie

After 25 years, our Annual Thanksgiving Dinner distribution to needy families has been handed over to the area food bank. This facility is able to purchase a substantially larger amount of food for families than we ever could. They also provided meals to a much larger number of families.

Philadelphia, PA: Catholic Social Services, Catholic Social Services

Due to underutilization and expenses, St. Gabriel's Hall eliminated their CBDS unit (Community Based Detention Services).

Pittsburgh, PA: Catholic Charities

Beaver County no longer provides Life Skills due to HSDF funding cuts.

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

EFSP, due to opening new Clean of Heart ministry

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

Vocational Rehabilitation Workshop for the Disable due to lack of resources.

Knoxville, TN: Catholic Charities of East Tennessee

Our thrift store in Harriman had to be closed due to serious loss of funds that it was causing. But we turned it over to the local Goodwill Industries.

Austin, TX: Catholic Charities of Central Texas

Lack of funding. HPRP rental assistance, financial literacy and immigration assistance in our Waco office.

Beaumont, TX: Catholic Charities of Southeast Texas

Our contract as administrator of the federally funded child care contractor program for our region ended September 30, 2010. We engaged in an RFP process for possible renewal, but the contract was awarded to another provider from another region of the state, which now operates the program with many of the same staff we had previously employed.

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

Adult Protective Services

Dallas, TX: Catholic Charities of Dallas, Inc.

Immigration Removal cases – terminated because Equal Justice Works Fellow ended term and internal re-assessment that the difficult and complex nature of removal cases was no longer an appropriate type of case for our agency; PAN (People and Nutrition) Commodity Food Program was transferred to the North Texas Food Bank; HPRP Funding contract ended.

Fort Worth, TX: Catholic Charities Fort Worth

We discontinued our Pathways program (parenting education to African American families) because the program was not utilizing evidence-based curriculum. We did not renew the contract once it expired. The HPRP programs closed in 2011 due to the contract ending and because no additional funds were available.

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

Senior Services program closed in Texas City, Texas because the funding ended. IKE Disaster Recovery Program closed because of end in funding

San Antonio, TX: Catholic Charities

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. VITA program is no longer providing Refund Express services due to the IRS removing debt indicator.

Arlington, VA: Catholic Charities of the Diocese of Arlington, Inc.

RSVP – funding was withdrawn.

Richmond, VA: Admin, Commonwealth Catholic Charities

Support group for immigrant youth – transportation obstacles.

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

In 2011, a Project Rachel Retreat weekend was cancelled due to lack of clients.

Seattle, WA: Catholic Community Services of Western Washington

CCS Snohomish – Project Anchor; Transitional Housing Operating and Rent (THOR); Emergency Shelter/Utilities Assistance funding ended; CCSKC – Access to Success ended in December 2011; CCSSW – As costs continued to rise, we could not offer our parenting class at

no charge; Tahoma Indian Center discontinued YMCA passes because of requirement to have insurance to cover guests; Phoenix Housing Network FOCUS program ended due to state funding cuts.

Richland, WA: Catholic Family & Child Service, Tri-Cities (2 sites), Catholic Charities
First Steps – Maternity & Program Support Services Program due to cancellation of contract.

Yakima, WA: Catholic Family & Child Service, Yakima (3 sites), Catholic Charities
Strengthening Families Program – lack of funding and short staffed.

Yakima, WA: Catholic Charities Housing Services, Catholic Charities
Facilitating the development of a community farmer's market (Mercado) due to lack of local involvement/motivation; lack of sufficient staffing resources to fully develop.

Madison, WI: Catholic Charities
One developmentally disabled home no longer in service due to cuts by the county.

Milwaukee, WI: Catholic Charities
Group Homes were discontinued in 2011. Many other organizations in the area are providing this service. We were down to two group homes, both of which could house eight people. Family Care payments from the state continued to decrease making our staying in the group home business inefficient. We ensured all clients were placed in other facilities.

Wheeling, WV: Catholic Charities West Virginia
Wayne County Outreach office closed due to personnel and financial issues.

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 2011.

Table 38. Programs or Services with a Waiting List

Program or Service	Agencies
Emergency Assistance	79
Counseling/Mental Health Services	56
Immigration Services	44
Housing	43
Senior Services	20
Child Care	16
Dental Care	8
Health Care	4
Adult Day Care	2
Other Wait Listed Programs or Services	28

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
- Alternative school program
- Anger management groups
- Camp for developmentally disabled
- Case management
- Children of incarcerated parents
- Emergency home repair
- ESL classes
- Financial assistance and financial education programs
- Guardianship
- Housing and shelter
- Home visitor volunteer services
- Parenting education
- Residential rehabilitation
- Transportation
- Youth-based programs

Climate Change or Environmental Impact

Responding agencies reported that they were involved in 2011 with the following programs or activities that deal with climate change or positively impacting the environment.

Phoenix, AZ: Foundation for Senior Living

WAP programs, home performance with Energy Star.

Stockton, CA: Catholic Charities of the Diocese of Stockton

Environmental Justice Program with 1FTE.

Palm Beach Gardens, FL: Catholic Charities

We created a new Continuous Quality Improvement Team called the Green Team to deal with environmental issues related to the agency and staff.

Honolulu, HI: Catholic Charities Hawaii

The State Energy Sector Partnership is a training and job placement program designed to prepare individuals for careers in renewable/sustainable energy industries.

Honolulu, HI: NOP, Catholic Charities Hawaii

A CFL bulb exchange (compact fluorescent bulbs in exchange for older incandescent bulbs) was offered to the public. The exchange was also a fundraiser--an environmental foundation provided a donation of \$.40 per bulb exchanged.

Honolulu, HI: IIR, Catholic Charities Hawaii

The State Energy Sector Partnership is a training and job placement program designed to prepare individuals for careers in renewable/sustainable energy industries.

Cairo, IL: Daystar, Catholic Charities of Southern Illinois

The city in which Daystar is located was evacuated due to floods and levee being blown. This took three weeks of work throughout the counties and helping and cooking and trying to help rebuild with supplies and other sources we had.

Overland Park, KS: Catholic Charities of Northeast Kansas

The agency continues to take a proactive approach to recycling. Further, through its two ThriftStores, Catholic Charities of Northeast Kansas is providing green ways for clothing and household items to be re-purposed with cost-savings to individuals and a positive impact on the environment.

Wichita, KS: Catholic Charities, Inc.

Catholic Charities, Inc. – Diocese of Wichita has an employee task group with three focus areas: mission integration, diversity training and awareness and reduction of the agency's environmental footprint. The last function is a sub-committee we call the Green Team. These staff have implemented measures including use of only recycled paper products throughout our agency, recycling at all facilities and installing energy conserving light switches.

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

We are part of the Louisiana Interchurch Conference Ezekiel 34 initiative for environmental stewardship.

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

We continue to work towards a paperless environment. All patient notes are now done on the computer. By next year we should be on electronic charts totally.

Kalamazoo, MI: Catholic Family Services

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

New Ulm, MN: Catholic Charities

Proactive flood watch in Spring 2011. We can't change a very wet 2010-2011 and a very dry 2011-2012.

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

Catholic Charities has a Green Team with Green Team Captains strategically placed throughout our 27-county service area. Our commitment to the environment includes: ● consolidating and relocating agency headquarters into what is referred to as The Most Green Building in Kansas City. ● commissioning a volunteer to design a green graphic which is now noted on all green products and correspondence. ● implementing flex-time schedules to optional 4-day work week when feasible to reduce fuel usage. ● striving to Go Paperless as much as office reporting and recording allows. ● recycling paper, aluminum, glass, and plastic at each facility location; plastic grocery bags are collected and reused at our food pantries and clothing closets. ● shredding and recycling of documents as much as possible. ● implementing the EcoPrint setting on copiers and the Century Gothic font on personal computers to save toner and ink. ● using sustainable forestry initiative paper whenever possible and ● collaborating with Missouri Gas Energy and Kansas City Power & Light to distribute weatherization and energy saving kits to poverty-level seniors in the Kansas City Metro area.

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

The City Greens program pays local small farmers to provide food for markets at two urban outreach sites. This program especially spotlights organically grown foods. (CCCS)

Omaha, NE: Catholic Charities, Inc.

Crime Prevention classes for multi-family housing. Nature education and environmental awareness was a component of our preschool curriculum. Environmental education was part of summer camp.

Perth Amboy, NJ: Social Concerns, Catholic Charities

We manage 3 community gardens and work to make them environmentally sustainable through composting and workshops on organic gardening and other topics such as water conservation.

Paterson, NJ: Father English Community Center (FECC), Catholic Charities of the Diocese of Paterson

Participated in great falls park clean-up and cleanup on sidewalk outside main office site.

Las Vegas, NV: Catholic Charities-Southern Nevada

Partnered with our neighbor agencies and local HUD office to apply for NV Energy Rebate program for Solar Photovoltaic installation. Our agency was not selected for installation in the lottery process used by NV Energy.

Reno, NV: Catholic Charities of Northern Nevada

Our agency received a grant for solar panels to help save energy and alleviate our power bill.

Albany, NY: Catholic Charities

Ongoing weatherization assistance program; energy conserving equipment (HVAC, hot water).

Brooklyn, NY: Catholic Charities

Earth Day events

Rochester, NY: Catholic Charities

Diocesan Public Policy Committee advocacy on hydrofracking

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

Flood and Tropical Storm

Youngstown, OH: Catholic Charities

Shredding services

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

Expanded capacity for electronically submitting home study documentation;

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC participates in a Transition Garden program for local youth with disabilities. CCS provides space for the garden plots and Transition Garden participants maintain and harvest the produce. The food is disbursed to homeless and low-income Lane County residents through our food pantries. Additionally, CCSLC staff provide basic energy saving information during Energy Assistance Program intakes and host Energy Conservation classes conducted by Lane County Human Services Commission Energy Advocates.

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

Fracking education: CRM promoted the DVD on gaslands.

Philadelphia, PA: CATHOLIC SOCIAL SERVICES, Catholic Social Services

Youth at St. Gabriel's Mitchell Program tend the land and care for animals as part of their treatment. All vegetables, fruits and flowers grown are sold at a local farmers' market and used in meals at St. Gabriel's Hall. A waiting list is available for any group home if we are at capacity.

Providence, RI: Diocese of Providence

Sponsored Interfaith Power and Light Conference. Held St. Francis Day Environmental event.

Knoxville, TN: Catholic Charities of East Tennessee

The lead based paint awareness program which is an outreach to families and immigrants.

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

We have started using energy efficient appliances and light bulbs thru out the agency.

Dallas, TX: Catholic Charities of Dallas, Inc.

Earth Day celebration

Fort Worth, TX: Catholic Charities Fort Worth

We hope to be able to report in the future about a community garden for refugees, but were still in the planning phase during 2011.

Arlington, VA: Catholic Charities of the Diocese of Arlington, Inc.

We have an organic garden at the Senior Center.

St. Thomas, VI: Administrative Office--St. Thomas, Catholic Charities of the Virgin Islands

UVICERC Climate-Health Project

Seattle, WA: Catholic Community Services of Western Washington

Recycling; composting in housing; earth club for youth;

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

Creating community green space through a community park with 1500 hours volunteer work. Two presentations on energy efficiency to 20 residents. Participated in the Washington State Evergreen Sustainable Development Standard panel.

Legislative Advocacy

Responding agencies were involved in legislative advocacy on the following issues in 2011.

Issue	Agencies
Poverty Reduction	80
Immigration Reform	72
Hunger	58
Health Care	54
Affordable Housing	53
Child Welfare	52
Life Issues	50
Education	32
Disabilities	23
Environment	12
Other Legislative Advocacy Issues	36

Responding agencies listed poverty reduction and immigration reform as two principal issues with which they were involved in legislative advocacy. Hunger, affordable housing, and health care were other issues mentioned by many agencies. Some of the other legislative advocacy issues with which agencies were involved, in addition to those listed in the table above, included:

- 2010 Gulf oil spill
- Adoptions and adoption law
- Child abuse and neglect
- DREAM act
- Guardianship for vulnerable adults
- Homelessness
- Human Trafficking
- Long term care reform
- Payday lending and predatory lending practices
- Religious freedom and religious liberty
- State and Federal budget issues
- Transportation

Partner Organizations

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

Partner	Agencies
City/County/State/Federal Agencies	118
United Way	120
Emergency Food and Shelter Board	105
Local High Schools/Colleges/Universities	104
St. Vincent De Paul	88
Salvation Army	83
Council on Aging	65
Red Cross	60
Catholic Hospitals	56
YMCA/YWCA	44
Habitat for Humanity	28
Volunteers of America	22
Other Partner Organizations	60

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 local educational institutions are key partners and many regularly partner with the Emergency Food and Shelter Board. Some of the other partner organizations mentioned by 60 agencies include:

- AARP and other senior advocacy groups
- 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

Social Enterprise Programs

A social enterprise is a business that leads to social change while employing agency clients and providing revenue to the agency. Catholic Charities agencies operate the following social enterprises.

San Bernardino, CA: Catholic Charities San Bernardino/Riverside

Project currently underway with community partnership involving Cal State University San Bernardino MBA program to explore social enterprise opportunities.

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

In-home care services

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

Yes, janitorial and food services.

Pensacola, FL: Northwest Florida Administration, Catholic Charities of Northwest Florida

Thrift Store in Panama City. Fox Trace Housing Corporation.

Chicago, IL: Catholic Charities

Catering program Lunch and More, Painting Enterprise Program and Visions Photo Project.

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

Head Start employes current and former parents. Community Services in process of developing.

Overland Park, KS: Catholic Charities of Northeast Kansas

The agency's two Thrift Stores are examples of social enterprise, though the majority of the workforce at the stores is volunteer-base. Proceeds support the agency's diverse outreach.

Salina, KS: Catholic Charities

AmeriCorp members

Wichita, KS: Catholic Charities, Inc.

No, not at this time, though our Board of Directors did approve our new long-term strategic plan in December 2011. In this plan there is a goal to explore, plan and launch a social enterprise program in our agency. We expect that this will take at least two years to actualize.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Gateway Industries – Prisoner re-entry business that provides jobs for former prisoners.

Boston, MA: Catholic Charitable Bureau of the Archdiocese of Boston, Inc.

Community Interpreter Services assists limited and non-English speakers in accessing educational, health, legal, and other services throughout MA. It supports refugee families, asylum seekers, immigrants, and migrants in efforts to achieve civic, economic, and social self-sufficiency and has a network of over 150 trained and professional interpreters who collectively

speak over 70 languages. CIS also trains local businesses in techniques for effective intercultural communication through an interpreter.

Portland, ME: Catholic Charities Maine

Thrift Stores. Language Partners

St. Cloud, MN: Catholic Charities

Peer mentoring program – mental health clients mentoring other mental health clients.

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

Celtic Creative was discontinued.

Omaha, NE: Catholic Charities, Inc.

Our microbusiness loan program provides a small investment return to the agency. Clients are provided the training and tools to start small businesses and also may qualify for start-up loans up to \$5,000. Funds are loaned at a low interest rate, which in turn helps support the program.

Newark, NJ: Human Resources, Catholic Charities

Yes. Cleaning Services.

Paterson, NJ: Catholic Family and Community Services (CFCS), Catholic Charities of the Diocese of Paterson

Seniors are utilized by agency to perform various support functions in the agency

Las Vegas, NV: Catholic Charities-Southern Nevada

We have three retail thrift stores providing job skills training to men in our Resident Empowerment program, and we also provide training internships in food preparation, food serving, and kitchen sanitation through our dining hall operation, and a security internship (unarmed) through our Campus Security/Case Aide program.

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

St. Martin Center, Inc. now has a Catering Business that provides jobs to graduates of the HIT Program and provides revenue to the agency for its program services.

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

Not specifically, but we do use volunteers from a local corrections facility to permit development of socialization, re-entry skills, and experience to place onto resumes. We also allow courts to use our center to which to refer community service clients in lieu of jail time.

Fort Worth, TX: Catholic Charities Fort Worth

CCFW has two programs which are social enterprises: the Translation and Interpretation Network (TIN) and WORN. TIN provides employment to refugees and interpretation/translation services as well as advocates for social access. WORN provides supplemental income to refugee women while returning 100% of WORN net profits to CCFW programs as unrestricted funds.

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

Cafe which serves seniors and general public.

Richmond, VA: Admin, Commonwealth Catholic Charities

Interpreter services is the vital link between service providers and those who are non- or limited English speakers. Those in need of assistance are generally newcomers to the U.S. and are here as a result of the State Department's refugee resettlement initiative. Matters in which interpreter intervention are critical include legal and medical matters. Commonwealth Catholic Charities realizes a significant revenue stream from payment for interpreter intervention by service providers who are dependent on the accurate bridging of the language barrier.

Yakima, WA: Catholic Family & Child Service, Yakima (3 sites), Catholic Charities

YVCC Peer Mentor – employ transitioned (former) foster youth who are successful in college to mentor other foster youth in post-secondary education.

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

Yes. Our New Life Homes single family housing program generates revenue for our agency while providing homeownership opportunities for first-time homebuyers. Multi-family housing program generates developer fees that support agency services while providing safe, quality affordable housing to clients. Revenue supports our Resident Services and Housing Counseling programs.

LaCrosse, WI: Catholic Charities

Disabilities Services – Adult Program.

Unrestricted Revenue

Agencies were asked whether they have any programs or related corporations that provide unrestricted revenue to the agency. These agencies provided a response to the question.

Phoenix, AZ: Foundation for Senior Living

Fee for service, home repair, some utility fee, weatherization.

Chinle, AZ: Talbot House, Chinle, AZ, Catholic Charities

Several non-profit organizations have funded the services at Talbot House. Southwest Indian Foundation and the Catholic Peoples Foundation through the Diocesan Appeal.

Santa Barbara, CA: Santa Barbara Region, Catholic Charities of Los Angeles, Inc.

Two thrift stores generate net new unrestricted revenues redirected to programs and services.

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

A Second Time Around thrift store supports Shasta County NVCSS programs according to its level of sales.

San Francisco, CA: Catholic Charities CYO

CYO Transportation. Facility rentals.

Stockton, CA: Catholic Charities of the Diocese of Stockton

Homemaker services are provided on a fee for service basis. Also a Representative Payee program. Private pay services for seniors.

Bridgeport, CT: Thomas Merton Center House of Hospitality, Catholic Charities of Fairfield County

We have a variety of corporate supporters.

Orlando, FL: Catholic Charities of Central Florida

Diocesan second collection for Catholic Charities. Lake Morton Senior Center Thrift Store.

Pensacola, FL: Northwest Florida Administration, Catholic Charities of Northwest Florida

Fox Trace Housing Corporation

Overland Park, KS: Catholic Charities of Northeast Kansas

Catholic Charities Foundation of Northeast Kansas is the agency's fund-raising sister organization. Proceeds from two annual fund-raising events are received by the foundation and support Catholic Charities of Northeast Kansas' diverse programming.

New Ulm, MN: Catholic Charities

The Diocese of New Ulm is our corporate identity. As such the Diocese of New Ulm's Diocesan Ministries Appeal provides over 60% of our operating revenue.

Charlotte, NC: Catholic Social Services

Interpreter contract with Forsyth County.

Omaha, NE: Catholic Charities, Inc.

The agency rents some of its building space out to other agencies or outside programs. The agency also has a small foundation which can provide a portion of its annual investment return to the agency (when the investment markets cooperate).

Paterson, NJ: Catholic Family and Community Services (CFCS), Catholic Charities of the Diocese of Paterson

Clothing box drop off bins.

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

Contracts for psychiatry and behavioral counseling to developmentally disabled adults. Contracts with pharmaceutical companies to train and orient sales reps in how behavioral health services are delivered.

Albany, NY: Catholic Charities

Thrift Shop

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

Operate a licensed thrift store with annual sales of \$10,000.

Philadelphia, PA: CATHOLIC SOCIAL SERVICES, Catholic Social Services

St. Gabriel's System has been awarded a 3-year grant by the United Way for \$88,268 a year for 2011-2014.

Pittsburgh, PA: Catholic Charities

Yes. Catholic Charities Free Health Care Clinic is a subsidiary corporation that pays the parent an indirect cost for administrative, IT, HR and financial services. It also pays a clinical supervisor fee for counseling services.

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

Bon Secours Health System

Madison, WI: Catholic Charities

Affiliations – Hope Haven-Rebos United, All Saints Retirement Center, All Saints Assisted Living Center.

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

One Foundation

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.

Anchorage, AK: Catholic Social Services

Lack of resources/grant restrictions.

Juneau, AK: Catholic Community Service

Flat or reduced grant funding.

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

Understaffed/lack of time, lack of financial resources.

Phoenix, AZ: Foundation for Senior Living

Antiquated facility, lack of employment, increased community need and decreases in funding and limited staff.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

Trying to keep our staff from falling into the poverty system. Funding reductions have eliminated salary increases for employees for 5 years. Morale is still positive and we attempt to keep up with trainings and best practices.

Tucson, AZ: Southwest Community Services, Catholic Community Services

Funding to support the need.

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

High unemployment in area. Most untrained labor is seasonal. Unemployment rose to as high as 27% in 2011. It still stands well above the national average.

Lakeside, AZ: White Mt. Catholic Charities, McNary, AZ, Catholic Charities

Most of the jobs here are minimum wage or just part time. Also transportation costs just to get to the job. We are rural.

Holbrook, AZ: Good Shepherd Center, Holbrook, AZ, Catholic Charities

Lack of funds for housing and utilities. Lack of funds for staff.

Chinle, AZ: Talbot House, Chinle, AZ, Catholic Charities

The locality itself is an obstacle; high rate of substance abuse and lack of motivation or incentive, perhaps, for people to get themselves encouraged to go through rehabilitation, lack of jobs, lack of skill to apply for available jobs

Fresno, CA: Catholic Charities of the Diocese of Fresno

Budget constraints.

Canoga Park, CA: San Fernando Region, Catholic Charities of Los Angeles, Inc.

Lack of funding especially during this prolonged economic recession.

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

Ignorance of social, political & economic environment; resources.

Los Angeles, CA: San Gabriel Region, Catholic Charities of Los Angeles, Inc.

Insufficient funding for poverty programs; lack of or limited employment opportunities for clients served; high cost of housing in LA; immigration status.

Long Beach, CA: San Pedro Region, Catholic Charities of Los Angeles, Inc.

Lack of funding.

Santa Barbara, CA: Santa Barbara Region, Catholic Charities of Los Angeles, Inc.

Effectively addressing a 3-4 year increase in demand for both new and returning clients in need of our programs/services with unchanged staffing levels.

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

Lack of resources; inability to respond beyond existing parameters, which limits thinking in both planning & providing services.

Oakland, CA: Catholic Charities of the East Bay

The immediate needs in the community for basic safety net services which can impede addressing root causes of poverty.

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

Lack of sufficient resources (financial and staff) to meet the needs of the many people in OC whose basic needs are unmet at this time.

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

Financial: Donations are down this year again; no more government contracts.

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

The poor economy of the north state: The average unemployment for the NVCSS six county region is 14% with limited recovery in sight. Funders continue to reduce contract amounts. There are few grant RFP's. Community needs continue to rise

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

The greatest obstacle Sacramento Food Bank & Family Services faces in its efforts to reduce poverty in the Sacramento area is keeping up with the increase in demand for our services. Because of the downed economy, more people are in need of food, clothing and education while there is less funding available from the community to serve them.

San Bernardino, CA: Catholic Charities San Bernardino/Riverside

Lack of necessary resources to address basic needs, lack of affordable housing for the families, increase of unemployment, categorical funding streams.

San Francisco, CA: Catholic Charities CYO

Very little low income housing; not enough high paying jobs; need for immigration reform.

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

Sufficient funding to support vital poverty reducing services. Integration of services across large number of service providers.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Reduced funding from all sources.

Stockton, CA: Catholic Charities of the Diocese of Stockton

1) The restrictions placed on the Development Department to engage in social enterprise and to be creative in fundraising since participants may also be diocese donors. 2) Lack of funding resources to hire staff, outreach. 3) Systemic change is not in our control. 4) To provide direct assistance, it has been difficult to sustain staffing.

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. 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.

Danbury, CT: Empowering People for Success, Catholic Charities of Fairfield County

Limited funding

Bridgeport, CT: Catholic Charities of Fairfield County

Funding reductions

Bridgeport, CT: St. Stephen's Food Pantry, Catholic Charities of Fairfield County

Jobs and affordable housing.

Bridgeport, CT: Thomas Merton Center House of Hospitality, Catholic Charities of Fairfield County

Access to work and affordable housing.

Danbury, CT: Family Loan - Danbury, Catholic Charities of Fairfield County

Funding

Danbury, CT: Family Preservation/Family Safety, Catholic Charities of Fairfield County
Lack of funding

Hartford, CT: Catholic Charities
Sustained local unemployment rates exceeding 8%.

Washington, DC: Catholic Charities, Catholic Charities of the Archdiocese of Washington
Jobs/ employment

Orlando, FL: Catholic Charities of Central Florida
Affordable housing, clients with an attitude of entitlement, lack of jobs, education and income.
We lack funding to help all who come to us and there is a need for additional staff.

Palm Beach Gardens, FL: Catholic Charities
Reductions in funding and increasing needs in the community due to unemployment and foreclosures.

Pensacola, FL: Pensacola Regional Office, Catholic Charities of Northwest Florida
Poverty rate continues to increase and funding for services continue to decrease.

Pensacola, FL: Northwest Florida Administration, Catholic Charities of Northwest Florida
Misperceptions and apathy towards people in poverty.

FWB, FL: Ft. Walton Regional Office, Catholic Charities of Northwest Florida
Lack of funds to be able to make real change – moving from case work to case management.

Crescent City, FL: Farmworkers Ministry, Catholic Charities Bureau
Lack of employment and bad economy.

Gainesville, FL: Catholic Charities Bureau, Gainesville Regional Office, Catholic Charities Bureau
Lack of coordinated efforts with other groups.

Jacksonville, FL: Catholic Charities Bureau, Jacksonville Regional Office, Catholic Charities Bureau
The number of people who live below the poverty level.

Lake City, FL: Catholic Charities Bureau, Lake City Regional Office, Catholic Charities Bureau
Continued erosion of state, federal and private donations due to the ongoing downturn and frail economy.

St. Petersburg, FL: Catholic Charities
Lack of resources, outdated equipment, major budget cuts by federal funding sources, the economical strain on private donors, short staffing.

Barrigada Heights, GU: Catholic Social Service, Catholic Charities of the Diocese of Agana

Lack of transportation and child care

Honolulu, HI: IIR, Catholic Charities Hawaii

Funding

Honolulu, HI: Catholic Charities Hawaii

The high cost of living in Hawaii (#1 in the nation) and particularly the high cost for housing is the greatest obstacle to reducing poverty. Hawaii's housing costs are the highest in the nation. Our median rent is 50 percent more than the national rate, and 75 percent of poor households spend more than half of their income on rent. Two-thirds of single adult families with one or two children are below the self-sufficiency level. A thrifty food plan, as defined by the U.S. Department of Agriculture, costs 61 percent more in Hawaii than on the mainland. Enrollment in SNAP (formerly known as food stamps) has increased by 39 percent since 2007. When combined with lower salaries than those in other high cost areas of the US, housing and food costs become a double wammy for lower income families trying to move out of poverty.

Honolulu, HI: NOP, Catholic Charities Hawaii

Affordable housing, employment, transportation for clients served, particularly those transitioning from foster care to independent living.

Honolulu, HI: Immigration, Catholic Charities Hawaii

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.

Honolulu, HI: CSS Combined Senior Services, Catholic Charities Hawaii

High cost of living and lack of affordable housing.

Davenport, IA: Catholic Charities Davenport,

Our agency is new and small. We do stay connected with community agencies that have undertaken poverty reduction efforts for years.

Des Moines, IA: Catholic Charities

A variety of systemic issues impact the agency's ability to reduce poverty in the communities we serve. For example, recent modifications to the ESG Grant and HUD's implementation criterion created a scenario where we had to decline the grant for Homeless Prevention dollars because as a non-profit we were not able to meet the requirements (ie. Income Calculations, FMR, Rent Reasonableness, Habitability Inspections, Lead-Based Paint Inspections, Leases, Landlord Agreements). This led to an immediate loss of \$10,000 that would have been shared in its entirety with the community to reduce poverty through rent and utility assistance. Another example includes the overall reduction in federal dollars to combat the issues of poverty.

Chicago, IL: Catholic Charities

Employment with living wages, affordable housing and access to healthcare which is improving.

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

Cutbacks at state level. Loss of state revenue due to budgeting for childcare. Lack of affordable housing and employment.

Springfield, IL: Catholic Charities

Financial obstacles.

Evansville, IN: Catholic Charities

Funds to assist clients with their expenses.

Fort Wayne, IN: Catholic Charities

Funding

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

Lack of affordable housing and childcare options. Lack of public transportation needed to access employment. Reduction in federal and state funding.

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

Education and job availability.

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

Educating the general public on the plight of those in poverty.

Bloomington, IN: Catholic Charities - Bloomington, Catholic Charities

Adequate funding for mental health counseling.

Overland Park, KS: Catholic Charities of Northeast Kansas

The greatest barrier continues to be lack of funds, particularly for direct financial assistance to support clients in the agency's Emergency Assistance and Transitional Housing program.

Salina, KS: Catholic Charities

Finances

Wichita, KS: Catholic Charities, Inc.

Lack of political will, understanding the root cause of issues and needs of our service beneficiaries, funding and the economy as a whole.

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

Substandard education system.

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

The lack of federal emergency food and shelter program money (EFSP) continues to pose a great financial challenge for our agency.

Louisville, KY: Catholic Charities of Louisville, Inc.

Decrease in archdiocese funding and in donations.

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

Churches and agencies need to speak with one voice to the State Governor and Legislature which are cutting social services right and left. Churches also need a strategy for the role we can play. In Louisiana we are working on the Bread or Stones Campaign to improve child well being.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

The greatest obstacle is finding streams of revenue to keep programs thriving.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Lack of living wage employment opportunities. High incarceration rates for African American males, the highest in the country.

Boston, MA: Catholic Charitable Bureau of the Archdiocese of Boston, Inc.

Finding adequate funding for programs to continue and to expand continues to be the greatest obstacle for our agency.

Baltimore, MD: Catholic Charities

Funding, jobs for clients, affordable housing.

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

The economy.

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

Securing employment for those who are ready to work. Federal time limits on Supplemental Security Income for non-citizen legal permanent residents. Language requirements of the U.S. citizenship test are a barrier to this benefit for older immigrants, which impacts their eligibility for assistance as well as their self-esteem and ability to be well-functioning and stable.

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. Adults are not covered unless it is an emergency and they have no coverage for preventative and restorative care. This puts them at a disadvantage for getting a place in the job market and their overall health problems which come from no dental care. We have learned in the medical community that a person's health depends on the health of the mouth. We are not addressing that in the State of Maine for adults. We are also at risk of losing the emergency care here for Adults and children's care will also be cut going forward.

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

Affordable food and job opportunities

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

The economy

Portland, ME: Therapeutic Foster Care, Catholic Charities Maine

Current economic conditions.

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

The potential cuts to the child care voucher program at DHHS. This has the unfortunate outcome of cutting those slots in half and/or eliminating them all together.

Portland, ME: Parish Social Ministry, Catholic Charities Maine

Large geographical area to cover and limited staff to make sufficient impact. Geographic: 1. In terms of providing assistance: finding ways to get items/payments to people and vendors, knowing resources in those areas, etc. 2. Providing training/face-to-face interactions to work towards life skills and empowerment.

Portland, ME: Independent Support Services, Catholic Charities Maine

Time to do social action/advocacy.

Portland, ME: Family Child Care, Catholic Charities Maine

Maine's economy continues to struggle, which in turn continues to make it difficult for child care providers to keep their businesses open. Their clients (parents and children) and they themselves are experiencing more food insecurity due to this fact.

Grand Rapids, MI: Catholic Charities West Michigan

The current economic situation is Western Michigan.

Kalamazoo, MI: Catholic Family Services

Poor economy, high unemployment, homelessness, and funding.

Marquette, MI: Catholic Social Services

Lack of funds as well as a broadly distributed population across a large geographic area.

Saginaw, MI: Catholic Family Service

Limited resources and increased need.

St. Cloud, MN: Catholic Charities

Decreased funding. Unemployment. Lack of affordable housing.

New Ulm, MN: Catholic Charities

Poverty is hidden and/or denied in prospering rural areas. Minority populations are segregated by some rural communities. The lack of consistent and uniform healthcare/behavioral health care concerns is rampant.

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

Funding

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

Funding cuts – Medicaid and grants (QOP). Political and social structures that support violence against women and the oppression of women and minorities (SMH). Funding for operations (SPC). No end (CFS).

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

Minimal staff & budget resources. Lack of significant presence in several high poverty regions of diocese.

Charlotte, NC: Refugee Resettlement Office, Catholic Social Services

High unemployment / limited affordable housing.

Charlotte, NC: Charlotte Regional Office, Catholic Social Services

Lack of finances, volunteers and staff.

Asheville, NC: Western Regional Office, Catholic Social Services

Funding – being able to replace staff who leave.

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

Resources – primarily financial.

Charlotte, NC: Catholic Social Services

Adequate financial resources to employ staff and manage volunteers.

Omaha, NE: Catholic Charities, Inc.

Helping clients obtain employment that provides a livable wage, particularly clients with mental health issues or criminal records. Changes to the Medicaid system, attempts at immigration reform at the local level, changing and diminishing funding sources, language barriers, immigration status, education levels, funding to provide community outreach as well as expansion and enhancement of our facilities and programming. Lack of immigration remedies available through the immigration legal system.

Camden, NJ: Catholic Charities

We alleviate poverty through programs which 1) stabilize people/families and prevent them from falling deeper into poverty, and 2) help people develop assets (personal skills, employability, and wealth creation) which will enable them to move out of poverty. Our stabilization programs are affected by a scarcity of resources which means we have less tools and ability to stave off evictions, utility shut-offs, etc. These events are usually the harbinger of downward spirals into poverty. Beyond the constant challenges of finding resources to fund our Asset Building Programs is the state of the economy. Statistics revealed one measure of the desperate nature of the economy which confronts poor people: the wealth of Americans has dramatically declined. Less wealth means less resources and less opportunity for poor people who generally are trying to catch-up and compensate for deficits in their education and work/career development.

Perth Amboy, NJ: Health Services, Catholic Charities

Healthcare and wellness promote job readiness and job maintenance. Lack of healthcare contributes to unemployment and economic distress.

Perth Amboy, NJ: Social Concerns, Catholic Charities

Need for more personnel.

Morristown, NJ: Migrant Ministry, Catholic Charities of the Diocese of Paterson

Immigration status.

Passaic, NJ: Hispanic Information Center of Passaic Inc (HIC), Catholic Charities of the Diocese of Paterson

The greatest obstacle the agency faces is the lack of funding resources and budgeting cuts made by the state. This is the second year we have had to furlough employees one day per month.

Paterson, NJ: Father English Community Center (FECC), Catholic Charities of the Diocese of Paterson

Lack of funding;

Paterson, NJ: Catholic Family and Community Services (CFCS), Catholic Charities of the Diocese of Paterson

Jobs that pay a living wage; lack of funds; the economy; affordable housing; lack of public transportation; lack of jobs

Dover, NJ: Hope House, Catholic Charities of the Diocese of Paterson

Greatest obstacle is the decrease in local, state, and federal funding.

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

Lack of employment opportunities; transportation.

Trenton, NJ: External Affairs, Catholic Charities

Not having funding at levels appropriate for services provided. Also how funds are siloed make it difficult to have a holistic approach.

Trenton, NJ: Children & Family Services, Catholic Charities

Emotional impact of trauma and violence that destabilizes families and individuals and deplete their psychological and physical resources.

Las Vegas, NV: Catholic Charities-Southern Nevada

The primary challenge facing our agency is the overall economic environment facing Las Vegas, with the nation's highest unemployment rate for a city of its size, coupled with the collapse of the housing market. These factors have led to unprecedented demand across all of our programs, but especially our food/rent/utility support and also our congregate dining.

Reno, NV: Catholic Charities of Northern Nevada

Funding.

Albany, NY: Catholic Charities

Lack of Affordable Housing; lack of awareness of benefits available to seniors; high unemployment; isolated rural populations

Brooklyn, NY: Catholic Charities

Insufficient funds, service time limits, employment opportunities

Ogdensburg, NY: Catholic Charities

Funding for programs for prevention and reeducation and the economic desolation of the North Country.

Rochester, NY: Catholic Charities

Lack of jobs.

Hicksville, NY: Catholic Charities

The lack of affordable housing for seniors, the working poor and other vulnerable populations.

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

Agency Barriers: Decreased funding. Client Barriers: Transportation issues, poor economy, lack of jobs, housing and childcare.

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

Breaking the stereotype of poverty with governments, schools, funding sources and media.

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

Helping individuals to find employment so they can sustain themselves in a meaningful way.

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

Poor local economy, lack of jobs paying a living wage.

Dayton, OH: Catholic Social Services-Miami Valley

Responding to the increasing needs of the community due to job loss, related declines in the auto industry, manufacturing job declines, regional corporate mergers that have taken administrative headquarters operations out of the Dayton region, and continuing professional level job cuts by our major employers, who are still adjusting staffing levels to the slow to re-grow economy.

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

Long-term recession

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

Funding: budget cuts at all government levels have made it difficult to continue programming at the level needed.

Cleveland, OH: Catholic Charities Health and Human Services

Overall, our leaders agree that the biggest obstacle in reducing poverty in the communities we serve is funding cuts that require us to do more with less staff.

Toledo, OH: Catholic Charities

Funding

Youngstown, OH: Catholic Charities

Lack of affordable housing and living wage jobs.

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

Lack of public transportation presents significant barriers for our clients. Homeless services for women are inadequate. Efforts are underway to increase our programs.

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

The greatest obstacles our agency faces in its efforts to reduce poverty in our community include lack of affordable housing, employment opportunities and living wage jobs, and affordable childcare. The cost of transportation impacts participation and related stress impacts healthy relationships. We also struggle with racism and violence against women.

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

The current economy. The reduction in our revenue sources due to cuts to the agencies that fund our contracted activities.

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC has experienced significant funding reductions from public sources in 2011. At best funding will remain level or slightly reduced in 2012. CCSLC's greatest obstacle is continuing to provide the same level of services with decreasing public funding and increasing competition for private resources within the current economic environment.

Allentown, PA: Catholic Charities

Housing – need for affordable housing is great and the need is far larger than the resources. Unemployment – lack of jobs and limited funding to assist with housing and utility needs.

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

Lack of adequate subsidized housing. Lack of homeless shelter beds.

Harborcreek, PA: Harborcreek Youth Services, Catholic Charities of the Diocese of Erie

Employment opportunities.

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

High unemployment, lack of jobs.

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

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

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

To change the mind set of employable clients that use the center. There seems to be a way too comfortable acceptance for receiving services.

Pittsburgh, PA: Better Homes for Erie, Catholic Charities of the Diocese of Erie

Young people having babies. No (or limited) involvement by fathers. These young ladies are victims of generational poverty.

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

The parochialism that the folks in the community employ that discourages collaborations, better use of available funds, and so on.

Erie, PA: Catholic Charities Counseling & Adoption Services, Catholic Charities of the Diocese of Erie

The greatest obstacle we face is the long-term family history of poverty that so many of our people have experienced. Many have little hope of overcoming their economic condition and thus lack the motivation or inspiration to make necessary changes.

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

Keeping individuals motivated. Many want immediate results and have a hard time seeing what the future could hold after 6-18 months. Many have serious credit issues and need financial literacy counseling to improve their credit rating to be mortgageable to purchase their first home.

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

Lack of job opportunities.

Harrisburg, PA: Catholic Charities

Limited funding opportunities.

Philadelphia, PA: CATHOLIC SOCIAL SERVICES, Catholic Social Services

State budget projections, ongoing funding & service cuts, rising health care costs, unemployment rate. Local governmental funding does not cover expenses to provide services.

Pittsburgh, PA: Catholic Charities

Lack of funds, limited transportation with ongoing cuts to those services, locating housing for individuals on fixed income

Wilkes Barre, PA: Catholic Social Services

Adequate housing/unemployment/co-occurring disorders.

Providence, RI: Diocese of Providence

Reduction in federal assistance programs like LIHEAP and ETSP. Poor housing market, high unemployment

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

Funding

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

We would like to have our food pantry reach out beyond Beaufort county, perhaps by implementing a mobile food pantry to reach some of the rural areas.

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

Funding and lack of office space.

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

Not enough staff to meet client demand.

Knoxville, TN: Catholic Charities of East Tennessee

Political will and funding.

Memphis, TN: Catholic Charities of West Tennessee

Limited financial resources and jobs.

Austin, TX: Catholic Charities of Central Texas

Homelessness

Beaumont, TX: Catholic Charities of Southeast Texas

We lack sufficient funding to make a significant impact on the economic circumstances of clients served. We also lack access to an integrated program of economic improvement that could more easily help clients benefit from human service programs, while also helping with job search, job placement, education, life skills training, etc.

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

Funding for staff salaries

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

The greatest obstacle our agency faces is when attempting to provide services to families that are dependent on entitlements, and when addressing homogeneous and heterogeneous populations not willing to make changes in their lives.

Dallas, TX: Catholic Charities of Dallas, Inc.

Limited resources, lack of jobs, Rental Assistance, increase in mental illness cases among refugees, accessing free vocational training for re-skilling refugees clients, anti-immigrant sentiments, outdated immigration laws; staff turnover high due to part-time positions; homelessness prevention programs, lack of assets and susceptibility to predatory lenders; broken single parent families with poor mothers working minimum wage jobs.

Fort Worth, TX: Catholic Charities Fort Worth

One great obstacle faced by CCFW in our efforts to reduce poverty is the complex issue of actually defining poverty and determining what is in our control to change.

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

Securing additional operating funds. Lack of public transportation. In the current economy finding employment for our clients.

Lubbock, TX: Catholic Charities

Funding and volunteers

San Antonio, TX: Catholic Charities

Access to childcare; cycle of abuse; cycle of poverty; lack of education & work skills; lack of available jobs; lack of English skills; lack of job skills transferable to U.S. jobs (regarding refugee population); not enough beds for homeless families; teen pregnancy; lack of funding needed to maintain level and expand services.

Laredo, TX: Catholic Social Services of Laredo, Inc.

Outreach personnel, community apathy.

Tyler, TX: Catholic Charities East Texas

Finding sufficient funding.

Salt Lake City, UT: Catholic Community Services of Utah

Funding cutback in government, corporation, and foundation support.

Arlington, VA: Catholic Charities of the Diocese of Arlington, Inc.

Inadequate funding.

Richmond, VA: Admin, Commonwealth Catholic Charities

Economic climate, unemployment rate, high cost of housing, medication and medical insurance, day care, lack of good public transportation.

St. Thomas, VI: Administrative Office--St. Thomas, Catholic Charities of the Virgin Islands

Lack of funding and affordable housing for low income individuals and families.

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

Emergency Aid – we have a cap amount each month, and each month the demand is greater than funds allow us to fulfill.

Seattle, WA: Catholic Community Services of Western Washington

Funding; access to affordable housing; generational poverty; public opinion;

Spokane, WA: Catholic Charities

Lack of available resources and funding.

Yakima, WA: Catholic Family & Child Service, Yakima (3 sites), Catholic Charities

State budget cuts

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

Lack of organizational capacity, adequate funding for services programs and geographical dispersal of affordable housing sites due to the rural communities we serve.

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

Lack of appropriate resources, e.g. housing, health care, employment.

Richland, WA: Catholic Family & Child Service, Tri-Cities (2 sites), Catholic Charities

The need for housing.

Green Bay, WI: Catholic Charities

Sustainability of services.

LaCrosse, WI: Catholic Charities

Limited funding – we see more need than we have resources.

Madison, WI: Catholic Charities

Securing adequate financial resources.

Milwaukee, WI: Catholic Charities

We are facing the on-going growth of people who are in need of one or more of our services. In 2012 our plan is to grow some of our most overwhelmed programs such as Behavioral Health and Legal Services to Immigrants. We also plan to establish more and better relationships with parishes throughout the archdiocese in an effort to not only educate about the services we have but to also garner more volunteer and financial support to sustain and grow programs.

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

Transportation. Funding for direct family relief. Remote area of state – limited resources.

Wheeling, WV: Catholic Charities West Virginia

- Financial resources to hire more personnel & financial assistance to provide services and operation of stability.
- Lack of funding and volunteers.
- Lack of employment opportunities.
- Untreated mental illness and addictions.
- Lack of employment.
- Lack of living wage employment.
- Having the resources to be able to meet the demand for services.

Programs to Reduce Poverty

A final question in this section asked agencies to describe the program of the agency that is most effective in reducing poverty. Agencies responded as follows:

Juneau, AK: Catholic Community Service

Though we serve people considered below the poverty threshold, our programs cannot claim to be reducing poverty.

Phoenix, AZ: Foundation for Senior Living

WAP programs making homes energy efficient, saves money for home owner, 906 service 2011CY

Tucson, AZ: Southwest Community Services, Catholic Community Services

Case management services provide the resources to people and connect them to needed services. Over 400 persons are served in case management each year with at least an 80% success rate.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

The Assets for Families program continues to administer the VITA program, provide financial education, the matched savings account program, and incentives for banking and saving in other ways. The program depends heavily on well-trained volunteers and is able to operate with minimum staff and a Vista volunteer.

Lakeside, AZ: White Mt. Catholic Charities, McNary, AZ, Catholic Charities

Our food banks.

Chinle, AZ: Talbot House, Chinle, AZ, Catholic Charities

Talbot House is primarily an agency that deals with substance abuse education through the 12 steps, AA meetings and at one point, outpatient family and individual counselling. It is the hope and vision of this agency that through these services, people affected by alcoholism and substance abuse may learn how to cope and thus be able to help themselves out of poverty.

Holbrook, AZ: Good Shepherd Center, Holbrook, AZ, Catholic Charities

Providing the means to attain housing for those evicted or homeless for various reasons. This helps to keep children in school and becomes the start of stability. We help people financially with the above as well as utilities. We spend about \$100,000. per year. We have a case manager and serve about 500 clients in this category alone which includes children. Those facing utility shutoffs are included as well. Many return on their own to acknowledge how they are doing. When they do not return for continued assistance, this is our benchmark for success.

Santa Barbara, CA: Santa Barbara Region, Catholic Charities of Los Angeles, Inc.

Food distribution services have become the most important function we can provide to the targeted population. Serving over 182,103 returning clients in fy 2011, over 69% of program funding is directed to food purchases/distribution and all agency volunteers work exclusively within this program.

Canoga Park, CA: San Fernando Region, Catholic Charities of Los Angeles, Inc.

Food pantries and Day Labor Centers can be seen as such programs.

Long Beach, CA: San Pedro Region, Catholic Charities of Los Angeles, Inc.

Emergency homeless shelter to assist persons access housing, \$1,200,000 a year to serve 750 persons, success measured by housing placement and six months follow-up showing housing stability.

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

As a provider of basic safety net services, the food pantries have the most immediate budgetary & nutritional impact. They allow families to spend money on necessities other than food and increase important nutritional staples in families' diets. Because families and individuals can visit pantries twice monthly, pantries are a steady shield in the fight against poverty.

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

Esperanza's Legal Orientation Program (LOP) is very effective in reducing poverty. LOP gives legal information & aid to adult men, in Immigration Court proceedings who face deportation from the U.S. These men are often their families' main earners & deportation can place their families into poverty. LOP costs about \$350,000 with 4 employees; it served over 8,200 clients. Success is measured by # of clients served vs. those clients who have ways to remain in the U.S.

Los Angeles, CA: San Gabriel Region, Catholic Charities of Los Angeles, Inc.

Our limited case management program focused on housing stability has provided significant assistance to clients. By helping obtain or maintain housing with a one-time or short term rental assistance, a client is assured of some housing security. A client is provided the opportunity to reduce stress and attend to other needs, e.g. seek employment. The regional budget for this activity is approx \$200K. In the past fiscal year, we served 165 households. For outcomes, length of housing retention is measured.

Oakland, CA: Catholic Charities of the East Bay

Our case management model of service delivery which wraps holistic support around families most at risk of poverty and social exclusion.

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

Our food distribution program assisted over 117,000 people with food and referrals to resources for other basic needs. By supplementing food for families, the family saves money that would be spent on food and can spend that money for other needs. In addition, case management at our food site assists families in making good decisions toward family stability.

Placerville, CA: Mother Teresa Maternity Home, Catholic Charities of Sacramento, Inc.

Our Mission Statement: Mother Teresa Maternity Home of El Dorado County provides a temporary residence in a safe environment for pregnant women in need; to assist them in completing their pregnancy in safety and comfort; to assist them with referrals to existing community services and agencies and encourage communication with families. During residency, our clients must work on their goals to become self sufficient. Because we have staff 24 hours a day, our monthly expense to keep the home running is approximately \$11,000 per month. We served 26 in 2011. We measure our success by the number of clients that graduate from our program.

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

The Laurel Glen housing complex has 40 units for low income families and 24 for seniors. Living there provides affordable well managed housing and increased disposable income. Laurel Glen has a 98% occupancy rate. There is minimal cost in terms of financial and human resources for the agency.

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

One of our programs that is most effective in reducing poverty is Adult Education. This program provides unique learning opportunities to adults at no cost in a supportive, highly personalized and non-judgmental environment. Education is provided in the classroom setting and one-on-one tutoring and appointments. All services are free to the community and open to adults over 18. Educational services include GED preparation, tutoring in literacy, math, reading and writing, English as a Second Language (ESL) classes, assistance with job searches, resume building workshops, computer basics classes and specialized computer courses such as Welcome to the World of Computers and Microsoft Word. SFBFS also offers workshop facilitated by the Employment Development Department and TechSkills of Sacramento. Adult Education served 14,552 unduplicated individuals last year. The program has two program managers (one at each location) and two program assistants. The annual budget is \$248,150.

San Bernardino, CA: Catholic Charities San Bernardino/Riverside

We are using Poverty Simulations to educate the stake-holders and other community leaders about the true nature of barriers that those in poverty must confront.

San Francisco, CA: Catholic Charities CYO

Our Homelessness Prevention Programs provide eviction prevention assistance in the form of rental assistance for back rent, security deposits, and information and referral to appropriate community agencies to families and individuals to prevent homelessness. This program is made up of 6 staff with a budget of about \$900,000. We serve more than 1240 individuals. We measure success by the amount of people who remain stably housed after 3 (over 90%) and 9 (over 85%) months. We also helped 17 families reunify with their children as a result of receiving our rental assistance.

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

The CORAL Afterschool literacy program helps break the cycle of poverty through intensive literacy support and academic enrichment especially to English-language learners. Supported by a budget of \$3.9 million and approximately 225 staff, last year 3960 students participated and on average increased their scores by .92 grades.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Coach 2 Career, our employment preparation program which serves approximately 300 clients per year resulting in 190 + clients obtaining employment. The cost of the program is approximately \$100,000 per year, (\$95,000 in salaries and benefits and \$5,000 in program materials).

Stockton, CA: Catholic Charities of the Diocese of Stockton

1) Immigration Legal Services Program; 2) Citizenship obtainment creates a path to better employment and social integration which promotes families climbing out of poverty; 3) Application assistance for SNAP. This program provides food access for families, relieves stress of funds in food to be directed towards other essential items.

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.

Bridgeport, CT: Catholic Charities of Fairfield County

Empowering People for Success: Funded by the State of Connecticut, provides supports to help clients coming off public benefits to achieve employment.

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

Fortitude housing – permanent housing is not only dignified it is a justice issue (it impacts clients’ physical and mental health and their ability to get and keep social welfare benefits and employment).

Wilmington, DE: Catholic Charities Inc.

Providing counseling to uninsured clients for fee per session. Over 200 clients are in this category at a cost of \$110,000 to the program.

Orlando, FL: Catholic Charities of Central Florida

The refugee program is most effective with reducing poverty as we place clients in jobs and through case management effectively intergrate them into society. HPRP grant – Federal fund for homeless prevention and rapid re-housing; measured success by the number of people still in housing after assistance.

Palm Beach Gardens, FL: Catholic Charities

Although our transitional living facility, Samaritan Center, serves a limited number of families per year (88 for 2011), the program works with most homeless families long enough to move them to self-sufficiency. Sometimes they are able to participate in the Habitat for Humanity Program and have a house of their own to move into. The program cost for last year was approximately \$792,000; the program is effective in attracting grants.

Pensacola, FL: Northwest Florida Administration, Catholic Charities of Northwest Florida

Bridges to Circles – details in the Pensacola & Panama City program sections

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

The Emergency Assistance Program has been helpful in getting some clientele over the hump, allowing them to catch up on bills and stay current. We have helped 73 families over the course of the year. Success would be measured by not seeing the client return the following year.

Panama City, FL: Panama City Regional Office, Catholic Charities of Northwest Florida
Bridges to Circles initiative. Relatively new at the Panama City office; not enough time to garner significant outcomes.

Pensacola, FL: Pensacola Regional Office, Catholic Charities of Northwest Florida
Health Professions Opportunity Grant assists with low income/TANF recipients to enroll in a specified health related program and locate employment at completion. This goes hand in hand with Bridges to Circles which engages and equips, inspires and transforms the community with volunteers who help families achieve life goals.

Lake City, FL: Catholic Charities Bureau, Lake City Regional Office, Catholic Charities Bureau
ESG prevention grant – rent, mortgage & utilities and intensive case management monthly for up to one year. Case management and needs have increased due to more clients in need. Infrastructure can not grow fast enough due to employment freeze and shrinking funding.

Honolulu, HI: Catholic Charities Hawaii
The Housing Placement Program is the most effective in mitigating the effects of poverty by providing stable housing for families with children. The program provides financial assistance and case management for 300 families. Six direct service staff and a half-time supervisor are assigned to the program. An outcome is deemed successful when a family is able to maintain housing for six months and upon closure has learned the skills to be good tenants.

Honolulu, HI: NOP, Catholic Charities Hawaii
Among the supervised living services our program provides, the transition group home for young male adults is most targeted to reduce poverty. By addressing independent living skills, program success is measured by the client's successful transition to housing and to employment and/or post secondary education. The group home served 12 residents in the last year; specific skills taught included financial literacy, tax assistance, budgeting, job training, etc. To target poverty prevention, independent living skills were also taught to middle and high school students placed in therapeutic foster care or community based residential settings (57 clients).

Honolulu, HI: IIR, Catholic Charities Hawaii
The Housing Placement Program is the most effective in mitigating the effects of poverty by providing stable housing for families with children. The program provides financial assistance and case management for 300 families. Six direct service staff and a half-time supervisor are assigned to the program. An outcome is deemed successful when a family is able to maintain housing for six months and upon closure has learned the skills to be good tenants.

Davenport, IA: Catholic Charities Davenport,
Our Immigration Services enables individuals and families to obtain documentation necessary for securing employment.

Des Moines, IA: Catholic Charities
The agency program most effective at reducing poverty is St. Joseph Emergency Family Shelter. St. Joseph Emergency Shelter services include emergency housing for a limited stay, daily meals, laundry facilities, personal necessities and case management to assist guests in returning to self sufficiency. All guests who stay at the shelter are required to meet with the Community

and Family Support Advocate, who provides case management. Working together, the guests identify specific goals and action steps to move toward a more stable, independent living situation. The goal most often identified as primary is obtaining permanent housing. To meet this goal, the case manager refers guests to transitional living programs or works with guests to explore options such as finding a rental unit with or without subsidy. In FY2011 (July 1, 2010 - June 30, 2011), St. Joseph was home to 83 families, comprised of 288 individuals. Children between the ages of zero and eighteen comprised the majority of guests served at St. Joseph, with 172 served over that timeframe. This was an increase from FY2010 (July 1, 2009 - June 30, 2010), when 69 families, comprised of 262 guests, were served. (This increase was due to our shelter expansion project completed in November 2010.) In FY2012, the shelter projects to serve between 90-100 families and 315-330 individuals; from July 1, 2011 through February 2012, 276 guests in 81 families have been served. The success of the program is measured in two ways: through tracking of performance measures such as transition into permanent housing upon exit, and increase in income while in shelter, both cash and non-cash. Guests also are provided an opportunity to provide stakeholder feedback through an exit questionnaire that measures their opinions on the program, staff, services and volunteers. This questionnaire was modified in October 2010 utilizing guest and staff feedback, as well as Council on Accreditation recommendations and known best practices. Questions explore overall satisfaction or dissatisfaction with the program, whether guests were treated by staff with dignity, courtesy, respect and cultural competency, whether the shelter provided an atmosphere of safety and orderliness, whether families plan to continue one new beneficial habit learned while in shelter and their response to the referrals and case management provided by the program. Data is aggregated on a quarterly basis and reviewed by administration and staff to note trends or recommendations for programmatic change which have been made based upon the guest evaluations. The program has a yearly budget of \$250,000-\$270,000. One full-time case manager, two part-time shelter managers and approximately ten to twelve part-time staff members comprise the shelter staff.

Cairo, IL: Daystar, Catholic Charities of Southern Illinois

Information toward finding jobs and encouragement for many to continue their education. Success is measured by changing one life at a time.

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

The literacy program in prisons managed by the Poverty Services Department is most directly reducing poverty at a root cause level from among the various agencies.

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

I think programs that highlight the dignity of life and promote life choices (moral teachings of the Church) that help people live up to that dignity have the most fundamental long term impact on poverty – building up families, freedom from addictions, care for the stranger...

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

Permanent Supporting Housing long term case management seems to be really stabilizing for very chronic people. 1 case manager to 12 client ratio. Costs on the average are limited to HUD funding.

Springfield, IL: Catholic Charities

Our programs generally keep poverty at bay or help people from sinking deeper into poverty. Pharmaceutical assistance helps so people don't have to choose between medicine or food; crisis assistance helps reduce the symptoms of poverty but does not eliminate the source of it.

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

Budgeting Basics addresses one-on-one with clients to help them see where their money is spent. Very little cost (incentives to attend). Being one-on-one, we only served 5 families last year. We are going to a more classroom type setting to reach more families, while still maintaining the intensive one-on-one counseling.

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

Bethany House Emergency Shelter-Partner with local service agencies to deal 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 and nutrition classes, job seaching, and more. Program expenses: \$240,000/yr., 3FTE.

Bloomington, IN: Catholic Charities - Bloomington, Catholic Charities

Mental health and psychoeducational services for children. About 60 percent of our resources go to that area.

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

Holy Family Services include an emergency shelter for families and transitional housing program. Shelter provides emergency housing for 1,200 individuals (or 400 families) each year, over half of whom are children. The transitional housing program annually serves 9-12 families (25-40 people). Nine apartments are available for families who can live there up to 24 months. The shelter can admit families on a 24-hour basis. Both programs serve married couples with or without children, single mothers with children, single fathers with children, and single pregnant women. The population served frequently deals with issues of mental health, addiction, domestic violence, unemployment or underemployment, chronic or sub-acute medical illness, and developmental disability. At the shelter families are provided three meals a day and have access to personal hygiene supplies, telephones, laundry facilities, and limited transportation. Both programs provide comprehensive case management services over the course of their stay, 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. Holy Family Shelter case managers develop a case plan with each family, outlining steps to identify and meet their needs; assist the family to work through the plan; and refer family members to social service agencies for help with specific needs. The case manager typically has 30 to 45 days to work with each family before permanent housing is secured. Measurable outcomes include families improving housing status upon exiting the shelter or transitional housing; continued engagement in case plan; and number of employable adults being employed upon exiting the shelter or during their stay and exiting transitional housing. Annual budget \$1.2 million; 14 employees, (13 full-time; 1 part-time).

Dodge City, KS: Catholic Social Service

Our Teen Moms program is probably the most effective in reducing poverty. We have 10 participants a year who are each assigned a mentor. Success is measured through the goals that the individual participants set in their effort to achieve self-sufficiency by the time they leave the program.

Overland Park, KS: Catholic Charities of Northeast Kansas

The agency operates a highly successful and often duplicated entrepreneurial program for refugees resettled by the agency. The New Roots for Refugees program harnesses refugees' interest and experience in agriculture and supports them as they develop small-scale farms producing organically grown produce. Farmers are supported as they sell produce at farmers' markets throughout the city and through Community Supported Agriculture subscriptions. Interacting with consumers helps refugees improve their English skills and reduces fears of interaction with other Americans. Farmers' markets take place in the urban core where residents have the opportunity to utilize Supplemental Nutrition Assistance Program (SNAP) benefits (formerly food stamps) to purchase produce at a 2-for-1 match. This initiative addresses food scarcity in the urban core while supporting refugee's economic viability. The program costs \$220,000 annually. Two full-time staff members are employed. 22 farmers participate (including four graduates who successfully purchased their own land with proceeds from sales and are now farming independently). Hundreds of residents in the urban core benefit from reduced cost produce brought into their neighborhoods. Success is measured on a micro and macro level. Refugee's attendance at English language courses is recorded, as are pre and post tests on vocabulary. Participants' sales at weekly markets are tracked. At the end of the season, each participant is evaluated against their achievement of personal goals. This also provides the opportunity to plan for subsequent growing season. Concerning the impact on refugees, at the close of this growing season participants had \$101,720.84 in sales up from \$60,293 the previous year. This 66% increase in year sales came when many native farmers had decreased revenue in a challenging growing season. While farmers are at different skill levels and have varying levels of success, each posted positive sales, showing a definite trend of sales increasing with each year a farmer participates. For some of the program's more experienced farmers, sales reached over \$14,000. The average farmer netted close to \$6,400 in additional income.

Salina, KS: Catholic Charities

Emergency Asst. Marital Education and Fatherhood Program.

Wichita, KS: Catholic Charities, Inc.

Marriage for Keeps is a program that Catholic Charities launched in 2007 when it was awarded one of a few federal health marriage grants by the federal Office of Family Administration (OFA). This program strengthens marriages, benefiting children and future generations. While it will take many years to see evidence of the effectiveness of this approach, we believe it is a successful strategy.

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

Clients who present with depression due to disability are often unaware of how to access benefits and resources in the community. Connecting them with those resources and assisting with the process of applying for SSI or Social Security at no charge bypasses the local lawyers who often delay cases by as much as four years.

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

Lasting Change and Suit Yourself continue to be effective asset building programs for our clients. While we are able to meet the immediate housing and utility needs of our emergency assistance clients, these supplemental programs provide long-term solutions for individuals in our community. Several individuals who received emergency rent or utility assistance attended our job preparedness studio, Suit Yourself, and obtained employment. Many emergency assistance clients attended our financial literacy program, Lasting Change. Three clients who graduated from the program are now serving as volunteer mentors for the program.

Louisville, KY: Catholic Charities of Louisville, Inc.

Probably our ESL school and job placement team – part of Migration & Refugee Services.

Baton Rouge, LA: Catholic Charities Diocese of Baton Rouge

Case management is a necessary component for receiving financial assistance. Case managers help the family in crisis develop a family recovery plan, tapping into their needs and strengths and drawing on agency and community resources to help the family lift themselves out of poverty.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

Our Family Strengthening Program is in its infancy, but it shows great promise. It will one day be very effective in reducing poverty.

Baltimore, MD: Catholic Charities

Employment/training programs served 1,376 clients in FY11. There were 382 job placements with an average starting wage between \$9.26/hour to \$10.35/hours. Total expenses for these programs were \$4.7M in FY11.

Portland, ME: Language Partners, Catholic Charities Maine

No one program is more effective than another within the agency; each program effectively serves the varied and specific needs of diverse vulnerable populations in Maine.

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

No one program is more effective than another within the agency; each program effectively serves the varied and specific needs of diverse vulnerable populations in Maine.

Saginaw, MI: Catholic Family Service

Counseling

St. Cloud, MN: Catholic Charities

Transitional housing program for women with children; cost in 2011 = \$20,386; 1.8 FTEs; 24 served in 2011. Financial counseling program – debt management, HUD housing counseling, mortgage foreclosure counseling, financial literacy training; cost in 2011 = \$49,979; 4.4 FTEs; 1,979 served in 2011.

Winona, MN: Catholic Charities

The MediAppS program helps to reduce poverty in the area, helping individuals find ways to get their medications for free or at a reduced cost which frees up monetary resources to pay for other living expenses. The cost to our agency is the caseworker salary in this position. The number of

clients served per year is 225. Success is measured by a survey completed by clients and if we successfully helped them financially.

New Ulm, MN: Catholic Charities

Our counseling helps preserve families and prevent costs of separation/divorce/custody battles. Some 100 of our clients are in families involving at-risk marriages.

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

All of the programs provided by Catholic Charities are effective in reducing poverty. Our agency uses a consumer assessment tool which allows staff to address five pillars of poverty and assist in any of those areas despite what the client may seek services for. This process is client driven.

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

1. Shelter Plus Care is permanent housing sponsored through the Department of Mental Health, 808 women and children were served through this contract in 2011. Six employees assist and ensure implementation of services. Success in Shelter Plus Care is measured by multiple variables including: retention, sobriety, attainment of employment/education, and family reunification. (QOP)
2. We provide a continuum of programs and services which address the multi-faceted nature of poverty. An individual with an untreated mental health problem may have difficulty obtaining a job and maintaining housing. Another who is homeless will have a difficult time obtaining a job since it is difficult to show up to a job interview without a decent place to sleep and clean up. If one has no job it is difficult to maintain housing and utilities. The costs of our veterans employment programs (VA and Department of Labor funded) are very effective, but expensive. Our housing programs target specific housing needs: individuals with mental health problems need supportive housing, which is more expensive than one-time housing payments for individuals who simply need brief assistance. Our behavioral health programs assist individuals who have long standing behavioral health issues, and outcomes such as employment and housing placements take considerable time to achieve. (SPC)
3. Individual Development Accounts (IDAs) allow people to save toward the purchase of an asset such as a home or finance a college education or small business. Participants also receive financial and asset-specific education plus one-on-one budget/credit counseling. We participate in IDAs as part of a collaborative sponsored by the United Way of Greater St. Louis. United Way provides matching dollars; we have one person administer accounts and deliver education. Seventeen people participated in the IDA program in 2011. We measure success according to how many participants complete their education, save as planned, and meet their goals. We also attempt to stay in touch with participants afterward to see that their success is sustained. (CCCS)

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

In my opinion, the Refugee Resettlement Office raises the greatest number of people out of poverty and into an income status that can sustain oneself and one's family over the long run. This is done through close case coordination, job referral & placement, & children's programs.

Charlotte, NC: Charlotte Regional Office, Catholic Social Services

The food pantry serves as an emergency resource. Providing food allows families to use their finances for other needs.

Charlotte, NC: Catholic Social Services

Refugee Resettlement – resettles refugees by providing extensive case management. These refugees become self-sustaining over time. This program is over \$1 million. It employed 15-20 full and part-time staff and served 878 clients. Success is measured in terms of how long it takes to find employment.

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

Hand to Hand Teen Parent Support Program works with three generations to address the risk factors of poverty with the goal of removing the young family from the cycle of poverty.

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

Family Support Services – wholistic support for family achievement in social, financial and health areas of life. \$990K for 18 FTE and program costs. Success is measured by 1) family achievement with goals which have been established; 2) connection/linking to other resources. 6000 families, 23,000 people served.

Omaha, NE: Catholic Charities, Inc.

Mentoring Moms assists young mothers to achieve personal goals in becoming effective parents. Microbusiness creates economic independency and job opportunities. Research shows the importance and link between educational attainment and success in life, reduction in poverty and crime, and economic independence. High caliber early childhood programming and out-of-school programs are shown to improve truancy, increase graduation and develop children who become self-sufficient. Immigration Legal Services served 243 new clients in 2011. By representing immigrants in applying for available immigration benefits, we help those eligible to attain proper documentation to allow them to work legally and obtain economic sustainability. The success is measured by number of benefits approved.

Camden, NJ: Catholic Charities

Given persistently high unemployment over the past 36 months, our Stabilization Programs have prevented thousands of people from falling into deeper cycles of poverty. Of three programs, two of them partnerships with federal agencies, 341 households were stabilized.

1) From 12/09 through 12/11 our Homeless Prevention and Rapid Re-housing Program, operating in one county of the diocese, screened and provided information to 1,163 families, and directly assisted 199 very low-income households and a) prevented them from being evicted, or b) re-housed families made homeless due to the economy.

2) The agency's Community Warehouse Program provides furniture to victims of domestic violence, refugees, and fire victims. In February 2012, 26 families were provided 209 furniture items of an estimated \$6,740 in value. This meant that those households could husband scarce resources to ensure that groceries could be bought, utilities and rent kept timely, and stability.

3) The agency's Ready Vet Go Program (or the VA Supportive Services to Veterans and their Families) has screened 485 people between 10/11 and 05/12, and directly served 116 families by a) preventing homelessness or b) rapidly re-housing those who were homeless.

Perth Amboy, NJ: Social Concerns, Catholic Charities

Our community gardens are the most effective at reducing poverty. The gardens alleviate hunger and help our families save money they would otherwise spend on buying the food they grow. The costs are minimal (about \$500 or less annually) in materials we purchase for the gardens. A good amount of my time organizing workshops, etc. is spent on the gardens during the summer.

We service about 60 clients with the gardens. We measure success through the people's interest and participation.

Dover, NJ: Hope House, Catholic Charities of the Diocese of Paterson

Food pantry – 480 individuals received food completely funded by volunteers. In 2010 110,520 lbs. of food were distributed. It grew to 148,566 lbs. in 2011. Relying heavily on donations, we spent only \$3,000 on food in 2011.

Paterson, NJ: Straight and Narrow, Inc, Catholic Charities of the Diocese of Paterson

Our substance abuse programs are the most effective, addressing base line productivity, health and positive family involvement. We serve 6,000 clients per year at a cost of \$13,000,000. Success is measured by conducting surveys and measuring program outcomes.

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

Employment Services.

Las Vegas, NV: Catholic Charities-Southern Nevada

Our Homeless to Home program remains our most effective poverty reduction program because of the comprehensive and sustained nature of its support services.

Reno, NV: Catholic Charities of Northern Nevada

The most effective is the Food Pantry, which offers monthly supplemental food resources to families, as well as daily snacks to individuals. In 2011, over 250,000 people (duplicated) were served in this program alone. It allows people to spend their money on other life needs such as rent, daycare, or gas for transportation. Not only do we offer the food, but we also have representatives from SNAP and WIC on campus weekly to enroll families. This program teaches families about self sufficiency.

Albany, NY: Catholic Charities

United Tenant's Homeless Prevention Program assists 500 low-income households annually by providing housing and budget counseling; court advocacy; mediation and in many cases emergency financial assistance; our Ways To Work Program; NOEP (food stamp outreach); our WIC program; our Food Pantries.

Brooklyn, NY: Catholic Charities

Preventive programs combining casework support with entitlement programs.

Ogdensburg, NY: Catholic Charities

Bridging the Gap – assistance to the working poor.

Rochester, NY: Catholic Charities

Healthy Sisters Soup and Bean – employment program for recovering addicts.

Hicksville, NY: Catholic Charities

Senior Services and Nutrition Programs supported and assisted 29,187 individuals and families with the battle against hunger on Long Island in 2010. Clients and families from all programs

(Immigration, PSM, Mental Health, Chemical Dependence, Maternity Services) participate in Senior and Nutrition programs.

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

The employment program is most effective at reducing poverty. It assists individuals to find and maintain employment in the community. The program includes 2 part time and 2 full time staff. Program success is measured by outcomes meeting contract goals.

Dayton, OH: Catholic Social Services-Miami Valley

Our Emergency Food Pantry is our most effective program in reducing poverty. It is our front door to other self sufficiency and family stabilization services. With the assistance of private funding we have been able to increase the case management staff available to serve individuals and families identified as needing other services as they access pantry services. Related programs are Homelessness Prevention, FEMA Rent assistance, Holiday help-a-family, and others. The pantry is run by a part-time professional staff member supported by 4 other staff members and 60 volunteers. The annual budget is \$950,000, of which over 70% is direct client assistance (donated or purchased food). Outcomes are measured using periodic self report surveys from current and past clients, and are reported to stakeholders at mid-year and year-end.

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

The Second Harvest Food Bank of Clark, Champaign and Logan Counties is the agency's most effective program. Over 3.8 million pounds of food were delivered in 2011 to address hunger. This translates into 2,580,731 meals delivered in the three-county service area to 110,233 unduplicated clients. The program accounts for 90% of the agency budget with 75% of that for staffing. Using Feeding America's Pound per Person in Poverty (PPIP) scale, Catholic Charities has met the standard set for delivering food poundage per client. To be compliant, a food bank must meet 50% of this poundage goal. Second Harvest is well above this 50% level.

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

Foodbank – information in Springfield Service Center survey.

Cleveland, OH: Catholic Charities Health and Human Services

Two types of programming were most effective in reducing poverty: family centers and preemployment screening. • Family centers provide a wide array of programs that support families in poverty. By identifying and offering them help with issues that seem to be keeping them in poverty, family centers demonstrate that there is no one factor that puts a family in poverty. We have to be prepared to address many issues. • Preemployment screening serves 6,000 persons a year who are applying for public assistance (TANF cash benefits) in the Welfare to Work office of Cuyahoga County. Success is measured by increase of persons meeting their work participation rates and ability to secure employment prior to exhausting their 36-month lifetime limit of cash assistance.

Toledo, OH: Catholic Charities

Supportive Housing – moving homeless to permanent homes and provides long term intense case management. Family Emergency Guidance – provides financial/budget education in preventing homelessness.

Youngstown, OH: Catholic Charities

Emergency assistance, housing counseling and financial literacy help people look at sustainability, income, budgeting and making affordable choices.

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

The Sanctuary Women's Development Center works with homeless women and children. Through case management a high percentage (52%) of the women have achieved stable housing. A continuum of care moves clients from Sanctuary to our Transitional Housing. Continued case management through our Family HOPE program assures continuity of stable housing. The programs require 4 FTE. Program costs are recovered through community fund raising events.

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC's most effective program in reducing poverty is our Supportive Housing which focuses on long term self sufficiency and housing stability. Its wide array of services offered to participants includes leasing assistance, employment and living skills, housing counseling, budget education and assistance with accessing mainstream services. Our intensive case management is conducted using a home visit model. Case managers work with all household members in developing a case plan of goals to achieve. CCSLC measures success by the number of adults who increase or maintain income as well as the number of households who transition from homeless to permanent housing. CCSLC serves some 40 households at any time and roughly 90 households per year. The annual budget is \$382,631, of which \$211,219 is direct client expenditures such as rent, medical expenses, deposits, utility payments, employment related supplies, etc.

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

The Fostering Hope Initiative works to reduce poverty in targeted neighborhoods by providing parenting education and support and connecting families to community resources that can help them with meeting their basic needs (e.g. medical care). This is funded by a research grant. A research service (QIC-EC) is conducting the research to determine effectiveness; it uses other neighborhoods as a control group. Early data show a significant difference.

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

Our job readiness program helps largely refugee clientele with job searching and working on resumes. The program is staffed by interns from a local university so there is low to no financial cost. Our domestic violence intervention program, Project UNICA, serves over 600 clients in person and 1,400 through the Crisis Line at a cost of about \$1,000,000. Our housing advocacy and placement program, Housing Transitions, placed 90 women in permanent housing this year.

Allentown, PA: Catholic Charities

Community Support Services-Material Assistance-Case Management Services for consumer needs. Cost \$10K in direct financial assistance to consumer. \$35K in staff salaries. #served about 800 per year directly and another 1,000 receiving information & referral services. Success seen in # of people who are able to sustain, because CC meets their needs. Other programs with multiple ways to financially assist, provide longer term outcomes, as case managers help until self-sufficient.

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

Emergency Financial Assistance program. We do a complete intake (looking at all sources of income and expenses) and do budget counseling, helping where appropriate. We check status of household for all rental and utility assistance at 90 days from assistance. Total served directly were 2,815; another 3,219 were referred to another agency; and we assessed calls from 3,830 households.

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

St. Martin Center is most effective in reducing poverty. 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 program serves 28,397 clients with a budget of \$3,074,055.

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

Our Family Supportive Services: Working with some 25 single-parent families at any time, our case managers become a part of the lives of program participants for two years and sometimes more. As present "surrogate parents," they offer assistance to increase skills and awareness in 12 index areas from housing and employment to children's health and education. Goals are adjusted as participants make progress. Case managers are intensively involved in participants' lives, making themselves available during off hours via phone calls should need for contact exist. Caring is at the core of the offered services and the intensive availability, whether the contacts occur at our center, at another service provider, at an appointment or in the home. Despite the intensive level of support, the goal is to encourage participants to develop skills to become more functionally self sustaining, moving away from dependency on entitlement programs as participants reclaim life roles and embrace hope for a better future for their children.

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

Our furniture store provided part time work for four people who would not otherwise have employment. We paid \$32,818.23 in wages and benefits in 2011 and provided 20 families or individuals with furniture at no cost to them.

Erie, PA: Catholic Charities Counseling & Adoption Services, Catholic Charities of the Diocese of Erie

Our Refugee Resettlement program is a great example of how programs and people can effect a community. Not only are the refugees working hard to establish themselves in a new community, but many are overcoming language and cultural barriers in their pursuit of meaningful employment. It is a great example to those who have lived here all their lives and lost hope in the American dream to see people who have lived in much more dire conditions (refugee camps) working hard to achieve for themselves and their families.

Harborcreek, PA: Harborcreek Youth Services, Catholic Charities of the Diocese of Erie

Our Sanctuary residential program is most effective in reducing poverty. Success is measured by performance and quality improvement program, payroll is 5.9 million, and 286 clients served.

Harrisburg, PA: Catholic Charities

Homeless shelter. Total budget \$616,625. Clients served 191 families, 560 individuals. This program has an average stay of 30 days. Success is measured by indicators including employment, housing, transportation, access to healthcare, education and child care.

Pittsburgh, PA: Catholic Charities

Basic Needs assistance coupled with Intensive Case Management that includes Life Skills Classes, Financial Literacy, and Workforce Development. The total cost to the agency is about \$1.6 million a year. Success is measured by the clients meeting their Individual Service Plan goals. 3,762 clients were served in 2011. This data cover the full calendar year for our one program location; the other location was only operational from July - December as it was a new program.

Providence, RI: Diocese of Providence

VITA Income Tax assistance returned \$150,000 to community in EITC, and other federal refunds.

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

Our programs assist those struggling with homelessness. Our programs assist with clothing, food, laundry/showers. We are not reducing poverty, per se, but eliminating obstacles people face when striving for self-sufficiency.

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

Helping immigrants get work permits and get legalized so they can be self sufficient. This serves 1,500 clients/year and we measure success by approval notices received from USCIS.

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

Case management

Knoxville, TN: Catholic Charities of East Tennessee

Samaritan Place, housing for people over 50. They are able to maintain stability and build assets while they live with us. We are also able to help folks sign up for services they never knew they could access.

Austin, TX: Catholic Charities of Central Texas

Immigration and legal services. Social Services.

Beaumont, TX: Catholic Charities of Southeast Texas

Our Asset Building Case Management (ABC) program plays a key role in creating access to homeownership and educational opportunities for low-to-moderate income families and individuals. The program combines financial literacy classes with long-term case management services. The financial literacy classes are certified to permit participants to qualify for benefits such as mortgage or downpayment assistance programs. Case management connects clients to resources that can help them progress towards homeownership or advanced education, including access to an IDA (individual development account) program that matches each dollar saved by clients (up to \$2,000) with a \$2 dollar contribution to the account. Because the advanced education or homeownership goals of clients are long-term, ABC's services follow a multi-year, three tiered approach. Clients progress through a series of economic improvement steps that

result in improved credit, a disciplined savings regimen, realistic budgeting, long-term economic goal setting, asset acquisition and maintenance. Progress through those steps becomes a ready-made means of measuring client success. The program now serves some 200 families (500 individuals) annually. An average 10 families a year have attained homeownership since the program began in 2008. The program employs only one full-time employee, the program director, who is supported with some tasks such as strategic planning and fundraising by management staff. She also has support from volunteers, particularly from the financial sector who assist with education. The program cost just over \$125,000 to during the past fiscal year.

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

The Homeless Preventions and Rapid Re-Housing program provides funding to families and individuals for rental deposits and rent. A caseworker w/benefits (\$35,000) and an administrative specialist w/benefits (\$22,000) are needed plus \$35,000. 210 clients served per year. Success will be measured by the number of months clients are able to maintain permanent housing.

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

The Emergency Aid Department's purpose is to prevent homelessness. It provides financial assistance to families facing evictions or disconnection of utilities, and food. The program serves some 43,000 unduplicated services to clients and some 49,500 duplicated services. Estimated annual costs are \$332,490. Success is measured by the number of clients that successfully avoided evictions and disconnections and were able to remain housed. Housing Counseling & Family Self-sufficiency Program components effectively help reduce poverty: education, the prevention of foreclosures, credit repair, one-on-one budget and money management counseling and workshops, and most importantly, putting people back to work and giving them the tools to achieve financial independence and self-sufficiency. The department annually serves some 2,200 individuals with costs of \$113,000. We measure success by the number of unduplicated services and the success of our families enrolled in the various program components.

Dallas, TX: Catholic Charities of Dallas, Inc.

The Money Skills for Life program provides financial education to low-income families with a goal of increasing the students' ability to effectively manage their money, meet monthly expenses, and reduce debt and increase assets and household financial stability. The basics of personal financial management are covered in a 3-module course that teaches money saving tips, budgeting, the basics of banking and how to establish and repair credit. All clients who receive financial assistance are required to take the course. The first module is taught by the case manager during the initial intake interview when an individual spending plan is developed. Individual coaching sessions are offered to clients by appointment and focus on debt reduction and saving. Budget: (2011):\$123,496. Students who participated: 351; Staff: One F/T Financial Education Specialist; Outcome target: 85% of students will develop a spending plan. (Outcome: 95% of students who participated in Module 1 developed a Spending Plan). Outcome Target: 70% of students will be using their spending plan at 90 day follow-up. (Outcome: 90% of students surveyed were using their spending plan at 90 days).

Fort Worth, TX: Catholic Charities Fort Worth

The most effective program in our agency for reducing poverty is our Refugee Employment Services, which leads refugees to achieve self-sufficiency through job placement and retention.

Lubbock, TX: Catholic Charities

Parent Empowerment Program, 125 clients a year, last year transitioned 80 out of poverty, assists low-income Lubbock County parents with tuition, books, and limited family expenses while they attend college, eventually transitioning the family out of poverty.

San Antonio, TX: Catholic Charities

Our Refugee Services program is most effective in reducing poverty, even though it only affects our refugee clients and not the community as a whole. With its education, employment, and case management components, Refugee Services is best set up to reduce poverty. The budget is 35% of the agency budget and makes up about 26% of the agency staff. Refugee Services serves 1,300 clients a year and measures its success by the number of refugees that are resettled, gain & maintain employment, and achieve and maintain self-sufficiency.

Salt Lake City, UT: Catholic Community Services of Utah

Our Refugee Resettlement Program is our most effective program at reducing poverty. It provides comprehensive resettlement services to refugees from various regions of the world. During their period of adaptation to a new environment the goal is to help them towards self-sufficiency. Trained case managers help the new residents with housing, jobs, ESL and special services designed to help them establish new lives. Refugee Resettlement is 1/3 of our cost financially and in human resources. We serve 450 to 600 clients yearly. We measure success by the number of families who are self-sufficient at the time of their discharge.

Richmond, VA: Admin, Commonwealth Catholic Charities

Employment services – served 491 persons; \$245,000 with fewer than 5 FTEs, outcomes measured in terms of number employed

St. Thomas, VI: Administrative Office--St. Thomas, Catholic Charities of the Virgin Islands

Bethlehem House Shelter for the homeless provides individuals and families with the opportunity to find jobs, save and move into permanent housing.

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

Bishop deGoesbriand Appeal for Human Advancement – self-help grants to community projects. The cost varies along with the number of clients served.

Seattle, WA: Catholic Community Services of Western Washington

Resident support services in housing.

Spokane, WA: Catholic Charities

St Margaret's: provides emergency shelter for women & children leading to permanent housing with vocational training. Budget \$820,000. Staff 18; with 5 Jesuit volunteers/ Americorps. 124 women were served in 2011 for shelter. Success of the program is measured by the number of clients becoming self-sufficient.

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

PACT program is most effective, serving clients who have had frequent hospitalizations, or high utilization of other services, e.g. ERs, jails. We have a 7-member team made up of MHPs, psychiatrists, nurses, VOC, CD, and peer specialists. We serve an ongoing caseload of 50 persons. According to our RSN the PACT has reduced hospitalization rates for the clients it serves by over 85% during the prior fiscal year.

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

It is the integration of our programs and services that provides the effectiveness in reducing poverty. We provide a broad spectrum of affordable housing options and related services that assist families in improving their own lives. Our multifamily rental housing units provide migrant farmworker housing, year-round housing for farmworkers and workforce households and we have senior/elderly housing units. We have a sweat-equity model homeownership program for first-time homebuyers. To date, we have had 6 families transition from our multifamily housing to homeownership (including two families that started in our migrant farmworker housing). Affordable housing opportunities coupled with services, financial education, and housing counseling help enable families to gain stability and prosper. The cost of the program is reflected on our annual budget numbers and staffing.

Green Bay, WI: Catholic Charities

Our Financial Health Program...success is measured by the number of participants getting out of debt.

Madison, WI: Catholic Charities

Parish Mobile Food Pantry, 11 locations, 11,509 participants, cost \$121,000 annually, 0.513 FTEs, 495 volunteers, 538 tons of food distributed. Outcomes: 98% of participants saved money on groceries and were able to use it for other necessities such as rent & utilities. 96% were better able to provide three meals a day for themselves and their family.

Milwaukee, WI: Catholic Charities

Our Behavioral Health program has the most impact on reducing poverty. There is a direct correlation between mental health and poverty. Unfortunately, the population who most could benefit from these services typically doesn't have insurance or the means to pay. In 2008 we restructured this program to be offered on a sliding fee scale with those who are at or below 200% of the federal poverty level paying nothing. To date, an average of 98% of our clients pay nothing. This is a costly program because we do not receive much back in client fees from the most vulnerable among us. Many come for an average of six sessions with our bilingual and master-level therapists. Our program is state certified and is offered in each of the 10 counties we serve throughout the Archdiocese of Milwaukee. Helping people learn to cope with the problems of their lives and working with them to make better decisions has helped lead countless individuals toward self-sufficiency and has also kept many families together. The program accounts for 20% of our annual budget. In some areas of Southeastern Wisconsin we have a 4-6 week waiting list. We have secured some new grant funds to underwrite the hiring of two new therapists during 2012.

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

We operate four community rehab/work preparatory training centers serving multiple disabilities helping individuals prepare for and secure community employment. 400+ individuals a year at 4 sites. Success is measured as staying on the job 6+ months.

Wheeling, WV: Catholic Charities West Virginia

- Case management costs are budgeted in terms of finances, assistance & personnel costs, varying by region. Outcomes measured are number served, financial amount distributed, and service plan goals achieved.
- Help families retain employment and reduce any barriers to child care; help families work towards self-sufficiency.
- ABE program, funded through a grant from Dept of Education, offered GED prep, money management & financial literacy classes to 86 students. Annual assessments measure the success and effectiveness of the program.

Section IV: Personnel

Catholic Charities member agencies and affiliates identify 384,065 people working with Catholic Charities in 2011, either as paid staff, volunteers, or board members. This is nearly identical to the 381,199 people identified in 2010. The distribution of personnel is also identical to what was reported in 2010: paid staff s make up 17 percent of the total personnel, board members are 2 percent, and volunteers are 81 percent.

Figure 18. Total Personnel

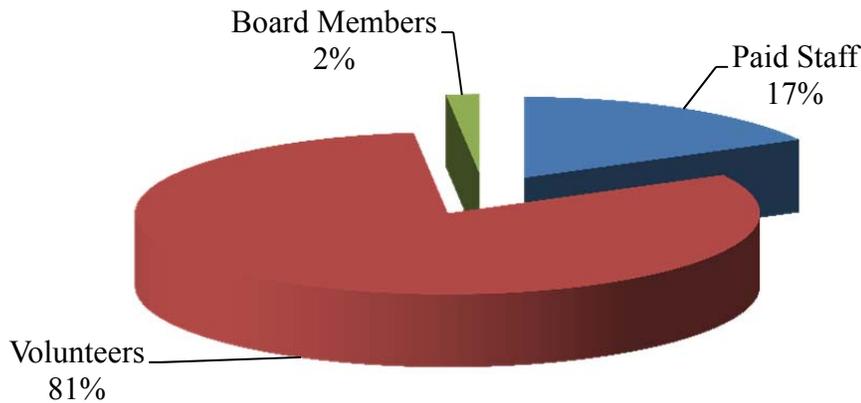


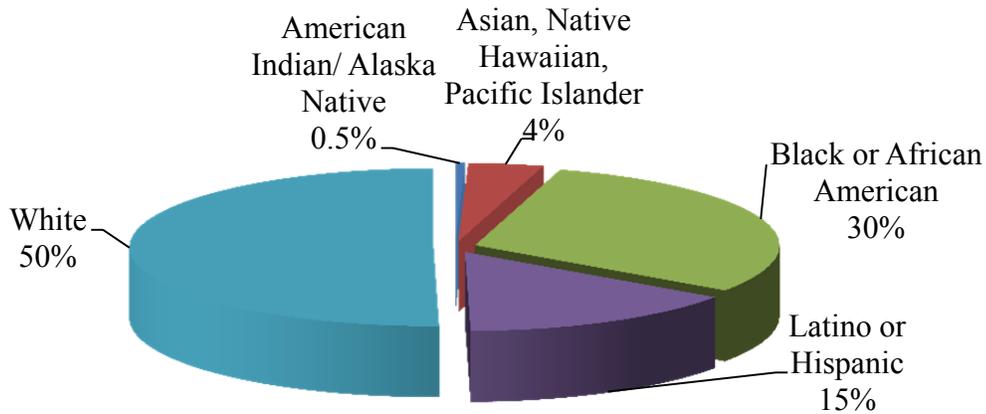
Table 41. Total Personnel by Category

Category	Number
Paid Staff	65,972
Volunteers	311,580
Board Members	6,513
Total	384,065

Paid Staff

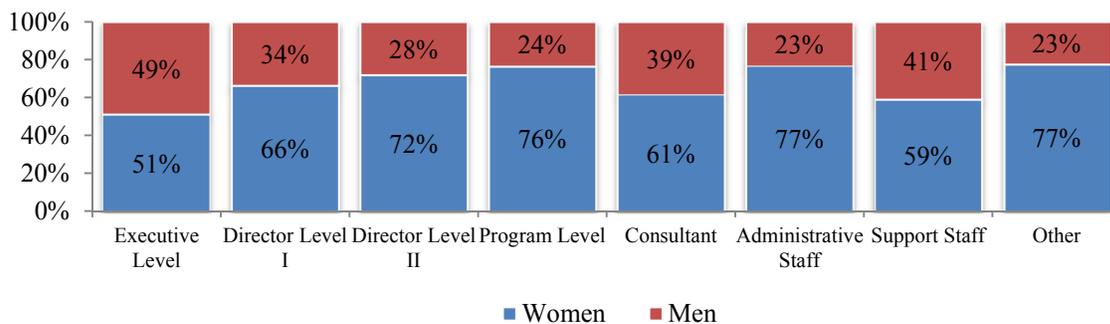
Paid staff includes both full-time and part-time positions as well as both professional and paraprofessional employees. Professional program staff includes individuals who use their practice, knowledge, and skills to provide client services, such as social workers, case managers, etc. Paraprofessional 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, 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 less than 1 percent are American Indian or Alaska Native.

Figure 20. Gender of Paid Staff by Position Level

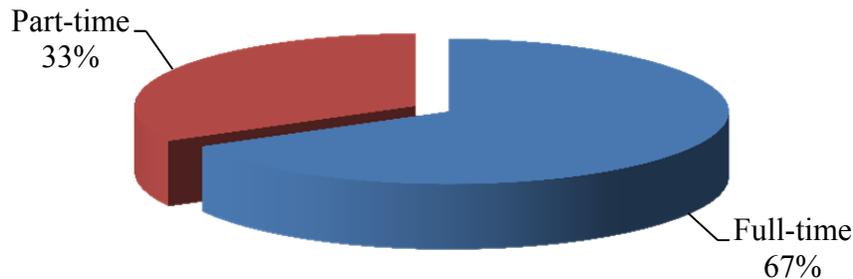


Nearly three-quarters (73 percent) of paid staff members are women. Figure 20 shows the proportion of women in each position level among Catholic Charities agencies.

Veterans are 1 percent of the total paid staff reported by Catholic Charities agencies in 2011. Veterans make up 2 percent of all executive level positions, 1 percent of the director level and program level positions, and 2 percent of all administrative support positions.

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 (52 percent) of all paid staff are employed at the program level. Just over 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

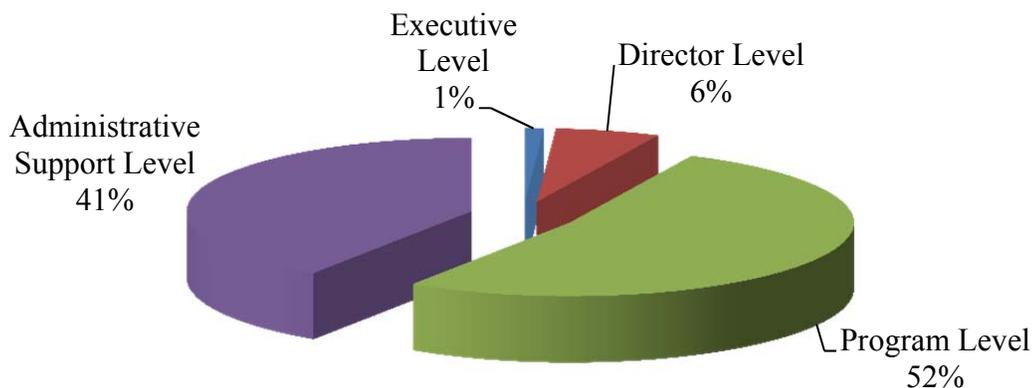


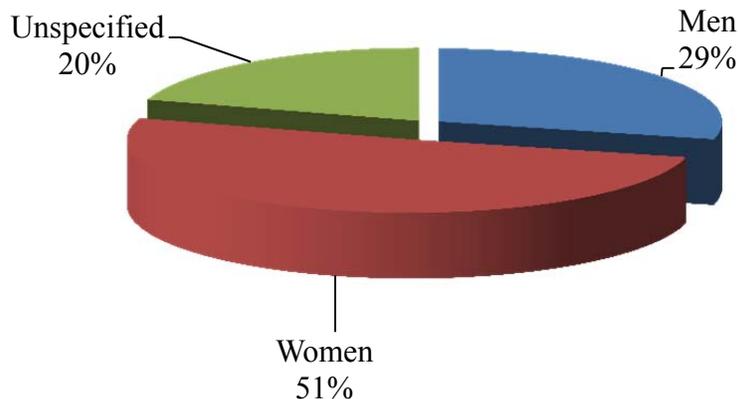
Table 42, below, displays paid personnel by occupational level as well as full-time or part-time status. Executive and director level personnel are most likely to be full-time employees.

	Full-time	Part-time	Total
Executive Level			
Diocesan Director/CEO/President/ Executive Director/Administrator/ COO/Vice- President/Assistant Executive Director	582	29	611
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	1,658	85	1,741
Director of Parish Social Ministry/ Regional/Divisional Director/ Program/Department/District Director	1,579	69	1,648
Program Level			
Program Supervisor/Program Professional and Paraprofessional Staff	20,193	8,471	28,712
Professional Consultants/Contractors	209	727	963
Administrative Support Level			
Administrative Staff/Executive Assistants, Secretaries and Clerical Staff	5,477	1,747	7,268
Support Service Staff	4,664	3,607	8,320
Other Paid Staff	2,989	4,511	7,511
Unspecified	6,758	2,440	9,198
Total	44,109	21,686	65,972

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 311,580 volunteers spent 9,565,666 hours in 2011 engaged in volunteer work for Catholic Charities.

Figure 23. Volunteer Staff



Just over half of these volunteers are women (51 percent) and about three in ten are male (29 percent). Gender was not reported for 20 percent of all volunteers.

Among those reporting the race or ethnicity of volunteers, whites comprise 70 percent of volunteers (104,368), African Americans or blacks are 12 percent (18,532), Hispanics or Latinos are also 12 percent (18,353), Asians, native Hawaiians, or Pacific Islanders are 5 percent (7,245), and less than 1 percent (753) are American Indians or Alaska natives.

Some 45 responding agencies estimate that their volunteers spent a total of 9,565,666 hours in the past year engaged in volunteer work. That averages out to approximately 214,600 hours per responding agency.

The 71 agencies that responded to the question reported that they spent an average of 89 hours per week managing volunteers. Half of the responding agencies, however, reported spending 15 hours per week or less managing volunteers.

Some 75 agencies have a coordinator or director of volunteers. Another 77 agencies report that they use skilled volunteers, such as teachers volunteering as tutors, nurses volunteering at a free clinic, or tax specialists helping low income individuals review eligibility for the earned income credit.

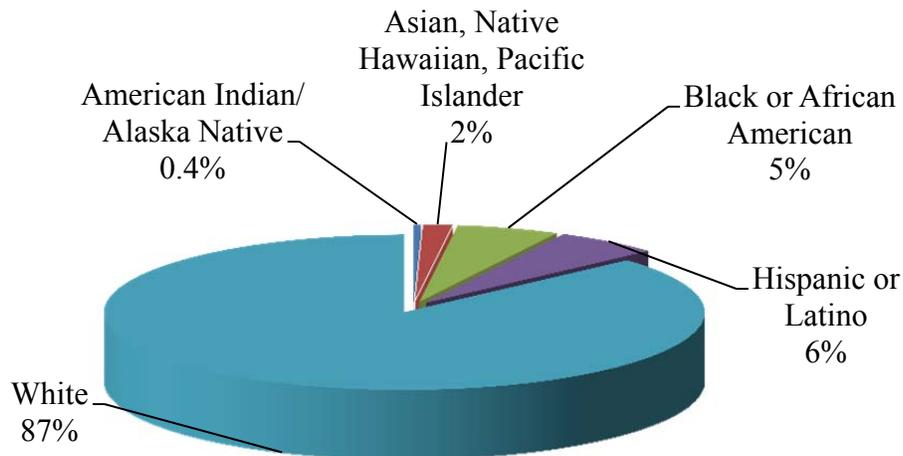
Board Members

In 2011, agencies reported a total of 6,513 board members. Of these, 139 board members (2 percent) are current or former clients.

Among those reporting the gender of their board members, men make up 59 percent (3,806) of board members, while women make up 39 percent (2,552). The remaining 2 percent was unspecified.

Where agencies reported the race or ethnicity of their board members, 87 percent (5,110) are white, 5 percent (327) are black or African American, 6 percent (337) are Hispanic or Latino, 2 percent (96) 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 133 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 123 agencies, programs, or offices responded in the affirmative.

A total of 70 agencies report 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 (123) report that Catholic Charities is building partnerships with the parishes in the diocese. These agencies report that out of 15,568 parishes, they are building partnerships in 5,765 (37 percent). The table below displays the most common functions of these partnerships and the percentage of responding agencies, programs, or offices that reported that each is a function of their agency’s parish partnerships.

Table 43. Functions of the Agency’s Parish Partnerships

	Agencies	Percent
Coordinating volunteer opportunities for parishioners or parish groups	93	81%
Development (soliciting funds from the parishes)	88	76
Providing services at parish sites	86	76
Parish social ministry	78	68
Coordinating a referral line specifically for people seeking services from parishes	71	60
Dispersing emergency assistance through parishes	59	52
Parish board representation	56	50
Coordinating a legislative network	47	42

A total of 98 agencies reported 440.3 agency staff (in FTEs) involved in parish partnerships. Agencies average about two FTE staff persons involved in parish partnerships. Agencies report an average of 65 parishes in the diocese and they average 25 parishes in

partnerships, which means that on average nationally about four in ten parishes are in some sort of partnership with Catholic Charities.

The social ministry efforts of a diocese are sometimes coordinated by Catholic Charities, sometimes organized by a diocesan office, and sometimes shared between the two organizations. Among the 94 agencies reporting the coordination of social ministry efforts, 33 percent say these efforts are coordinated within Catholic Charities, 32 percent are coordinated by a diocesan office, and 31 percent are shared between the two. Just 4 percent report that there is no existing office for coordinating social ministry efforts.

Parish Social Ministry

Among responding agencies that have a parish social ministry program, Table 44 displays the reported functions of the Parish Social Ministry programs and the number of agencies and proportion of all responding agencies that include each function in their Parish Social Ministry.

Table 44. Functions of Parish Social Ministry Programs

Function	Agencies	Percent
Educating on the Catholic social teaching and current social justice issues	80	71%
Educating pastors and parish leadership on what parish social ministry is and why it is important	67	61
Collaborating with the St. Vincent De Paul Society	80	61
Facilitating networking between parish-based social ministry staff and volunteers for best practices sharing and problem solving	79	58
Coordinating Catholic Campaign for Human Development efforts or promoting community organizing and economic development	77	56
Providing leadership development training for parish-based social ministers	54	51
Promoting global solidarity, potentially through Catholic Relief Services	46	43

Educating on the Catholic social teaching and current social justice issues is the most commonly included function of Parish Social Ministry, mentioned by nearly two in three agencies, programs, or offices that have this program. More than half include educating pastors and parish leadership on what parish social ministry is and why it is important as well as collaborating with the St. Vincent De Paul Society as a function of their Parish Social Ministry, followed by facilitating networking between parish-based social ministry staff and volunteers for best practices sharing and problem solving 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, potentially through Catholic Relief Services.

Table 45, 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

Percentage reporting each as 1st, 2nd, or 3rd priority

	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	33%	15%	15%	63%
Facilitating networking between parish-based social ministry staff and volunteers for best practices sharing and problem solving	26	22	11	59
Educating on the Catholic social teaching and current social justice issues	19	12	13	44
Coordinating Catholic Campaign for Human Development efforts or promoting community organizing and economic development	7	10	22	39
Providing leadership development training for parish-based social ministers	4	12	16	32
Collaborating with the St. Vincent de Paul Society	5	12	7	24
Promoting global solidarity, potentially through Catholic Relief Services	0	10	7	17

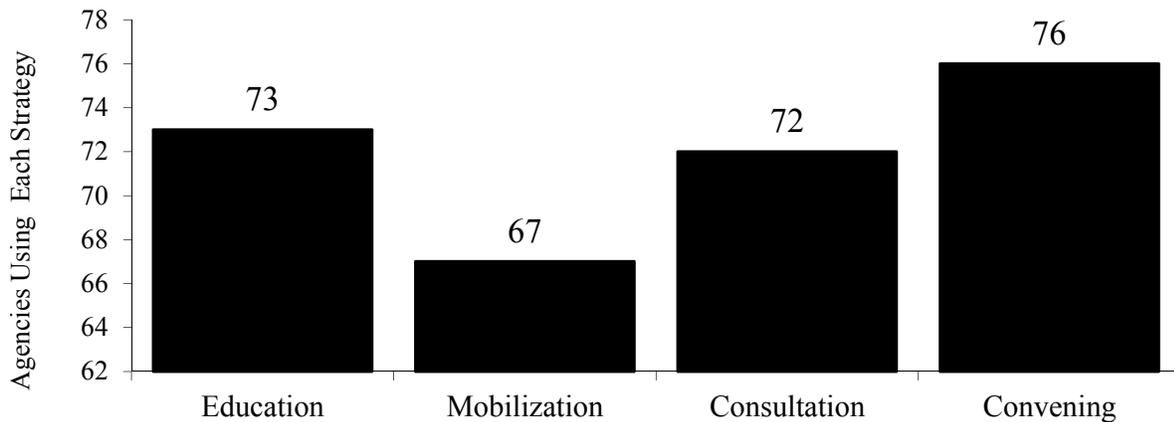
Responding agencies that have Parish Social Ministry programs and selected their top priorities in terms of staff time and resources placed first priority on educating pastors and parish leadership on what parish social ministry is and why it is important. One in three ranked this as their first priority and two in three ranked it among their top three priorities. Facilitating networking between parish-based social ministry staff and volunteers for best practices sharing and problem solving was ranked as first priority by a quarter of responding agencies and six in ten ranked this among their top three priorities. The third priority among agencies is educating on the Catholic social teaching and current social justice issues, ranked among the top three priorities by about four in ten responding agencies.

About four in ten agencies ranked among their top three priorities coordinating Catholic Campaign for Human Development efforts or promoting community organizing and economic

development. A third ranked providing leadership development training for parish-based social ministers among their top three priorities. 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 education, convening, and consultation more than mobilization 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, 44 agencies indicated that they employ an average of 3.5 FTE paid staff responsible for mission/Catholic identity. Another 18 employ an average of 2.6 FTE paid staff responsible for racial equality/diversity.

Most often, agencies report that the Executive Director of the agency is responsible for overseeing Catholic identity (66 percent), followed by a mission/Catholic identity staff person (8 percent), or the Human Resources Director (3 percent). Another 24 percent mentioned another person or group that is responsible for overseeing Catholic identity, such as:

- Agency chaplain, Agency president, HR Director, or Associate Director
- Board, Board President, Board committee, or Board members
- Bishop, Diocesan Director, or Diocesan Services Coordinator
- Director of Communications, Development, Formation, Pastoral Care, or Program Development
- Executive Management Team, Quality Officer, or Regional Coordinator
- 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 30 agencies (23 percent of those responding) answered yes and 66 agencies (52 percent) said no. Table 46, below, presents activities for integrating Catholic identity and the number of agencies that conducted those activities in 2011.

Table 46. Activities for Integrating Catholic Identity

Activity	Agencies	Percent
New employee orientation includes component on Catholic identity	104	70%
Distribution of Advent and/or Lenten reflections prepared by the national office	56	38
Annual staff retreat on Catholic identity topics	52	35
Annual retreat on Catholic identity for board members	38	26
Annual retreat on Catholic identity for volunteers	3	2

In the area of ethics, 115 agencies (78 percent) report that they have adopted and/or adapted the CCUSA Code of Ethics and 27 agencies (18 percent) have not. Some 50 responding agencies (37 percent) have yearly updates and/or workshops on the CCUSA Code of Ethics and 76 agencies (56 percent) have not done this. Finally, 20 agencies (15 percent) have an ethics committee and 104 (77 percent) do not.

Cultural Competence

Agencies reported these activities that they are doing to ensure and improve cultural competence in social service provision:

Anchorage, AK: Catholic Social Services

The agency offers cultural competency training annually. We follow COA best practices.

Juneau, AK: Catholic Community Service

Some staff attend cultural diversity training.

Pago Pago, AS: Catholic Social Services

We participate in workshops and trainings that relates to our services, then we distribute and exercise those skills and knowledge in our work plan. On reaching out to our youth groups, our Parishes, schools, walk in clients, referrals and so forth.

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

Holds annual training for all staff.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

All staff participate in related training each year, either during staff development day or webinars and seminars offered locally. We work closely with the refugee and persons with disabilities programs to ensure they are able to participate in our programs with adequate support.

Holbrook, AZ: Good Shepherd Center, Holbrook, AZ, Catholic Charities

Hire those who can speak Navajo – Director speaks Spanish

Lakeside, AZ: White Mt. Catholic Charities, McNary, AZ, Catholic Charities

It is number one priority. We are very diverse.

Fresno, CA: Catholic Charities of the Diocese of Fresno

We are doing outreaches to small communities in our Diocese. We do an intake process to get our clients in line with where they need to be with services that are available to them.

Los Angeles, CA: Administration/Executive Office, Catholic Charities of Los Angeles, Inc.

Our agency hires managers who practice cultural competence in their service to the poor. These managers, in turn, have staff who are like-minded in developing cultural competence in the workplace.

Oakland, CA: Catholic Charities of the East Bay

Staff training on working with diverse clients, host refugee forum to share learning.

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

We employ staff members of many ethnicities and different cultural backgrounds. We are from 13 different 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 Bernardino, CA: Catholic Charities San Bernardino/Riverside

Professional Development Days

San Francisco, CA: Catholic Charities CYO

We have had a working Multicultural Development Committee to review agency policies and procedures in regards to cultural competence. We have added a question to our client satisfaction surveys to assess our cultural competency when meeting client's needs.

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

Staff training on cultural competence

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Employing bilingual staff; using translated (Spanish) documents.

Stockton, CA: Catholic Charities of the Diocese of Stockton

As appropriate, bilingual staff assist clients. Staff receives cultural sensitivity training.

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

We conduct periodic trainings on this subject, including identifying and responding to socioeconomic realities of our service population. Latest training conducted March 12, 2012.

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 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.

Bridgeport, CT: Parenting Education, Catholic Charities of Fairfield County

Agency has a CulturalWellness Committee.

Danbury, CT: Family Preservation/Family Safety, Catholic Charities of Fairfield County

Agency has a Cultural Wellness Committee.

Bridgeport, CT: Housing, Catholic Charities of Fairfield County

Agency has a Cultural Wellness Committee. Periodic trainings.

Bridgeport, CT: Behavioral Health, Catholic Charities of Fairfield County

Agency has a Cultural Wellness Committee. Periodic trainings.

Bridgeport, CT: Catholic Charities of Fairfield County

Agency has a Cultural Wellness Committee.

Danbury, CT: Empowering People for Success, Catholic Charities of Fairfield County

Periodic trainings. Agency has a Cultural Wellness Committee.

Bethel, CT: Morning Glory, Catholic Charities of Fairfield County

Agency has a Cultural Wellness Committee.

Bethel, CT: Homeless Outreach Team, Catholic Charities of Fairfield County

Staff are required to attend 2 trainings a year.

Danbury, CT: Family Loan - Danbury, Catholic Charities of Fairfield County

Agency has a Cultural Wellness Committee.

Stamford, CT: NCH Food Pantry, Catholic Charities of Fairfield County

Agency has a Cultural Wellness Committee.

Hartford, CT: Catholic Charities

The agency has a cultural competency committee comprised of members throughout the agency. This committee is responsible for ensuring that staff is trained in working with diverse clientele.

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

Cultural competency trainings.

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

Training for all staff in cultural competence.

Orlando, FL: Catholic Charities of Central Florida

We are COA accredited.

Palm Beach Gardens, FL: Catholic Charities

Staff training conducted periodically.

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

Cultural Awareness and Diversity Trainings annually.

Pensacola, FL: Northwest Florida Administration, Catholic Charities of Northwest Florida

Annual staff training on cultural competency.

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

Training staff on cultural competency, hiring bilingual and bicultural staff.

Honolulu, HI: Catholic Charities Hawaii

Efforts are made at the program level through external trainings available in the community; collaboration with other agencies.

Davenport, IA: Catholic Charities Davenport

Unfortunately, we have no active plan to ensure and improve cultural competence.

Des Moines, IA: Catholic Charities

2011 workshop was held on cultural competence for selected Catholic Charities staff and diocesan employees.

Chicago, IL: Catholic Charities

Catholic Charities of Chicago has a Latin Advisory Committee dedicated to improving and expanding our cultural competence. All of our institutional structures enhance this as well – PQI, staff liturgies, staff training, events.

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

Education and training sessions (in-service).

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

Agency identifies diversity as a key priority area in its strategic plan – 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; orientation for new personnel within the first three months of hire to the cultural and socioeconomic characteristics of the serve population of all agency programs.

Overland Park, KS: Catholic Charities of Northeast Kansas

As the result of a cultural competency awareness grant, the agency is working with a consultant to improve cultural competency in all aspects. The process has produced a mission statement entitled "Embracing All God's People." Staff training and workshops have been provided.

Salina, KS: Catholic Charities

We address this in our hiring and in our advocacy in the community.

Wichita, KS: Catholic Charities, Inc.

Regular review of staff demographics, ongoing Catholic Charities Alliance (mission, diversity task group) activities and an annual EEOP review.

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

Attend continuing education programs.

Louisville, KY: Catholic Charities of Louisville, Inc.

We are radically diverse; we have a top ranked refugee resettlement program.

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

We have a very diverse staff and discuss cultural competence at staff meetings.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

Topics are discussed at staff meetings.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Locating service sites in Oil Spill-affected communities and in vulnerable neighborhoods is important. Hiring staff from affected Oil Spill communities to provide services in the impacted areas is essential. We look for staff that are multilingual, can interpret for case managers and interact within communities and neighborhoods.

Boston, MA: Catholic Charitable Bureau of the Archdiocese of Boston, Inc.

The agency conducts two staff trainings annually that can include cultural competency, among other topics.

Baltimore, MD: Catholic Charities

Cultural Diversity Committees; Cultural Diversity Awareness among clients, families and staff; cultural diversity training in management courses; Cultural Diversity days in various programs.

Grand Rapids, MI: Catholic Charities West Michigan

All staff must attend a 3-hour training on Cultural Competency. The training identifies the role that cultural plays in motivating human behavior and understanding bias and discrimination. The class addresses cultural and socioeconomic factors in service delivery.

Saginaw, MI: Catholic Family Service

Local office training.

St. Cloud, MN: Catholic Charities

Our agency has a Diversity Advisory Committee that meets monthly to explore how we can improve cultural competence in our staff members and in our community. This group supports three "lunch and learn" sessions each year addressing a cultural issue to which all staff are invited. The group also provides a more in-depth training each year open to all staff members. The agency has an internal requirement that each staff member will receive at least one training a year on a diversity issue related to their work area. All new staff participate in a diversity training session as part of their overall training, staff discussion, and one-to-one coaching.

Winona, MN: Catholic Charities

Hire culturally diverse staff to serve our culturally diverse client populations.

New Ulm, MN: Catholic Charities

We have interpreters and we provide materials to clients and colleagues in Spanish as well as English. Our minority population is 5.3% as per the 2010 census.

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.

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

Education/Training, Professional Development – Staff attends diversity training workshops once a year. We have books, handouts, etc in various languages, about various religious and ethnic backgrounds. We have language interpreters. We provide food to meet religious dietary restrictions and information to access houses of worship. Agency policy in place to ensure that cultural competency is implemented at all levels of the administrative and service delivery areas. Annually, agency leadership attend trainings and seminars regarding cultural competency for social service providers. We translate client documents into multiple languages.

Charlotte, NC: Charlotte Regional Office, Catholic Social Services

Staff are encouraged to be aware of cultural differences during service provision.

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

Office staff attend issue-specific and skill-specific trainings & workshops.

Omaha, NE: Catholic Charities, Inc.

We train staff and offer education regarding cultural diversity throughout our programs beginning with new employee orientation. The agency has a Diversity Council made up of agency staff, which plans and directs various activities and educational sessions during the year to offer insights into embracing diversity and building a culture of inclusiveness.

Newark, NJ: Human Resources, Catholic Charities

Training sessions.

Paterson, NJ: Straight and Narrow, Inc, Catholic Charities of the Diocese of Paterson

Our staffing has historically reflected our community demographics. Our quality of life committee and our CQI committee constantly examine staff composition and training in this.

Las Vegas, NV: Catholic Charities-Southern Nevada

Client service programs have bilingual or multilingual competent personnel where needed.

Albany, NY: Catholic Charities

Organized Training and Staff Development; in the hiring process interviewers and applicants who demonstrate an understanding of cultural differences; incorporated in new staff orientation program; we display visuals at our sites which reflect the composition of our client base.

Brooklyn, NY: Catholic Charities

Comprehensive survey of levels of understanding among staff of cultural competencies.

Buffalo, NY: Catholic Charities

All staff members participate in training in cultural competence.

Rochester, NY: Catholic Charities

Regular leadership and supervisory training sessions. Accreditation through Council on Accreditation. Presentations at leadership staff meetings.

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

Depending on the position, it is mandatory for the majority of staff to be trained on cultural competence annually.

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

Offering trainings, literature, collaborations with other agencies serving diverse populations.

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

We have developed a new cultural diversity training program for new and current employees.

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

CCOC is committed to culturally competent practices, starting with the staff hiring process. The agency tries to recruit a diverse workforce whose skills, education, and experience meet the qualifications for the position. Employees are advised during orientation that all clients and coworkers must be treated with dignity, respect, and compassion, and how important their interactions are in terms of the mission of CCOC and those served. There is also a review of the agency's equal employment opportunity statement and harassment policies. Employees are advised that compliance with the law should be a minimum standard in terms of their behavior toward clients and coworkers.

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

Continued trainings in cultural diversity.

Dayton, OH: Catholic Social Services-Miami Valley

Within each program area all staff and volunteers participate in training and regular consultation to assure cultural 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

Annual all-staff training devoted to a specific population, i.e Hispanic, Elderly, People in Poverty, etc.

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 Food Bank member agencies.

Cincinnati, OH: St. Joseph Orphanage, Office of Catholic Charities

Here are the goals from our agency's Cultural Competency and Diversity Plan. • Goal: Training committee will plan and execute cultural diversity training as determined by program needs. • Objective: Request for training will be brought to the attention of the training committee who will research and propose potential resources and options. Whenever possible, trainings will require a cultural and linguistic goal or objective on how this applies to the clients served. • Goal: Increase diversity of membership to the Board of Advisors. • Objective: Work to recruit additional board members of diversity backgrounds.

Cleveland, OH: Catholic Charities Health and Human Services

We have a cultural competency plan that is reviewed annually by our Quality Steering Committee and approved by the Accreditation and Certification sub-committee of the Board of Directors. Cultural competency training is a component of all self-study diversity training provided by the organization.

Columbus, OH: Catholic Social Services

Conducting cultural competence assessment.

Toledo, OH: Catholic Charities

Engaged in training opportunities through different organizations and associations.

Youngstown, OH: Catholic Charities

Trainings/in-service opportunities for staff.

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

Annual training is conducted for all staff and volunteers on cultural competency.

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

Advisory boards have been established that are focused on diverse populations. A strategic plan is in development to reduce the over-representation in specific clientele bases (such as over-representation of Latino youth in substitute care or the juvenile justice system).

Portland, OR: CYO--Camp Howard, Catholic Charities

We all go into every project and endeavor with open hearts and minds. We are sensitive to the fact that having "Catholic" in our name means standing up for Catholic teachings and beliefs, but also being aware of other belief systems. It is most important to treat all of our clients and volunteers equally and justly, no matter where they come from, or what their beliefs may or may not be.

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC has adopted a Cultural Competency Strategic Directions, Goals, and Objectives plan to ensure cultural competency at all levels in the organization and to raise awareness of the cultural diversity in the community. CCSLC provides on-going cultural competency training to all staff.

Portland, OR: CC Administrative Office - Portland, Oregon, Catholic Charities

Ongoing training.

Allentown, PA: Catholic Charities

In 2011, the Agency In-Service Day was on Cultural Competence. Staff also engages in staff meetings and trainings outside the agency.

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

All affiliate agencies provide staff training including cultural awareness and cultural competence.

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

We hired an American woman of Hispanic descent to become available for a growing Hispanic population that we anticipate to serve.

Erie, PA: Catholic Charities Counseling & Adoption Services, Catholic Charities of the Diocese of Erie

Our refugee resettlement staff, as well as the other refugee service agencies in town with whom we work, help us to stay aware of cultural competence issues/concerns in our community and in our workplace.

Harborcreek, PA: Harborcreek Youth Services, Catholic Charities of the Diocese of Erie

Adopt Sanctuary philosophy; staff training.

Harrisburg, PA: Catholic Charities

Regular trainings are provided with regard to cultural diversity for all staff.

Philadelphia, PA: Catholic Social Services, Catholic Social Services

We provide workshop on cultural diversity and some staff attend outside seminars.

Pittsburgh, PA: Catholic Charities

Cultural diversity is covered during new employee orientation by the program. Directors and Supervisors. Cultural diversity training was also a part of the All Staff Convening on 11/4/11.

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

Having a Native American and staff from Hispanic origin has given us that necessary cultural competence to provide an appropriate service to those communities.

Knoxville, TN: Catholic Charities of East Tennessee

We have yearly training on cultural diversity and awareness of differences.

Austin, TX: Catholic Charities of Central Texas

Staff in social services is provided relevant professional development in a variety of topics such as cultural competency.

Beaumont, TX: Catholic Charities of Southeast Texas

We are a regional leader in providing immigration legal services to Spanish-speaking regional residents through a fluently bilingual Immigration Services staff. That staff also assists with Spanish language translations of documents, informational materials and other translation needs for Spanish speaking clients served by other facets of the agency. Our staff expertise in children's grief support also makes it common for that unit to be drawn into schools and other supportive settings for training of other professionals about the unique signs and effects of youth grief.

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

The Ozanam Center recognizes that significant disparities exist between experienced by minorities and those experienced by the general population and is committed to overcoming those disparities. The department has dedicated itself to providing services, programs and policies that are appropriate and accessible to our clients, who encompass a broad range of

human differences such as ability and disability, age, educational level, ethnicity, gender, geographic origin, race, religion, sexual orientation, socio-economic class, and values.

Dallas, TX: Catholic Charities of Dallas, Inc.

Annual Staff Day presentation on Cultural Diversity; workshop for staff -- "Cultural Competence in a Diverse World;" hiring culturally diverse staff to meet the needs of culturally diverse clients.

Fort Worth, TX: Catholic Charities Fort Worth

Annual cultural competency training required for all staff.

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

Hiring practices; 20+ languages and dialects spoken by staff; classes in English and Spanish for undocumented immigrants; bilingual instructions for staff in selected programs

Lubbock, TX: Catholic Charities

Training

San Antonio, TX: Catholic Charities

Staffing at the program level receive training on cultural competence.

Laredo, TX: Catholic Social Services of Laredo, Inc.

Encourages staff and board to attend training workshop, share materials at monthly staff meeting

Salt Lake City, UT: Catholic Community Services of Utah

All staff receives cultural competency information at the start of their employment and that information is reviewed during their department meetings on a monthly basis.

Arlington, VA: Catholic Charities of the Diocese of Arlington, Inc.

We offer cultural identity training to all staff.

Seattle, WA: Catholic Community Services of Western Washington

Have hired diversity consultants to work with every part of the organization on cultural competency issues most important to each group.

Spokane, WA: Catholic Charities

Our agency emphasizes 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 and are encouraged to use all resources available to best serve clients.

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

Our diverse staff reflects the cultural diversity of the clients we serve.

Madison, WI: Catholic Charities

Catholic Charities Diocese of Madison provides extensive training to staff in this area.

Milwaukee, WI: Catholic Charities

All of our programs that provide services to diverse populations have case managers who speak a variety of languages. We have bilingual therapists (need to hire two more in 2012 to meet increasing needs), bilingual Outreach Case Managers, Refugee Resettlement Case Managers who speak a combined 50+ languages; immigration attorneys are all bilingual. As we keep moving forward we hire those who are able to provide culturally competent services in the client's own language.

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

1. Orientation program. 2. Staff development survey / twice annual programs. 3. Reviewed by Health and Human Services Committee of CCB Board

Efforts in Support of a Diverse Workforce

Agencies reported these actions that they are doing to support a diverse workforce:

Anchorage, AK: Catholic Social Services

We have formed a Living Wage Task Force and are investigating a wide range of other benefits that will support our employees.

Juneau, AK: Catholic Community Service

We are an equal opportunity employer. In our outlying communities whose citizens are mostly Alaskan Native, we employ mostly Alaskan Natives.

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

Diverse recruitment.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

Our HR Department screens applicants for all positions to ensure that those who meet minimum qualifications are afforded the opportunity to interview. Managers receive training in appropriate interview language and behaviors that may be perceived negatively in different cultures.

Holbrook, AZ: Good Shepherd Center, Holbrook, AZ, Catholic Charities

Hiring staff from diverse backgrounds.

Fresno, CA: Catholic Charities of the Diocese of Fresno

We hire our staff based on their ability, not race or religion. We have a very diverse staff of all ethnic backgrounds.

Los Angeles, CA: Administration/Executive Office, Catholic Charities of Los Angeles, Inc.

The agency supports a diverse workforce by hiring staff who represent the communities they serve.

Oakland, CA: Catholic Charities of the East Bay

We hire staff from diverse backgrounds that reflect the diversity of our client population, including former clients.

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

We encourage our workforce to teach 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.

San Bernardino, CA: Catholic Charities San Bernardino/Riverside

Have diverse employees to match a diverse community.

San Francisco, CA: Catholic Charities CYO

We recruit broadly when positions are vacant to have a diverse pool of applicants.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

We do not discriminate in our hiring practices.

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., Catholic Charities of Central Colorado

We hire the most qualified individuals for open positions. We conducted a survey of employee demographics on March 12, 2012 and determined the workforce is diverse.

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

Our workforce is 74% female and 42% of staff 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.

Bridgeport, CT: Catholic Charities of Fairfield County

Targeted recruitment. Periodic trainings.

Hartford, CT: Catholic Charities

The agency recruits staff that is culturally reflective of clientele. Training opportunities are offered and encouraged. The agency environment encourages cultural expression by staff and clients.

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

The agency follows its EOE policy.

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

Orlando, FL: Catholic Charities of Central Florida

Mission statement

Palm Beach Gardens, FL: Catholic Charities

We try to hire personnel who represent the cultures we serve. Our staff is diverse.

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

Employ a diverse workforce representative of the population served. This is also modeled on our boards as well.

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

We currently have a diverse workforce and have no plans on changing it.

Pensacola, FL: Northwest Florida Administration, Catholic Charities of Northwest Florida
Engaging cultural communities in dialogue on servicing diverse communities.

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

Atlanta, GA: Catholic Charities of the Archdiocese of Atlanta, Inc.
Promoting a culture of inclusiveness and respect.

Honolulu, HI: Catholic Charities Hawaii
This is not an issue we've addressed deliberately. Hawaii is naturally a very diverse community and we feel our staff reflect the people in the community we serve. We do have a very diverse workforce with staff members from various cultures and who speak a variety of languages. We see this as a strength.

Davenport, IA: Catholic Charities Davenport,
We adhere to the diocesan non-discriminatory hiring policies and procedures.

Des Moines, IA: Catholic Charities
Diversity is promoted in the employment and recruitment process. Programs are reviewed regularly to evaluate and identify needed skills and services to reduce language barriers and in targeting specific populations.

Chicago, IL: Catholic Charities
As we plan celebration liturgies, we form committees of diverse backgrounds to assist on the planning and execution so that we honor our diversity. At our All Staff Day celebration we are purposeful to honor our diversity as well.

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.
We try to reflect the ethnic make-up of the community when hiring.

Springfield, IL: Catholic Charities
Non-discrimination policy

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities
The agency is sensitive and respectful to various cultural and/or religious groups concerning communication materials, service delivery and emphasize the value of differences. The agency takes steps to communicate staffing needs and employment openings to various community outlets and accommodate specific cultures and/or populations and/or professions.

Overland Park, KS: Catholic Charities of Northeast Kansas
The agency is engaged in initiatives to support this objective, including promoting job openings in culturally diverse media/advertising sources, embracing a culturally diverse workforce, engaging a variety of volunteers, supporting college intern programs, and participating in Cristo Rey High Schools' college prep work/study program focusing on underrepresented minorities.

Salina, KS: Catholic Charities

24 percent of our workforce is of minority origin.

Louisville, KY: Catholic Charities of Louisville, Inc.

Close to 40% of our staff is non-white, non-home grown.

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

We are intentional about diversity and our staff reflects it.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

We are working to maintain an atmosphere of mutual respect.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

HR posts available positions internally, in local publications, at all local universities, and on the web attempting to reach a wide and diverse pool of candidates for employment opportunities.

The CCANO leadership team is culturally, racially and gender diverse.

Boston, MA: Catholic Charitable Bureau of the Archdiocese of Boston, Inc.

Vacant positions are advertised in neighborhood and community publications reflective of the populations we serve.

Baltimore, MD: Catholic Charities

EEO policy; Cultural Diversity days and committees; flexible schedules available for those taking care of other family members; encouragement of family leave when needed.

Grand Rapids, MI: Catholic Charities West Michigan

Catholic Charities runs a long-term newspaper ad that directs people to our website. This allows all individuals to see the jobs that are open and gives them information on how to apply.

Catholic Charities West Michigan also advertises in the different cultural newspapers throughout Michigan and the staff attends numerous job fairs in culturally diverse locations.

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 in urban areas.

St. Cloud, MN: Catholic Charities

Some of our cultural competence work in #8 supports this. In addition, our agency has a paid time off (PTO) system that incorporates holiday time, allowing diverse staff the opportunity to use their holiday paid time to observe special days within their culture. We accommodate various cultural requirements within job responsibilities. An example is a board and lodge home that has a Muslim staff member; pork is not included in the menu on days when she is scheduled to be responsible to assist with meal preparation.

Winona, MN: Catholic Charities

Practice Affirmative Action in hiring practices.

New Ulm, MN: Catholic Charities

In the past we had a Hispanic counselor. We would recruit accordingly in the future. We have other than Catholic counselors who support the teachings of the Church in our work and services.

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

Catholic Charities regularly posts open positions in a variety of community resource publications which cater to specific racial and ethnic groups. We also seek bi-lingual individuals.

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

Education/training, professional development, recruitment, partnerships, advertise in minority papers, support religious holidays of other faiths and actively pursue hiring diverse staff, strong emphasis on hiring diverse employees, have men, women and minorities in our executive and management level positions. When incorporating diversity within our programming we look at our programs and evaluate the people we serve. We want to match our employees to meet the client needs. We incorporate the Catholic Charities/Archdiocese of St. Louis Affirmative Action Plan. The plan is reviewed annually by the chief executive officer.

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

Follow procedures outlined by policy. Recruit potential employees from targeted referral sources.

Charlotte, NC: Charlotte Regional Office, Catholic Social Services

Recruitment of new hires is inclusive of persons of all races and ethnicities.

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

Climate/environment hospitable to all; constant search in broad arenas; bilingual, bicultural qualifications preference; seeking diversity in 6-10 interns place with agency annually.

Omaha, NE: Catholic Charities, Inc.

We continue to seek employees that represent the clients we serve. The agency monitors its employee promotion decisions and new applicant base in accordance with our Affirmative Action Plan. We identify areas where we are not reflecting the community as a whole and direct new efforts accordingly. The agency also has established a Diversity Council.

Newark, NJ: Human Resources, Catholic Charities

Staff reflects client demographics.

Paterson, NJ: Straight and Narrow, Inc, Catholic Charities of the Diocese of Paterson

Our Human Resource department ensures that we maintain a presence in each distinct cultural community in our workforce.

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 the policy and also that our agency precludes discrimination on the basis of any protected class in the services we provide our community.

Albany, NY: Catholic Charities

We promote a diverse workforce by advertising vacant positions throughout a large urban & suburban rural setting.

Brooklyn, NY: Catholic Charities

Initial comprehensive survey of the levels of workforce diversity.

Buffalo, NY: Catholic Charities

We have a diverse workforce.

Rochester, NY: Catholic Charities

Recruiting in minority communities. Use of minority vendors.

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

Recruitment via entities designed to attract diverse workforce. The agency includes a cultural competency plan.

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

Publicize job opportunities at community job fairs, newspapers and the web.

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

In staff hiring and advisory board recruitment we strive to include candidates with diverse backgrounds.

Cincinnati, OH: St. Joseph Orphanage, Office of Catholic Charities

Here is the goal from our agency's Cultural Competency and Diversity Plan. • Goal: Recruit staff with diverse backgrounds and who have the ability to effectively work with the clients served. • Objective: Hire applicants who can best work with the diversity and difficulty of the clients served.

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

Multiple sources for recruiting a diverse work force.

Cleveland, OH: Catholic Charities Health and Human Services

We provide annual training on diversity and hiring practices. We track and monitor diversity in our workforce and are examining diversity as a part of our strategic planning initiative.

Toledo, OH: Catholic Charities

Employee/volunteer recruitment for qualified candidates with diverse and socio-economic backgrounds is achieved through a wide range of job advertisements that is appropriate for the individual position.

Youngstown, OH: Catholic Charities

Attempting to hire/retain Hispanic staff members for Hispanic outreach.

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

Advertising for positions in conducted in Spanish newspapers and other minority publications.

Portland, OR: CYO--Camp Howard, Catholic Charities

While CYO/Camp Howard is a Catholic organization, we are all from different walks of life with 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, and ethnicity in our youth sports and summer camping activities. By supporting a diverse clientele, we in turn our supporting the growth of our own diversity.

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

Diversity training is provided to all employees at various times throughout the year so that regardless of shifts, all have an opportunity to attend. Diversity training is required for all employees annually. The agency is vigorous in its recruitment efforts to be inclusive of all diverse populations.

Springfield, OR: CCS of Lane County, Catholic Charities

CCSLC is an equal opportunity employer. All recruitments are duly advertised in local papers, websites and social service networks. CCSLC focuses on hiring staff bilingual in Spanish/English for social service positions to reflect the language diversity in our community. CCSLC actively participates in the Department of Human Services (DHS) JOBS program by employing JOBS participants, and former clients, in temporary entry level direct service positions.

Portland, OR: CC Administrative Office - Portland, Oregon, Catholic Charities

Recruiting, ongoing training and efforts toward integration.

Allentown, PA: Catholic Charities

Preference in hiring frequently is given to bi-lingual, however, we have had minimal turnover (2) this past year and two new hires.

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

Only 20 percent of hires are Catholic, and most are from the area immediate to the center, reflecting the racial and cultural consistency of the community in which we are located. We have reflection sessions each Friday morning. These are discussion groups that encourage sharing to approve understanding of one other and to enhance work relationships.

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.

Erie, PA: Catholic Charities Counseling & Adoption Services, Catholic Charities of the Diocese of Erie

With a refugee resettlement program, we have a very diverse workforce but we continue to look at how diversity is addressed in all of our 12 offices throughout the diocese.

Harborcreek, PA: Harborcreek Youth Services, Catholic Charities of the Diocese of Erie

Newspaper advertising; online advertising; college placement centers; job fairs; website application process.

Philadelphia, PA: Catholic Social Services, 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 and Monster.com websites to advertise all of our open positions to ensure we reach the most diverse pool of applicants.

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

Recruiting from the minority communities.

Knoxville, TN: Catholic Charities of East Tennessee

All we can do to assure our workforce is competent yet diverse.

Austin, TX: Catholic Charities of Central Texas

The HR Office of our diocese closely monitors our hiring practices to ensure adherence to diverse workforce policies and practices.

Beaumont, TX: Catholic Charities of Southeast Texas

When possible, we engage in classroom educational programs and internship offerings with the local university and trade school to expose undergraduate students with a concentration on social service or related fields to our program offerings. These educational opportunities expose a diverse audience to our services and plant the seeds of future job opportunities for them. When posting job openings, we do so through a variety of media with far reaching exposure to broaden the breadth of the potential applicant pool.

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

The Ozanam Center incorporates diversity policies and development opportunities for minorities and women who demonstrate aptitude for leadership positions. All policies implemented are also consistently and are equitably applied within the workplace.

Dallas, TX: Catholic Charities of Dallas, Inc.

Due to the nature of the social services that we provide and the diverse clients, our staff must be culturally diverse like the clients that we serve according to languages, ethnicity, etc. The recruiting and interview process for potential new associates incorporates this. The current staff are supported in their diversity with workshops, cultural events, etc.

Fort Worth, TX: Catholic Charities Fort Worth

Hire staff who reflect our client demographics.

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

We have a diverse workforce that reflects the diversity of Houston, one of the most diverse in the nation.

Lubbock, TX: Catholic Charities

Training

San Antonio, TX: Catholic Charities

Catholic Charities employs 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

Our agency has made it a point to have and hire a diverse workforce. In many instances a diverse workforce is needed to communicate and serve our clientele.

Arlington, VA: Catholic Charities of the Diocese of Arlington, Inc.

We ensure that announcements are well distributed.

Seattle, WA: Catholic Community Services of Western Washington

Implementing new recruitment, hiring and retention plan. We have Multi-Racial Action Team (MAT) which supports our diverse workforce.

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, nation of origin, ancestry, citizenship, veteran status or non-job related status. We use several different recruiting methods to encourage a broad range of applicants.

Yakima, WA: Catholic Charities Housing Services, Catholic Charities

We actively advertise for open positions in both English and Spanish language print, radio, and television media outlets. Our employees and board makeup reflects a diverse racial and gender makeup.

Madison, WI: Catholic Charities

We have a Diversity Committee, are committed to non-discrimination, and attempt to recruit a diverse staff.

Milwaukee, WI: Catholic Charities

As stated above, our agency continues to hire those who are able to provide culturally competent services in our client's own language.

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

1. Following rules / expectations of funders. 2. Posting rules / regulations of compliance. 3. Objective scoring process for processing applicants.