

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

**CATHOLIC CHARITIES USA
2016 ANNUAL SURVEY
FINAL REPORT**

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Table of Contents

Executive Summary	1
Introduction	9
Section I: Agency Profile.....	11
Summary Demographics of Unduplicated Clients	11
Age and Race of Unduplicated Clients	11
Veteran Status	12
Socio-Economic Characteristics	13
Section II. Finances.....	14
Revenue	14
Government Grants by Type of Funded Activity	16
In-Kind Contributions	18
Expenses.....	18
Section III: Services Provided to Clients	20
Hunger.....	22
Distributed Food	22
Prepared Food	23
Other Services That Address Hunger.....	23
Family Economic Security.....	24
Asset Development Services	24
Employment Services.....	28
Other Basic Needs Services.....	30
Health	31
Behavioral Health Services	33
Health Insurance Enrollment	34
Other Health-related Services.....	35
Pregnancy Services	36
Adoption Services	37
Education and Enrichment	39
Preschool Education	39
Childcare.....	40
Other Education and Enrichment.....	41
Housing	42
Housing Services.....	43
Homeless Assistance Services.....	45
Permanent Housing	46
Supervised Living Services	47
Refugees and Immigrants	48
Refugee Services	48
Immigration Services.....	49
Services to At-risk and Other Specific Populations.....	52
Programs for At-risk and Specific Populations	52
Programs Providing Services to Seniors	53
Other Client Services	56
Community Services.....	57

Disaster Services	59
Other Clients Not Included in These Service Categories	60
Other Agency Program and Services Information	65
Comprehensive Benefit Screening	65
New or Innovative Services or Programs	65
Discontinued Services or Programs	76
Programs or Services with a Waiting List	84
Climate Change or Environmental Impact	86
Partner Organizations	89
Social Enterprise Programs	95
Obstacles to Reducing Poverty in the Community	99
Programs to Reduce Poverty	116
Desired Programs to Provide or Enhance	138
Section IV: Personnel	153
Paid Staff	163
Volunteer Staff	169
Corporation for National Service	171
Board Members	172
Section V: Catholic Charities Mission and Catholic Identity	173
Parish Engagement	173
Parish Social Ministry	181
Mission and Catholic Identity	182

CATHOLIC CHARITIES USA 2016 ANNUAL SURVEY FINAL REPORT

Executive Summary

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, which measures the scope and scale of social services provided by local Catholic Charities agencies across the country.

This year's survey measured services provided in calendar year 2016 and received responses from 161 of 165 current Catholic Charities member agencies. This year's survey shows a slight increase in unduplicated clients served relative to last year (up 1 percent) as well as an increase in the number of total services provided relative to last year (up 32 percent). That said, proportionately, services provided by Catholic Charities member agencies within service categories remained similar, with an increase in the area of Housing, Hunger, Family Economic Security, and Refugees and Immigrant services. Additional key findings are presented below, grouped according to major service categories including: Education, Health, and Specific and At-risk Populations.

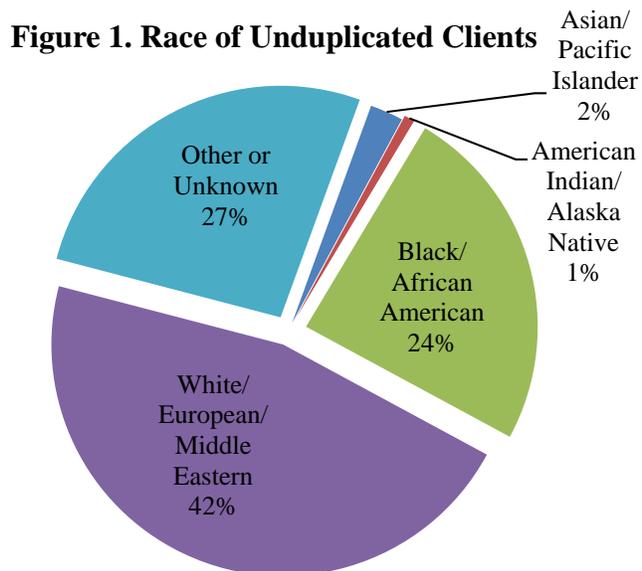
Characteristics of Catholic Charities Clients

In 2016, Catholic Charities agencies report serving more than 8.3 million individuals, the majority of whom are working age adults. However, the age breakdown of clients varies across service categories, with some services reaching primarily seniors or children. For example, 61 percent of clients receiving transportation services are children.

Agencies were also asked to identify clients by race, to the extent that they could. Catholic Charities clients are as diverse as the overall U.S. population – about a quarter of clients are African American, compared to about 14 percent in the population overall. Some 2 percent of clients are Asian or Pacific Islander, compared to about 5 percent of the overall population. Agencies did not identify about a quarter of the total numbers of unduplicated clients according to race.

Agencies also report more than 1.5 million Hispanic/Latino clients, some 18 percent of all unduplicated clients.

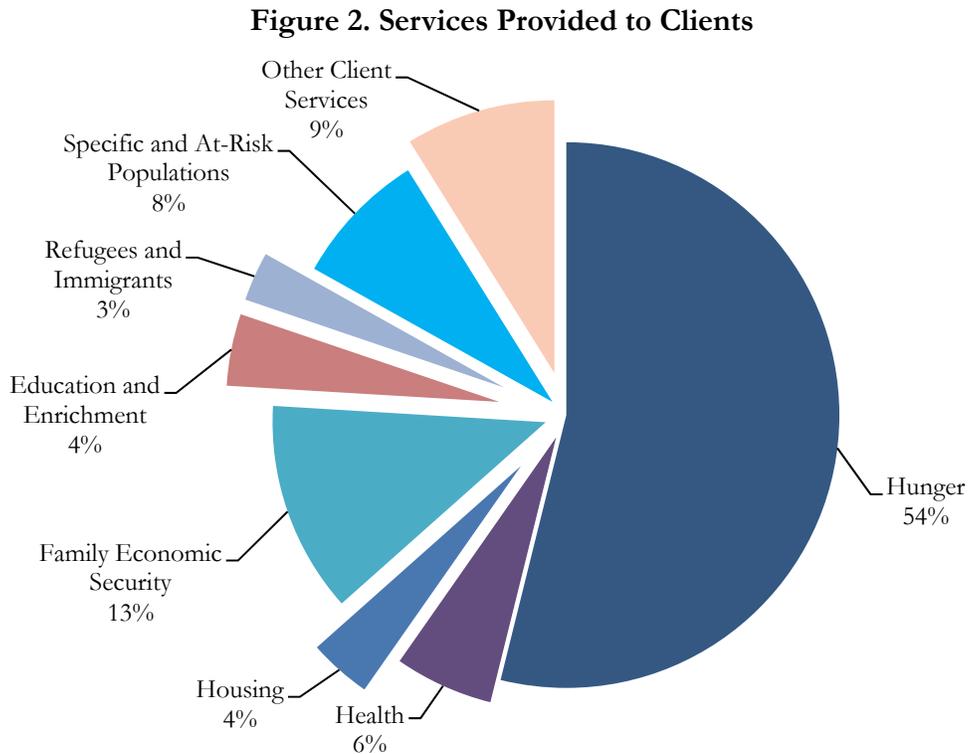
Slightly more than two-fifths of clients are estimated to be receiving some form of public assistance and more than half live below the federal poverty line. These figures are consistent with those reported in 2015. While the proportion of clients that are receiving public assistance has



remained relatively steady over the last ten years, the proportion living below the federal poverty line has fluctuated in response to variations in the economy, ranging from 50 to more than 60 percent.

Services Provided to Clients

In 2016, Catholic Charities member agencies provided nearly 15 million services to clients across all categories of service. Comparing this figure to the 8,371,129 reported unduplicated clients suggests that many clients received more than one service from Catholic Charities.



For clarity of presentation, these client services are grouped in this report according to eight major service categories shown in Figure 2, above. This executive summary presents key findings in the areas of hunger, health, housing, family economic security, education, and refugees and immigrants. By far the largest category is services that address hunger. More than half of client services were in the category of hunger services (54 percent). More than one in ten clients received services to improve family economic security (13 percent). Between 3 and 8 percent of clients received services under the categories of specific and at-risk populations, health, education, housing, or refugees and immigrants.

Services That Address Hunger

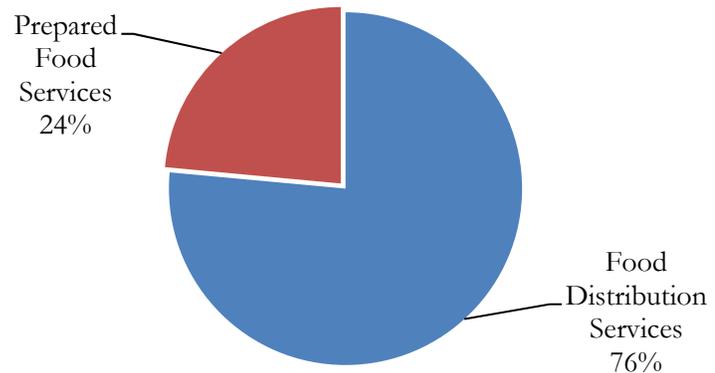
More than 8 million food services were provided to clients in 2016, a 12 percent decrease from what was reported in 2015 (9,090,964). Nearly half of these clients served (49 percent) were seniors, a third (33 percent) were adults and nearly one in five (18 percent) was a child.

Three-fifths of clients (62 percent) received distributed food services (food banks/pantries or other food services) and two-fifths (38 percent) received prepared food services (such as congregate dining or home delivered meals).

A total of 111 agencies reported operating 1,734 food banks, food pantries, food cupboards, and other food distribution services that served more than 10 million clients. More than half of these services that were designated by the age of the clients were received by adult clients (52 percent), with another third going to clients who were children (34 percent).

Some 81 agencies provided more than 3.1 million clients with prepared food services at 2,770 sites, which included congregate dining facilities such as soup kitchens, home delivered meals, afterschool meals, summer lunch programs, and CACFP programs. Nearly six-tenths of these services that were designated by the age of the clients were received by adult clients (57 percent), with another quarter going to seniors (23 percent).

Figure 3. Services That Address Hunger



**Table 1
Food Services: Agencies, Sites, and Clients**

	Agencies	Sites	Clients			Total
			Children	Adults	Seniors	
Food Distribution Services	111	1,734	947,408	1,459,051	379,099	5,006,354
Prepared Food Services	81	2,270	311,835	874,979	355,429	3,015,796

Over the last five years (between 2011 and 2016), the total number of clients served in food banks and food pantries has increased by 15 percent. Agencies distributed a total of 27,002,391 food bags or boxes and reported distributing 112,050,680 pounds of food.

Services That Address Health

Six percent of the total client services provided by Catholic Charities member agencies in 2016 were health-related services. Some 871,273 health-related services were provided to clients by Catholic Charities, close to half of those services in the form of counseling/mental health or addiction services. This is very similar to the 869,634 health-related services provided in 2015.

Table 2
Services That Address Client Health
Clients

Service	Children	Adults	Seniors	Total	Percent
Behavioral Health Services	113,212	211,894	17,980	422,099	48%
<i>Counseling/Mental Health Services</i>	<i>104,506</i>	<i>154,531</i>	<i>16,371</i>	<i>314,782</i>	
<i>Addiction Services</i>	<i>8,706</i>	<i>57,363</i>	<i>1,609</i>	<i>107,317</i>	
Other Health-Related Services	30,656	92,488	53,721	212,506	24%
Pregnancy/Parenting Services	98,564	80,047	145	191,547	22%
Adoption Services	3,940	15,242	432	21,197	2%
Prescription Assistance	1,557	12,404	3,416	23,924	3%
Total Health-Related Services	247,929	412,075	75,694	871,273	100%

Agencies provided counseling and mental health services for 314,782 clients in 2016, an increase of 4 percent from 2015. Agencies reported providing 2,436,893 behavioral/mental health sessions in 2016. They also report providing addiction services to 107,317 clients, a decrease of 10 percent from 2015.

The total number of clients served in other health-related services (212,506) decreased by 18 percent from the 259,817 clients reported in 2015.

Catholic Charities member agencies also assisted many low-income clients in enrolling for health care benefits. In 2016, these agencies assisted 16,439 adults in their enrollment in health insurance, a 6 percent increase from the 15,504 adults enrolled by Catholic Charities in 2015. In addition to the health insurance enrollment assistance provided to adults, Catholic Charities reported assisting 17,283 children to enroll in the Children's Health Insurance Program (CHIP), Children's Medicaid, and other health insurance programs for children.

Pregnancy services represent 22 percent of all clients receiving services in the category of health services. In 2016, agencies reported 191,547 clients receiving pregnancy services, a 16 percent increase from the number of clients served in 2015 (164,572). Pregnancy services were provided to 155,099 single pregnant women, 1,446 single birth fathers, and 7,567 intact families. Another 995 pregnant clients received residential housing services, 11 percent less than the 859 who were provided such housing in 2015.

Agencies reported 1,732 completed adoptions in 2016.

Finally, 23,924 clients received assistance with prescription medications in 2016, some 12 percent more than the 21,267 clients receiving prescription assistance in 2015.

Services that Address Housing

Catholic Charities member agencies provided 553,102 housing-related services to clients in 2016, which makes up 4 percent of all client services provided. This number represents a 23 percent increase from the 450,770 housing services reported in 2015.

	Clients			Total	Percent
	<i>Children</i>	<i>Adults</i>	<i>Seniors</i>		
Housing Services	47,972	119,847	18,804	228,021	41%
Homeless Assistance Services	41,880	138,807	11,262	215,408	39%
Permanent Housing	11,907	24,198	22,610	73,104	13%
Supervised Living Services	9,297	8,514	2,847	36,569	7%
Total Housing-related Services	111,056	291,366	55,523	553,102	100%

Housing services help clients find long-term solutions to shelter and housing needs. They include services such as rental assistance, housing search and information, housing counseling, home mortgage assistance, foreclosure counseling, home repair, energy conservation and weatherization, and building material banks.

Compared to 2015, the total number of housing services increased by 9 percent. The number of homeless assistance services increased by 51 percent compared to the number of clients served in 2015 (125,297). Permanent housing and supervised living services decreased by 3 and 11 percent, respectively.

Some 63 Catholic Charities agencies operated or managed 201 shelters with a total of 11,593 available beds.

Catholic Charities agencies also provide 37,111 permanent housing units for clients in need. This is 16 percent more than the 31,904 permanent housing units reported in 2015. Some of the clients that received permanent housing in 2016 include:

- 15,650 housing units were provided to low income families.
- 3,843 housing units were provided to persons who are physically challenged.
- 21,143 housing units were provided to senior citizens.
- Another 4,463 units were provided to other target populations, including the chronically homeless, chronically mentally ill, those with intellectual and developmental disabilities, refugees, those with HIV/AIDS, and veterans.

Agencies reported a total of 24,376 federally subsidized units. In addition, 14 Catholic Charities agencies are involved in a Community Development Corporation, 19 agencies are involved with housing through the Catholic Campaign for Human Development, and 18 agencies are involved in a Community Housing Development Organization.

Services That Address Family Economic Security

In 2016, 13 percent of the client services provided by Catholic Charities agencies addressed issues of improving family economic security, a 12 percent increase from the 1,666,563 services in 2015. Among these clients, 15 percent received asset development services, 4 percent received employment services, and the other 81 percent received direct assistance with other basic needs.

Service	Clients	Percent
Asset Development Services	273,558	15%
Employment Services	71,670	4%
Other Basic Needs Assistance	1,518,953	81%
<i>Clothing Assistance</i>	490,856	
<i>Additional Other Basic Needs</i>	519,848	
<i>Utilities Assistance</i>	216,636	
<i>Transportation</i>	203,254	
<i>Financial Assistance</i>	88,359	
Total Services	1,864,181	100%

Did your agency provide any...	Agencies responding "Yes"	Clients
Financial literacy services	75	135,117
Tax assistance (EITC/VITA)	48	14,750
Financial coaching	47	28,703
Matched savings programs (IDAs)	13	344
Micro loan program	4	61

Provision of asset development services increased 45 percent from last year, from 189,516 clients in 2015 to 273,558 in 2016. In the area of asset development, 75 agencies provided financial literacy services to 135,117 clients, 18 percent less than the 165,015 clients receiving these services in 2015. Agencies also assisted 28,703 clients with financial coaching and

14,750 clients with accessing the Earned Income Tax Credit or in a Volunteer Income Tax Assistance program. In addition, 13 agencies provided matched savings programs (IDAs) to 344 clients and four agencies reported providing micro loan programs to 61 clients.

Agencies provided employment services to 71,670 clients in 2016, a 5 percent decrease from the 75,701 receiving employment services in 2015. They reported that 14,509 persons, one-fifth of those receiving employment services, eventually achieved full-time employment. They also reported 11,461 clients now employed above minimum wage. Another 3,394 clients achieved a new certification or credential through these services.

Agencies also responded with materials and resources to meet the basic human needs of 1,518,953 clients, including clothing assistance, utilities assistance, financial assistance (other than rent, mortgage, etc.), transportation assistance, and other basic needs. This is an increase of 8 percent above the 1,402,128 clients receiving these services in 2015.

Services That Address Education and Enrichment

Education and enrichment services are 4 percent of all client services provided by Catholic Charities member agencies. A total of 634,081 education and enrichment services were provided in 2016, a decrease of 3 percent from the 656,730 clients served in this area in 2015.

Table 6
Education and Enrichment Services

Program	Agencies	Children
Head Start	13	12,187
Head Start-like Programs	30	11,700
Early Head Start	9	867
Total Reported		24,754

Some 24,754 preschoolers were served in education and enrichment programs offered by Catholic Charities agencies, a decrease of 40 percent from the 40,935 reported in 2015. The numbers served in Head Start-like programs decreased the most, 63 percent (11,700 in 2016 compared to 31,260 enrolled in 2015). The numbers served in Early Head Start also decreased, by 17 percent (867 in

2016 compared to 1,040 in 2015). In contrast, the numbers served in Head Start programs increased by 41 percent (12,187 in 2016 compared to 8,635 in 2015).

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

- Childcare programs, sponsored by 34 agencies, served 8,913 children, more than four in five of whom were toddlers and preschoolers. Thirty-eight agencies provided before and after school care for children ages six and older. Agencies reported 7,930 child daycare slots available per day.
- Marriage Promotion and Strengthening programs, sponsored by 14 agencies, served 4,856 clients – a decrease of 33 percent from the 7,233 clients reported in 2015.
- GED services, sponsored by 32 agencies, served 2,662 clients – a decrease of 8 percent from the 2,880 reported in 2015. Agencies reported that 497 clients achieved their GED in 2016, a drop of 22 percent compared to the 638 who achieved their GED in 2015.
- ESL or VESL services, sponsored by 51 agencies, served 18,603 clients in 2016, a 7 percent increase from the 17,339 clients served in 2015.
- High school dropout prevention services, sponsored by 22 agencies, served 3,867 clients, an increase of 78 percent from the 2,167 reported in 2015.
- Vocational post-secondary education services, sponsored by 18 agencies, served 8,917 clients, a 22 percent increase from the 7,318 clients reported in 2015. Agencies reported that 7,911 clients received a degree or certificate in 2015 from the post-secondary education services they provided.

In addition to the post-secondary services mentioned above, 26 agencies report having partnered with community colleges for post-secondary education services.

Services to Refugees and Immigrants

In 2016, Catholic Charities member agencies offered refugee and immigrant services to 413,050 clients, a 5 percent increase from the 393,777 clients in 2015. Of these clients, more than eight in ten (85 percent) received immigration legal services and just over one in ten (15 percent) received refugee services.

	<i>Children</i>	<i>Adults</i>	<i>Seniors</i>	<i>Total</i>	Percent
Immigration Services	50,662	161,047	16,286	349,930	85%
Refugee Services	13,440	32,275	1,039	63,120	15%
Total Services	64,102	193,322	17,325	413,050	100%

Catholic Charities provided immigration services to 349,930 clients, 8 percent more than the 323,151 clients reported in this category in 2015. These immigration services included citizenship applications, screening assessment/counseling, family visa petitions, legal representation, DACA applications, community outreach presentations, and detention and removal proceedings, among other services.

The 63,120 refugee services reported in 2016 is 11 percent less than the 70,626 services reported in 2015. Some 72 agencies report providing additional services to refugees *during* the initial resettlement period and 70 agencies provided services *after* the initial resettlement period. Services provided to refugees include interpreter services, job placement, employment training, outreach, counseling, legal services, and matched savings programs.

In all, 67 agencies report that 19,848 refugees served by these agencies achieved self-sufficiency in 2016. This is a 38 percent increase from the 14,350 refugees served by 64 agencies in 2015. The measures of self-sufficiency include stable lodging and employment for the refugee.

Finally 15 agencies provided services to undocumented minors through the Unaccompanied Refugee Minors (URM) grantee (ORR/MRS) program, with 660 clients served.

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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 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 2016 Annual Survey was modified somewhat from the 2015 Annual Survey but is still 19 pages. CARA also modified the online version of the Annual Survey to match the paper version.

The 2016 Annual Survey includes summary demographics of clients receiving services so that total unduplicated clients may be reported by race as well as age group. Agencies are also asked to identify the number of unduplicated clients that are Hispanic/Latino(a) as well as the number of clients and agency staff who are veterans. In addition, the entire revenue section was revised for this year's survey so that it more closely aligns with the categories requested on IRS Form 990, which many agencies already use for reporting their financial data. In the expenses section, the section on Specific Government Revenue by Type of Funded Activity was also revised, so that agencies could report the funds they receive from 11 government sources according to its particular Federal CFDA number. Again, this change was designed to make the survey easier for agencies to use while increasing the overall accuracy of the data received.

Survey Timeline

At the beginning of each calendar year, Catholic Charities USA member agencies 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 2016 Annual Survey are collected in 2017 but reflect the statistical information for calendar year (or fiscal year) 2016.

CARA emailed the 2016 Annual Survey questionnaire in late January 2017 to 165 executive directors of current and former Catholic Charities member agencies. The email 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 March 24, 2017. The first agency completed its survey online on February 2 and the final survey arrived at CARA in early May, 2017. Data collection was suspended on May 15, 2017.

To ensure the most accurate data possible, agencies that had not responded by the March 25 deadline were contacted by CCUSA and offered an abbreviated survey form for them to complete. An additional nine agencies completed the abbreviated survey form. After repeated follow-up contact by CARA and by CCUSA a total of 161 agencies participated in the 2016 Annual Survey, for a response rate of 98 percent (161 out of 165 possible). Respondents included one member agency

in the Commonwealth of the Northern Marianas, one in Guam, one in Puerto Rico, and one in Pago Pago, American Samoa. All other responding member agencies 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. 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 as well as their financial resources and expenditures.

CARA and CCUSA worked extensively to ensure data accuracy. Key data for each agency, such as unduplicated clients, total staff, total revenue, and total expenses, were compared to previous agency reports and substantial differences were verified and/or corrected by agency representatives.

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.

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 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. Percentages presented in tables and figures may sum to slightly more or slightly less than 100, due to rounding.

Section I: Agency Profile

This section presents the demographic characteristics of unduplicated clients as reported by responding member agencies. These demographics include age and race of unduplicated clients, the number of unduplicated clients who are of Hispanic or Latino ethnicity, the number who are veterans, and the socioeconomic status of unduplicated clients.

Summary Demographics of Unduplicated Clients

In 2016, 161 responding CCUSA member agencies reported that 2,951 local Catholic Charities agencies provided services to 8,371,129 unduplicated¹ clients. The number of unduplicated total clients reported by responding CCUSA member agencies increased by 1 percent from the total of 8,264,464 clients reported by responding member agencies in 2015. In addition, the total number of unduplicated clients reported by responding CCUSA member agencies is 7 percent greater than the 7,854,104 clients reported a decade ago in 2006.

Age and Race of Unduplicated Clients

Children under age 18 and seniors age 65 and over comprise about half of unduplicated clients served by Catholic Charities member agencies.

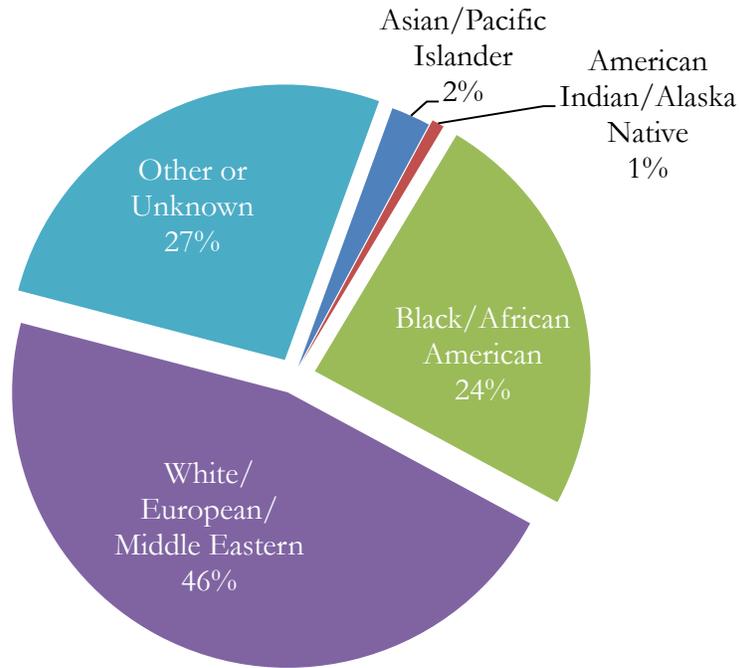
Table 1. Age and Race of Unduplicated Clients Served in 2016

	Children	Adults	Seniors	Not Age Identified	Total Reported
Asian/Pacific Islander	33,304	48,948	24,618	17,951	124,821
American Indian/Alaska Native	9,996	20,736	3,955	4,666	39,353
Black/African American	349,283	515,245	274,836	173,663	1,313,027
White/European/Middle Eastern	669,741	1,093,761	452,669	280,234	2,496,405
Other or Unidentified by race	337,180	513,956	102,481	478,400	1,432,017
Total unduplicated clients	1,949,138	3,039,660	1,030,679	2,351,652	8,371,129

A total of 2,351,652 unduplicated clients were not classified by age in the reports submitted. Of those for whom age could be determined, half (51 percent) are working age adults, about a third (32 percent) are children, and almost one-fifth (17 percent) are seniors.

¹ Many clients receive multiple services from CCUSA member agencies. 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.

Figure 1. Race of Unduplicated Clients



This is the fifth year that the survey asked for unduplicated clients by race. A total of 1,432,017 unduplicated clients (27 percent of all unduplicated clients identified by race) were classified by agencies as “other or unknown.” Among the 6.0 million for whom a race was identified, Figure 1 shows the distribution by race.

A separate question asked about the total number of unduplicated clients that are Hispanic/Latino. Agencies reported 1,530,485 Hispanic/Latino clients, some 18 percent of all unduplicated clients. This is slightly less than the 1,666,048 Hispanic/Latino clients reported in the 2015 survey.

Agencies estimated that 330,300 unduplicated clients (4 percent) are undocumented. This is a 2 percent increase from the 324,203 undocumented clients reported last year.

Veteran Status

Since 2012, the survey also asked agencies to identify how many unduplicated veteran clients they served. In the 2016 survey, agencies identified 90,362 unduplicated clients who were veterans, 1 percent of all unduplicated clients. This is a decrease of more than 20,000 veterans from the 111,025 veterans reported in 2015, but the percentage of all unduplicated clients who are veterans remains the same.

Socio-Economic Characteristics

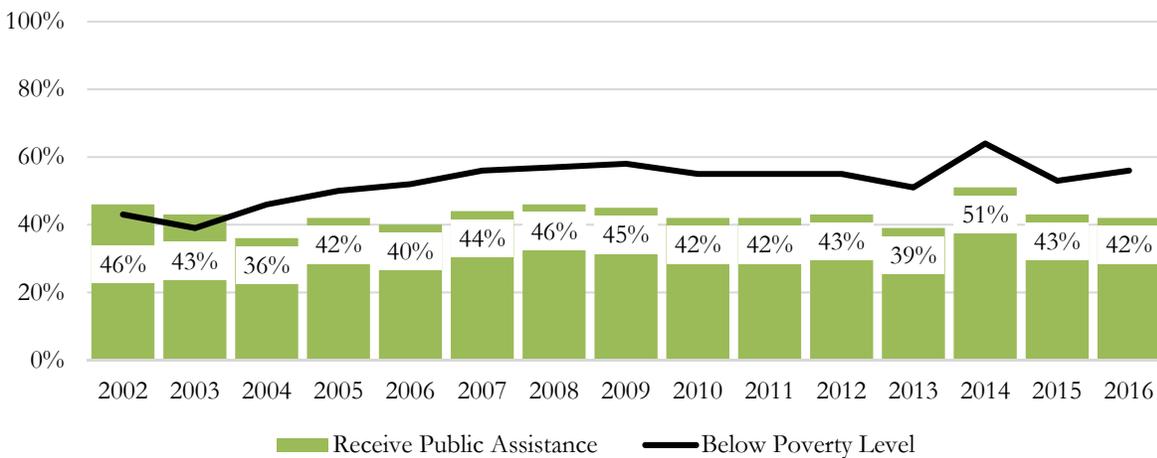
According to estimates of reporting agencies, about 3.5 million clients are receiving some form of public assistance and about 4.7 million live below the federal poverty line.

Table 2. Socio-economic Characteristics of Unduplicated Clients

Characteristic	Number	Percent
Receive public assistance	3,490,820	42%
Family income below the poverty line	4,745,396	56

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 across previous Annual Surveys, the percentage of clients receiving public assistance in 2016 (42 percent) is very similar to that reported from 2005 through 2012, but a little lower than the 51 percent reported in 2014. In 2016, 56 percent of clients are reported to be living in families with annual average incomes below the federal poverty line (\$24,300 for a family of four persons), an increase from the 53 percent reported in 2015 but less than the 64 percent reported in 2014 and about the same as that reported in the ten years previous.

Figure 2. Unduplicated Clients Receiving Public Assistance Percentage Living Below Poverty Level



Section II. Finances

In 2016, responding Catholic Charities member agencies reported a total income of approximately \$3.79 billion dollars. They reported total expenditures of about \$3.55 billion dollars. 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 description of government revenues by type of funded activity.

Revenue

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

Table 3. Total Revenues	
Cash Revenue	\$3,668,218,329
In-kind Contributions	\$124,358,379
Total Income	\$3,792,576,708

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, social enterprises, other business income, and in-kind contributed goods and services. Figure 3, below, displays the proportionate contribution of these sources to the total reported revenue of \$3,792,576,708.

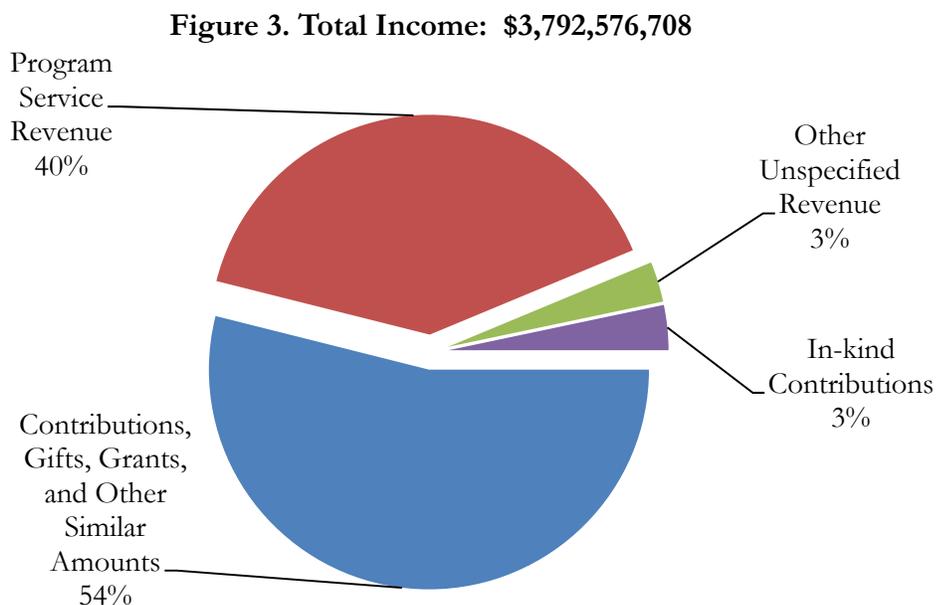


Table 4, below, presents the total cash revenue (not including in-kind contributions) by select source of funding.

<i>Funding Category</i>	Amount	Total
Contributions, Gifts, Grants & Other Similar		\$2,040,104,004
United Way Support	\$52,898,465	
Fundraising Events	\$41,299,190	
Related Organizations	\$71,895,242	
Government Revenue	\$1,230,652,557	
All Other Contributions, Gifts, Grants and Similar Amounts Not Included Above	\$634,358,550	
Program Service Revenue		\$1,494,793,567
Other Revenue Not Captured Above		\$130,393,561
Investment Income	\$23,072,482	
All Other Non-Investment Income Not Captured Above	\$107,545,808	
TOTAL REVENUE		\$3,668,218,329

Total revenue indicated in Table 4 is the sum of the amounts reported by responding agencies. These data are extracted from the 990 forms that agencies submit to the federal government as well as agency data provided on the annual survey for agencies that do not submit a 990.

Just over half (54 percent) of the total cash revenue reported comes from contributions, gifts, grants and other similar amounts. Program service revenue makes up about two-fifths (41 percent) of all revenue. The final 3 percent comes from investments, unrelated business income, and other revenue not captured by the other two categories.

Government grants (excluding government contracts for program services) are the largest single source of funding for Catholic Charities (\$1,230,625,557), making up about a third (34 percent) of total revenues received.

Agencies described some of the “other revenue” sources that could not be classified into the categories listed, including:

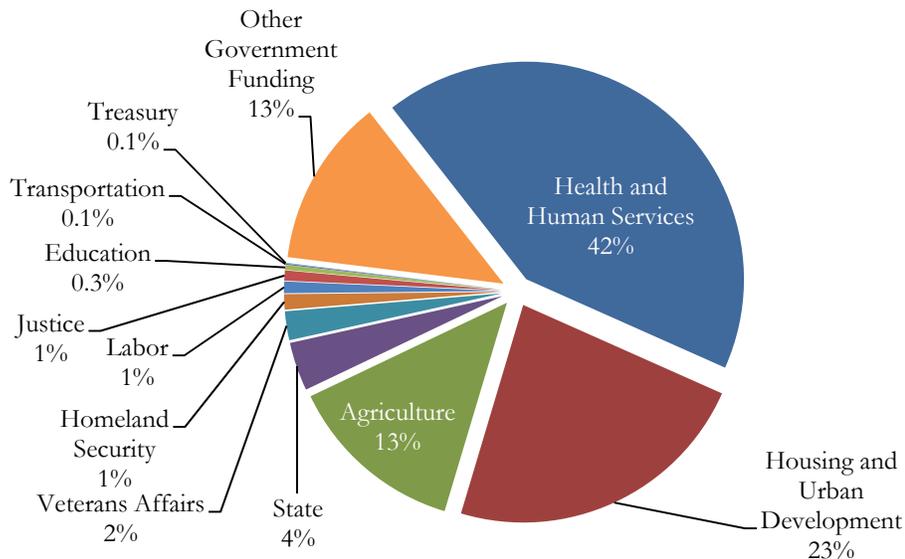
- Consultation services/presentation
- Food bank grant
- Fundraising
- Insurance refunds
- Interest income gains and losses
- Management fees

- Miscellaneous revenues
- Prison chaplaincy
- Recycling funds
- Rental income
- Sale of goods/inventory
- Special events
- Spiritual guidance
- Thrift store sales

Government Grants by Type of Funded Activity

To more accurately determine the amount of government funding received by Catholic Charities agencies from all government sources, agencies were asked for the second time this year to list each program that receives government grants, the source of that grant (according to its corresponding CFDA number) and the total amount of funding received. As can be seen in Figure 4, the Department of Health and Human Services provides more than two-fifths (42 percent) of all of these grants.

Figure 4. Government Grants by Type of Funded Activity



These government grants include dollars that flow directly from the federal government as well as funds from a federal program that are passed through state and local government entities or a non-profit organization such as the U.S. Conference of Catholic Bishops, an Area Agency on Aging, a hospital, the YMCA, the Salvation Army, etc. All funds are reported according to the corresponding Catalogue of Federal Domestic Assistance (CFDA) number. Agencies were encouraged to consult their Schedule of Expenditures of Federal Awards (SEFA) form to complete this section of the survey.

Table 5 presents the total grants that agencies reported receiving from the various federal agencies. Together, grants from the departments of Health and Human Services, Housing and Urban Development, and Agriculture account for more than three-quarters (78 percent) of all government grants received by Catholic Charities agencies.

Funding Source	Amount
Health and Human Services	\$439,480,116
Housing and Urban Development	\$238,890,071
Agriculture	\$138,409,634
State	\$37,661,310
Veterans Affairs	\$22,394,122
Homeland Security	\$11,890,549
Labor	\$8,914,045
Justice	\$7,934,376
Education	\$3,687,703
Transportation	\$1,019,111
Treasury	\$472,494
Other Government Funding	\$130,035,085
Total	\$1,040,788,616

Agencies listed each program they operate that receives government grants as well as the corresponding CFDA number of the funding they were granted.

- Health and Human Services: Ninety (90) agencies
- Housing and Urban Development: Seventy-nine (79) agencies
- Agriculture: Sixty-one (61) agencies
- State: Forty-eight (48) agencies
- Veteran Affairs: Thirty-one (31) agencies
- Homeland Security: Sixty-nine (69) agencies
- Labor: Fourteen (14) agencies
- Justice: Forty-five (45) agencies
- Education: Twenty-five (25) agencies
- Transportation: Eight (8) agencies
- Treasury: Nine (9) agencies

Other Government Funding: Forty-three (43) agencies

In-Kind Contributions

In all, agencies reported a total of \$124,358,379 of in-kind contributions. This revenue includes contributed 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.

Expenses

In 2016, responding Catholic Charities member agencies reported \$3,547,111,599 in total expenses.

Agencies 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.

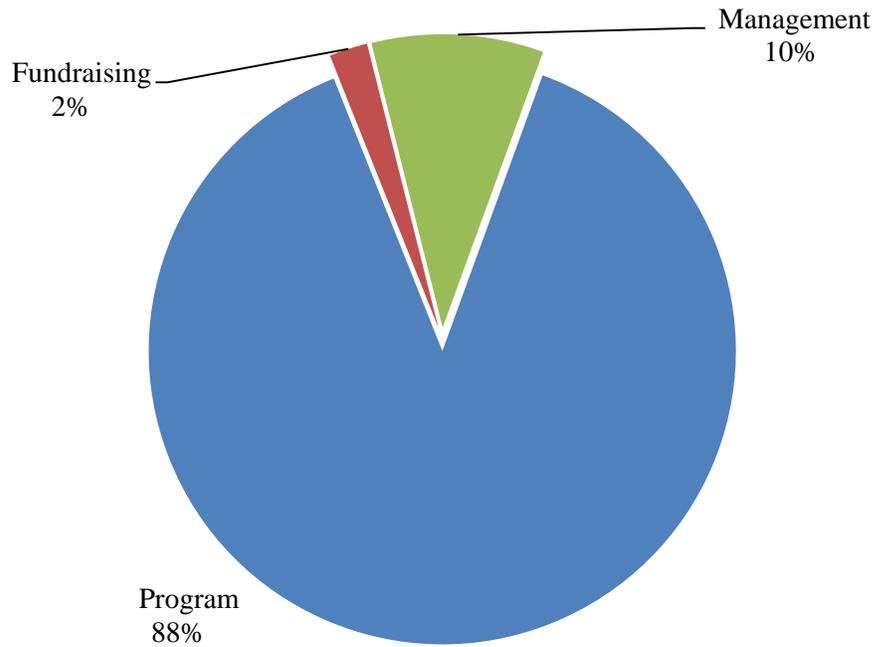
Table 6. Total Expenses by Account Category

Category	Amount
Program Costs	\$3,123,790,186
Fundraising	\$70,259,974
Management and General	\$353,326,951
Unspecified Expense	-\$265,512
Total Expenses	\$3,547,111,599

Agencies reported \$3,784,835,865 in unrestricted net assets at the end of the most recent fiscal year.

Almost nine-tenths (88 percent) of expenditures went to program expenses. This includes direct cash assistance provided to or on behalf of clients for food, clothing, transportation, rent, utilities, medical or dental services, and so on. Just 10 percent of expenditures were on management and unspecified general expenses, and 2 percent of total expenses went to fundraising.

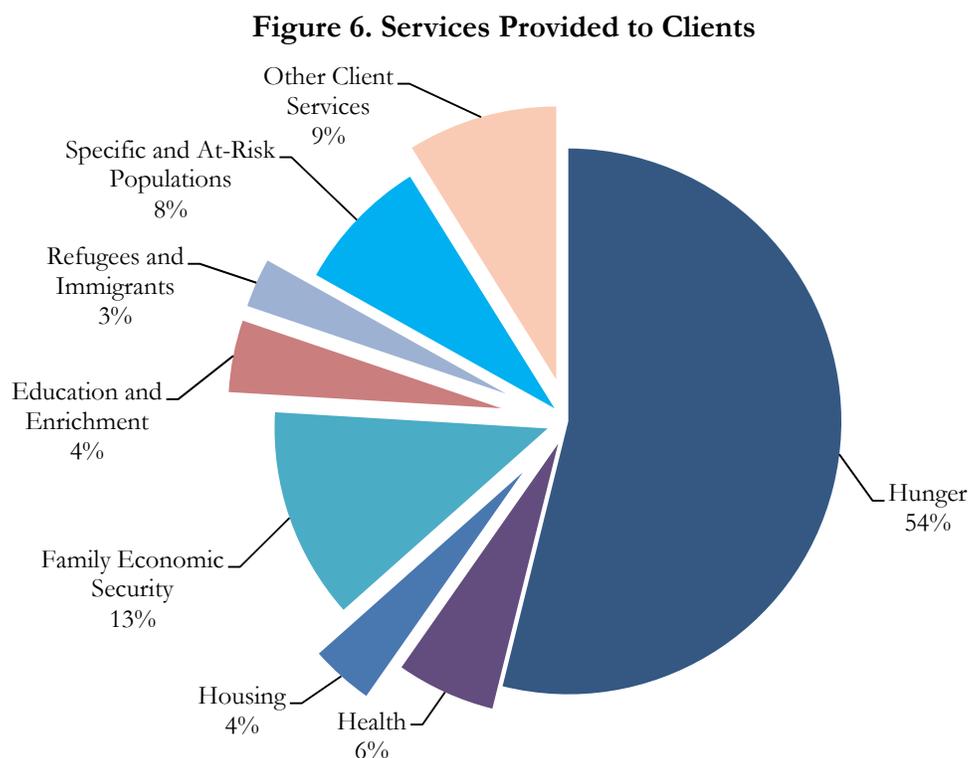
Figure 5. Categories of Expense



Section III: Services Provided to Clients

In 2016, responding Catholic Charities member agencies report providing 14,871,878 client services across all service categories. This total number of client services is obtained by summing all persons served across 28 categories of service reported on the Annual Survey. Comparing this figure to the 8,371,129 reported unduplicated clients suggests that many clients received more than one service from Catholic Charities.

For purposes of reporting, CCUSA divides these 28 service categories into eight types of services, as illustrated in the figure below.



The 2016 Annual Survey respondents report a 2 percent decrease in the total number of client services provided compared to what was reported in 2015 (14,871,878 client services in 2016 compared to 15,161,605 in 2015).

Over the last few years, CCUSA has been reorganizing the way it presents the spectrum of services that member agencies provide to clients. While the 28 categories of service remain mostly the same as in previous years on the Annual Survey, this report presents those services according to the new conceptual framework of five key service areas that was first presented in the 2014 Annual Survey: Hunger, Housing, Health, Family Economic Security, and Education. Three additional categories – Refugees and Immigrants, Services for Specific and At-Risk Populations, and Other Client Services – display the array of other client services provided by CCUSA member agencies as reported on the Annual Survey.

Table 7, below, reports 2016 total client services provided according to these eight categories of service.

Table 7. Total Clients Receiving Services by Category			
	Service	Clients	Percent
Hunger		8,022,150	54%
	Food Distribution Services	5,006,354	
	Prepared Food Services	3,015,796	
Family Economic Security		1,864,181	13%
	Other Basic Needs Assistance	519,848	
	Clothing Assistance	490,856	
	Asset Development Services	273,558	
	Utilities Assistance	216,636	
	Transportation	203,254	
	Financial Assistance	88,359	
	Employment Services	71,670	
Health		871,273	6%
	Counseling and Mental Health Services	314,782	
	Health-related Services	212,506	
	Pregnancy Services	191,547	
	Addiction Services	107,317	
	Prescription Assistance	23,924	
	Adoption Services	21,197	
Education and Enrichment Services		634,081	4%
Specific and At-Risk Populations		1,193,079	8%
Housing		553,102	4%
	Housing Services	228,021	
	Homeless Assistance Services	215,408	
	Permanent Housing Services	73,104	
	Supervised Living Services	36,569	
Refugees and Immigrants		413,050	3%
	Immigration Services	349,930	
	Refugee Resettlement Services	63,120	
Other Client Services		1,320,962	9%
	Community Services	861,622	
	Clients Not Included in Other Service Categories	426,722	
	Disaster Services	32,618	
	Total Clients Receiving Services	14,871,878	100%

Hunger

As was discussed earlier, more than half of all client services provided in 2016 (54 percent of all client services provided) were for services that address hunger. More than three in five clients received distributed food services (5,006,354), with the other two in five receiving prepared food services (3,015,796). Table 8 below shows the number of agencies, sites, meals and clients reported according to these particular services that address hunger. Nearly nine in ten of these services were in food distribution services, with food pantries accounting for 54 percent of these services. Prepared food services make up just over one-tenth of these services, with 87 percent of these services in the form of congregate dining including soup kitchens.

Table 8. Services That Address Hunger

Service	Agencies	Sites	Meals	Clients	Percent
Food Distribution Services				5,504,766	88%
<i>Food Pantries</i>	84	1,492	–	2,965,737	
<i>Food Banks</i>	55	242	–	1,005,394	
<i>Other Food Distribution Services</i>	55	4,545	–	1,533,635	
Prepared Food Services				777,361	12%
<i>Congregate Dining (incl. soup kitchens)</i>	86	793	16,434,578	676,114	
<i>Home Delivered Meals</i>	31	–	2,582,993	16,068	
<i>Afterschool Meals</i>	18	236	3,431,819	5,705	
<i>Summer Lunch Program</i>	35	656	1,272,006	79,474	
<i>CACFP Program</i>	22	1,085	9,614,799	–	
Total Food Services		9,049	33,336,195	6,282,127	100%

Distributed Food

Food distribution services include food banks and food pantries as well as other food services like food co-ops and food voucher services. Some 113 agencies report operating 1,734 food banks, food pantries, or food cupboards. Food distribution services are almost three times more likely to come from food pantries than from food banks.

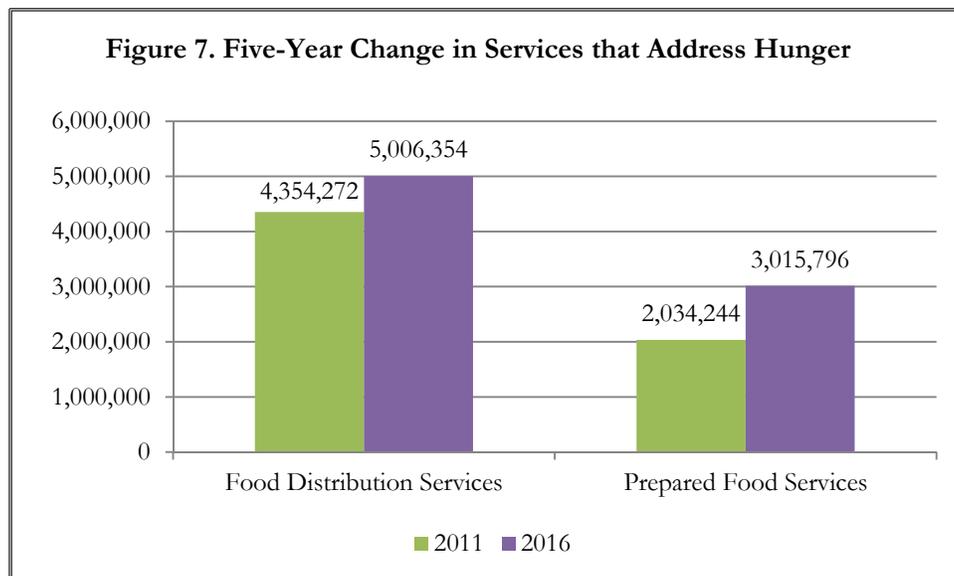
The other six-tenths (61 percent) of distributed food clients are uncategorized, but includes food from government bulk food distribution, donated food, SHARE, Second Harvest, food co-ops, or food voucher services. A total of 55 agencies reported other food distribution services at 1,735 sites. Agencies estimate that they distributed 17,175,460 food bags or boxes and 143,905,135 pounds of food. Seventy-one agencies have food distribution sites that are “client choice.”

Prepared Food

Prepared food services include soup kitchens and other congregate dining services, as well as home delivered meals, such as after school meals, summer lunch programs, and CACFP programs. Just over a tenth (12 percent) of the client services provided by Catholic Charities member agencies to address hunger were these prepared food services.

A total of 83 agencies reported meals served at 793 congregate dining sites, serving 16,434,578 meals at those sites to 676,114 clients. In addition, 30 agencies reported delivering 2,582,993 meals to clients in their homes. Seventeen agencies provide afterschool meals, serving 3,431,819 meals to 5,705 students at 236 sites. Another 32 agencies reported providing a summer lunch program at 656 sites, providing 1,272,006 meals to 79,474 children. Finally, 22 agencies provided meals at CACFP programs located at 1,085 sites.

Between 2011 and 2016 the total number of clients served in hunger services increased by 26 percent. Hunger services also increased as a proportion of all services provided to clients, from 46 percent of all services in 2011 to 54 percent in 2016. The largest increases from 2011 to 2016 occurred in prepared food services, which increased by 48 percent. Food distribution services saw an increase of 15 percent.



Other Services That Address Hunger

In addition to the services described above, Catholic Charities agencies work in other ways to address hunger in the community. For example, 44 agencies sponsor 71 community garden sites. Thirty-three agencies offer medically tailored food packages or meals (e.g., for diabetics) and 77 agencies provide healthy eating education services for 396,565 clients. Sixty-six agencies report that they assisted 689,440 clients to enroll in SNAP, the Supplemental Nutrition Assistance Program of the U.S. Department of Agriculture.

Family Economic Security

Thirteen percent of the total client services provided in 2016 addressed issues of improving family economic security. Among these clients, 15 percent received asset development services, 4 percent received employment services, and the other 81 percent received direct assistance with other basic needs, including clothing assistance, utilities assistance, financial assistance, transportation, and additional other basic needs.

Table 9. Family Economic Security

Service	Clients	Percent
Asset Development Services	273,558	15%
Employment Services	71,670	4%
Other Basic Needs Assistance	1,518,953	81%
<i>Clothing Assistance</i>	<i>490,856</i>	
<i>Additional Other Basic Needs</i>	<i>519,848</i>	
<i>Utilities Assistance</i>	<i>216,636</i>	
<i>Transportation</i>	<i>203,254</i>	
<i>Financial Assistance</i>	<i>88,359</i>	
Total Services	1,864,181	100%

Compared to the total number of client services in the area of family economic security last year (1,666,463), the 1,864,181 client services represent a 12 percent increase. Much of this increase comes from asset development services, which increased 45 percent, from 188,634 in 2015 to 273,558 in 2016.

Asset Development Services

In 2016, more Catholic Charities agencies provided financial literacy services than any other category of asset development services.

Table 10. Asset Development Services

<i>Did your agency provide any...?</i>	Agencies responding "Yes"	Clients
Financial literacy services	75	135,117
Tax assistance (EITC/VITA)	48	14,750
Financial coaching services	47	28,703
Matched savings programs (IDAs)	13	344
Micro loan program	4	61
 <i>Did your agency operate a...?</i>		
Operate its own VITA site	18	56,569
Operate a lending circle	1	30

Some 75 responding agencies provided financial literacy services to 135,117 clients, a decrease of 18 percent over the 165,015 clients receiving financial literacy services in 2015.

Another 48 agencies provided tax assistance, collectively serving 14,750 clients with assistance accessing the Earned Income Tax Credit or in a Volunteer Income Tax Assistance program. This was about a 43 percent decrease from the 25,914 clients reported by 46 agencies in 2015.

Some 47 responding agencies provided financial literacy services to 28,703 clients. This is the first year this question was asked to the agencies.

In addition, 13 agencies provided matched savings programs (Individual Development Accounts, or IDAs), collectively serving 344 clients, down 37 percent from the 543 clients receiving those services in 2015.

Another four agencies reported providing micro loan programs to 61 clients, a 67 percent decrease from the 183 clients receiving micro loans from Catholic Charities agencies in 2015.

For the first time, agencies were asked if they operate their own VITA site or a lending circle. Eighteen agencies operated their own VITA site in 2016, serving 56,569 clients. One agency operates a lending circle, which served 30 clients in 2016.

Agencies were also asked if they are active in combatting predatory lending in their community, such as providing an alternative for clients or working in a coalition. Thirty-eight agencies reported being active in such efforts. When asked to describe the effort, agencies wrote in the following descriptions (lightly edited):

- Advocacy work
- Active member of the Anti-Poverty Coalition of Greater Dallas
- Advocating with local community leaders
- Asset Building Coalition participant
- CASH Coalition and Wheels To Work
- Clients are coached on the practice and CCL participates in community organizing again
- Counsel clients to stay away from 'payday loans'
- Creating a pilot for alternative payday loan product
- Financial coaching, advocacy
- Financial literacy is a part of Home Based Childcare Training
- Hosted an anti-predatory lending meeting with local priests and advocates
- Included in the all state financial education curriculum
- Information on various lending options is distributed
- Kansas Loan Pool Project: Partner with a bank to offer a predatory loan payback program
- Legislative advocacy; client education
- Mentoring residents on using alt loan methods; advocacy to change policies/laws
- Metro-area Money Smart initiative and committee

- Microbusiness program, alternative loans
- Microlending program
- Predatory lending is addressed during financial workshops
- Predatory lending is discussed in every homebuyer education class. Avido is shown
- Predatory Lending Seminars
- Promoting Active Hous App will start pilot landing circles in summer of 2017
- Provide information about predatory lending during 8 hour, first time home buyer class
- Providing IDA's, Financial Literacy, partnership with banks
- Referrals to anti-payday lending program
- Referring to community partner micro loan programs
- We Care We Share emergency fund to help employees
- We provide foreclosure counseling as well as mortgage counseling
- Work to pass and maintain legislation limiting predatory loans
- Working in coalition
- Working in coalition; developing financial literacy program
- Working with microlender
- Working with the City of Corpus Christi passing ordinances and bringing awareness
- Your Money, Your Goals

In another question, agencies were asked if they partner with any banks or credit unions. Fifty agencies said they do. They wrote in the following to describe these partnerships (lightly edited):

- 2 programs: Financial literacy classes and predatory lending program
- A local bank and credit union present at the financial education class
- Albina and Advantis
- Assisted clients with opening checking/savings accts. Some unions matched funds.
- B, B & T Bank
- Bank of America and Union Bank are sponsors
- Bank reps provide presentations to adult students; serves on Advisory Council
- Bankers teach Financial Literacy classes
- BANKS
- Banks
- Banks and credit unions for homeownership assistance and financial literacy
- Banks provided support & training for classes, give loans, accept referrals
- CCS FarmWorkers Center invites financial institutions to participate in comm. events
- Community Start Bank
- Credit counseling agencies
- Credit union for matched savings program and financial education

- Credit union rep. serving on our financial lit./ predatory lending committee
- Emerging partnership on ITW mortgage lending through NJCC
- Ent Credit Union
- Financial Institutions provide workshops, training sessions and consultation.
- Financial literacy with 2 banks; Check/Savings accts for high risk clients
- Financial literacy workshops for clients
- Financial Training with Wells Fargo, Investors Bank and TD Bank
- Forsters Financial Group
- Helped start Choices Federal Credit Union, Member of Unbanked Task Force of St. Louis
- Home buyer Educ. and Savings opportunities for low & moderate income clients.
- Home buyer education, HECUM
- ICO checking accts to assist with client money management and bill pay
- Kansas Community Teachers Credit Union for assistance with financial literacy workshop
- Local banks and credit unions
- Local banks and credit unions in the area
- Local banks and credit unions to offer incentives for newly banked clients
- Meriwest Credit Union
- Nutmeg Credit Union, TD Bank North
- Our IDA clients open IDA savings accounts with TD Bank or Wells Fargo Bank
- Participation in local Bank On initiative
- Partnership with credit union to help clients with poor credit and banking histories
- Rep Payee Program
- Reps participate in client team meetings and classes to provide expertise & materials
- Seacoast Bank
- SEFCU, Key Bank, Pioneer Banks, First NY Credit Union
- Signed MOU with New Orleans Firemen's Federal Credit Union. Program under development
- Sun Trust Bank
- To create IDA savings accounts
- To create IDA savings accounts
- To provide financial literacy classes
- Umpqua Bank
- We connect our clients to Iberia Bank to open checking and savings accounts
- We partner with Holy Rosary Credit Union to offer small dollar low interest loans
- We work with Credit Unions and banks for saving accounts and loans
- We worked with a local credit union, allowing clients to be able to open accounts to
- Wells Fargo Bank funds financial literacy classes
- Wells Fargo, Citibank, Bank of America

- Widget Credit Union
- Wintrust, Credit Union
- Work with clients to educate and establish banking services

Employment Services

In 2016, agencies report providing employment services to 71,670 persons, a decrease of 5 percent from the 75,701 receiving employment services in 2015. Agencies report that 3,394 clients received new certification or credentials through their services, a decrease of 8 percent from the 3,676 clients receiving such certification or credentials in 2015. Agencies also report that 14,509 persons, one-fifth of those receiving employment services (20 percent), eventually achieved full-time employment and that 11,461 clients are employed above minimum wage. In addition, 16 agencies report having 252 vocational training programs that provide industry-recognized certificates.

Catholic Charities agencies provide targeted employment services for the following groups:

- Welfare-to-work programs are provided by 31 agencies
- Employment programs for veterans are provided by 25 agencies
- Youth job programs are provided by 21 agencies
- Sheltered workshops/employment programs for the disabled are provided by 20 agencies
- Senior employment programs are provided by 20 agencies
- Entrepreneurial programs are provided by seven agencies

Types of employment services offered by Catholic Charities agencies are shown in Table 11, below.

Service	Agencies
Job Search	79
Resume Development	75
Interview Skills Training	74
Job Readiness (e.g. soft skills)	69
Employment Training	54
Mentoring Programs	35
Other	31

In addition to the listed employment services, agencies also provide these other employment services (lightly edited):

- Academic Instruction

- American Association of Retired Persons
- Basic bilingual computer class
- Career assessment, career plan, portfolio, CPR, First Aide, Safety certificates
- Communication Skills
- Culinary Skills Classes
- Culinary Skills Training
- Day Labor
- Dress for Success
- Employer outreach
- ESL-Employment, Workforce Development, 409 clients received Job Readiness Training
- Financial Literacy, Interpretation, Transportation
- Financial management; food handlers permits; independent living skills workshops
- Forklift, culinary arts, OSHA 10
- Interview-appropriate clothing
- Job bank, employment fairs, computer employment skill building
- Job fairs, diocesan employment resource center; employment couns; support groups
- Job Placement, Job Retention, Reducing symptoms as a barrier to unemployment
- Job placement, maintain employer list, refer clients to resources.
- Job placement, working support group
- Job Retention, Job Placement
- Job Retention, Post Placement Management
- Lifeguard Training Certification/Job Placement
- Local bus passes/transportation
- Non Destructive Testing/First Aid CPR
- OHSA, Customer Svc Training, Notary Public
- Orientation, resources, follow-ups, job search, community referrals
- PA Workwear site- job readiness
- Paid Work Experience, Community Service
- Pre-vocational training sites for teens, computer training, job coaching.
- Provide Weekly Flyers with job posted positions and job fairs
- Refer to area agencies
- Referrals for Refugees
- Supported employment
- VESL
- Work Experiences,
- Work permits and identification documents
- Work readiness, coaching, advocacy

Other Basic Needs Services

In addition to all the other services provided to clients by Catholic Charities, member agencies provide a number of other materials and resources to meet basic human needs. Agencies reported providing assistance with other basic needs (apart from food, shelter or housing) to 1,518,953 clients in 2016, an increase of 8 percent from the 1,402,128 clients provided these services in 2015.

- 490,856 clients received clothing assistance, 15 percent more than the 425,488 clients reported in 2015.
- 519,848 clients were assisted with other basic needs (a 17 percent increase from the 442,914 clients reported in 2015).
- 216,636 clients received utilities assistance (a 16 percent decrease from the 259,122 clients reported in 2015).
- 88,359 clients received financial assistance other than rent, mortgage, etc. (a 31 percent increase from the 67,397 clients reported in 2015).
- 203,254 clients received transportation services in 2016, a 2 percent decrease from the 207,207 clients reported in 2015.

Health

Approximately 6 percent of the total client services provided by Catholic Charities member agencies in 2016 were health-related services. Just over 871,000 clients received some sort of health-related service from Catholic Charities, a slight decrease (less than 1 percent) from the 869,634 receiving such services in 2015.²

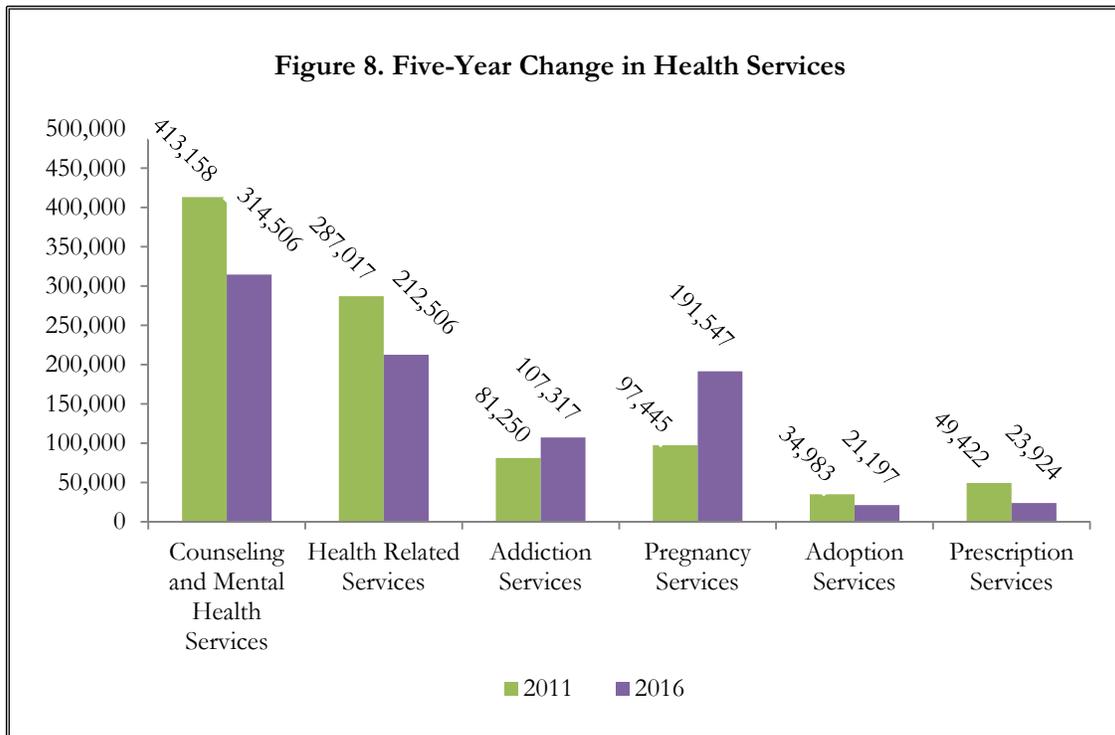
Table 12. Health

Service	Clients	Percent
Behavioral Health Services	422,099	48%
<i>Counseling/Mental Health Services</i>	<i>314,782</i>	
<i>Addiction Services</i>	<i>107,317</i>	
Other Health-Related Services	212,506	24%
Pregnancy and Parenting Services	191,547	22%
Prescription Assistance	23,924	3%
Adoption Services	21,197	2%
Total Health-related Services	871,273	100%

The number of clients reported receiving services in the area of behavioral health (counseling/mental health services or addiction services) is 4 percent higher in 2016 (422,099) than in 2015 (404,982). The number of clients receiving prescription assistance increased by 12 percent, from 18,996 in 2015 to 21,197 clients in 2016. In addition, the number of clients receiving pregnancy services increased by 16 percent, from 164,572 in 2015 to 191,547 in 2016.

The number of clients receiving other health-related services decreased by 18 percent from the 2015 figure (from 259,817 in 2015 to 212,506 in 2016). These other health-related services address a wide range of health needs, other than acute care or mental health, through treatment, prevention, and maintenance programs, including services to persons living with HIV/AIDS. Some examples of these other health-related services include health clinics, dental clinics, home health services, hospice services, visiting nurses, physician referrals, and speech and hearing services, among others. Page 42 details some of these other health-related services and the total number of clients reported served in these specific health-related programs.

² Adoption Services was included in the category of Health Services since the 2015 Annual Survey.



Compared to 2011, pregnancy services and addiction services have increased, while the other service categories experienced a decrease.

- 97 percent increase in the number of clients receiving pregnancy services
- 32 percent increase in the number of clients receiving addiction services
- 51 percent decrease in the number of clients receiving prescription assistance
- 39 percent decrease in adoption services
- 16 percent decrease in the number of clients receiving other health-related services
- 24 percent decrease in the number of clients receiving counseling and mental health services

Behavioral Health Services

Altogether, 119 agencies report providing at least one of the mental health services listed in Table 13 below. Responding agencies provided counseling and mental health services for 314,782 clients in 2016, an increase of 10 percent compared to the 286,169 clients who received those services in 2015. These agencies also report providing addiction services to 107,317 clients, a decrease of 10 percent from the 111,813 clients in 2015. The table below displays the number of agencies that report providing each of these various types of mental health services.

Table 13. Types of Mental Health Services Provided

Service	Agencies
Individual Counseling	117
Family Counseling	114
Marriage/Pre-marital Counseling	91
Group Counseling	87
Trauma-informed Care	79
Individual Therapy	67
Group Therapy	48
Case Management for Persistent Mental Illness	40
Psychiatric Medication	37
Residential Treatment Programs	30
Assertive Community Treatment	9
Partial Hospitalization/Day Treatment	6

Agencies were also asked to identify the places from which they receive referrals for mental/behavioral health services. Agencies are especially likely to receive such referrals from other social service providers, word of mouth, other programs in their agencies, and church communities.

Table 14. Places that Give Referrals for Mental/Behavioral Health Services to Agencies

Referring Organization	Agencies
Other Social Service Providers	110
Word of Mouth	110
Other Programs in Your Agency	109
Parish/Church Community	109
Schools	103
Medical Professionals	94
Legal Authorities (i.e. Police, Courts)	90
211/Other Hotlines	81

Agencies provided 2,436,893 behavioral/mental health sessions in 2016, a 19 percent increase from the 2,054,616 in 2015. Fifty-two agencies reported using a SOFA scale. Some 46,588 clients showed a reduction of symptoms or increase in functioning (based on SOFA scale) or on the agencies' own pre-/post-test measures. Among responding agencies, 71 percent report using electronic billing for insurance and 29 percent report using manual billing. Agencies also reported that 3,095 of the clients for behavioral health services were active military or veterans.

2016 is the first year responding agencies provided the number of licensed behavioral health providers their agency employs in the categories of full-time paid staff, contractors, and volunteers, shown in Table 15 below.

Table 15. Licensed Behavioral Health Providers by Type

	FTE Paid Staff	Contractors	Volunteers	Total
Licensed social worker(s)	866	70	9	945
Licensed professional counselor(s)	563	31	7	601
Psychiatrist(s)	244	79	1	324
Licensed marriage/family therapist(s)	165	11	1	177
Nurse practitioner(s)	43	30	2	75
Psychologist(s)	38	30	1	69
Other	571	14	42	627
Total	2,490	265	63	2,818

Health Insurance Enrollment

Catholic Charities member agencies assist many low-income clients in enrolling for health care benefits. In 2016, these agencies assisted 16,439 adults in their enrollment in health insurance, an increase of 6 percent from the 15,504 adults enrolled by Catholic Charities in 2015. Agencies also assisted in enrolling low-income children in these health insurance programs:

- 35 agencies assisted 9,076 children in enrolling in Medicaid
- 8 agencies assisted 2,460 children in enrolling in CHIP
- 13 agencies assisted 5,747 children in enrolling in other health insurance programs

Other Health-related Services

The table below displays the number of agencies in 2016 reporting a variety of other health-related services they provide as well as the total number of clients reported receiving each of those services. Compared to the 134,661 other health-related services provided in these categories in 2015, the 140,235 services provided in 2016 represents a 4 percent increase.

Table 16. Other Health-related Services

Service	Agencies	Clients
Health Clinics	23	27,776
Caregiver Support Groups	23	4,061
Dental Clinics	21	18,456
Home Health Services	18	9,016
HIV/AIDS Services	16	4,062
Memory Loss/Dementia	15	751
Health-related Support Groups	10	5,610
Skilled Nursing Facilities	8	2,118
Intermediate Care Facility	8	852
Hospice	7	1,005
Parish Nurse	5	3,649
Other Health-related Services	45	62,879
Total Reported		140,235

Among the other health-related services that 45 agencies mentioned, they described services such as adult day services, bereavement services, caregiver respite, counseling, disease prevention, eye clinic, EIP case management, flu shots, health fairs, health education, health screenings, homemaker services, immunizations, in-home support, insurance application assistance, maternity clinic, medical education, medical missions, medication management, mobile care van, nutritional education, ombudsman, pain management, podiatry, prescription assistance, referrals, senior support services, support groups, and transportation to medical appointments.

Pregnancy Services

Pregnancy services represent 22 percent of all clients receiving services in the category of health services. In 2016, agencies reported 191,547 clients received pregnancy services, a 22 percent increase from the number of clients served in 2015 (164,572). Table 17 presents single pregnant women, single birth fathers and intact families that received pregnancy services, by age.

	Single Pregnant Women	Single Birth Fathers	Intact Families
Under 18	81,059	182	172
18 and Older	67,590	1,015	6,947
Unspecified	6,450	249	448
Total	155,099	1,446	7,567

Some 955 pregnant clients received residential housing services, an 11 percent increase from the 859 who were provided such housing in 2015. In addition, agencies also offer the pregnancy services presented in Table 18.

Service	Agencies
Case Management	92
Counseling	88
Parenting	88
Prenatal Care	48
Prevention Services	38
Pregnancy Testing	29
Job Training/Placement	18
Other Pregnancy Services	51

Other pregnancy services listed by agencies include adoption services and education; advocacy; clothing, furniture and diapers for infants; emotional and spiritual support; financial assistance for basic needs; financial literacy education; GED/high school tutoring; home visits; infant/childhood education; legal assistance; life skills training; maternity clothing; Medicaid application assistance; mentoring; nutrition education; options counseling; peer support; referrals to other organizations; support groups; transitional housing; transportation; ultrasounds; and WIC.

Nineteen agencies served 26,252 clients in Abstinence Education and Promotion Programs in 2016, and 10 percent increase from the 23,765 served in 2015. Altogether, 40 agencies reported serving 1,236 clients in Project Rachel or other post-abortion ministries, a 32 decrease from the 1,815 served in 2015. Agency-sponsored Father Involvement programs served 1,136 clients, a 29 percent decrease from the 1,599 served in 2015.

Table 19. Parenting and Post-abortion Services

Service	Agencies	Clients
Abstinence Education and Promotion Programs	19	26,252
Project Rachel or Other Post-abortion Ministry	40	1,236
Father Involvement Programs	25	1,136
Total Reported		28,624

Adoption Services

Some 21,197 clients received adoption services in 2016, an increase of 12 percent from the 18,996 adoption service clients in 2015. Adoption services are 2 percent of all client services provided in the category of Health Services in 2016.

Table 20. Completed Adoptions by Type of Adoption

Type of Adoption	Number	Percent*
Total completed adoptions	1,732	100%
From foster care	897	52%
Special needs children (e.g., hard-to-place)	778	45%
Infants (excluding special needs)	370	21%
Inter-country	227	13%

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

In addition to adoption placement services, Catholic Charities agencies also provided other specialized adoption services to 13,183 clients. This is an increase of 6 percent from the 12,429 clients provided these specialized adoption services in 2015.

Table 21. Specialized Adoption Services Provided

Service	Agencies	Clients
Adoption Search	69	2,848
Home-study	67	2,281
Post-adoption Services	66	6,248
Adoption Registry	27	677
Adoption Support Groups	25	1,129
Total Receiving Specialized Adoption Services		13,183

Education and Enrichment

Education and enrichment services include services such as information, education and skill development focused on normal development issues, life transitions, and crisis services. It also includes academic advancement services as well as aid with community family living to improve self-esteem, role competency, and social functioning. Education and enrichment services made up 4 percent of all client services provided by Catholic Charities member agencies. A total of 634,081 clients were provided education and enrichment services, a decrease of 3 percent from the 656,730 clients receiving these services in 2015.

Preschool Education

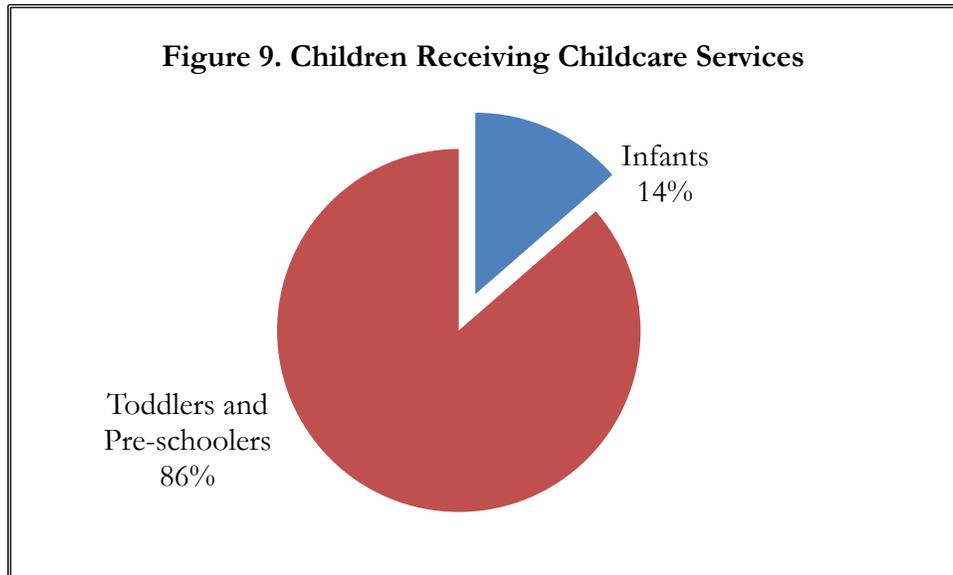
Among agencies that reported education and enrichment services to preschoolers, the number of children served in these programs decreased 40 percent from those reported in 2015 (40,935). The numbers served in Head Start programs increased by 41 percent from what was reported in 2015 (12,187 in 2016 compared to 8,635 in 2015). The numbers served in Early Head Start decreased by 17 percent (867 in 2016 compared to 1,040 in 2015). The numbers served in Head Start-like programs decreased 163 percent (11,700 in 2016 compared to 31,260 children enrolled in 2015).

Table 22. Education and Enrichment Services

Program	Agencies	Sites	Children
Head Start	13	109	12,187
Head Start-like Programs	29	330	11,700
Early Head Start	9	40	867
Total Reported			24,754

Childcare

The 34 agencies that provide child day care services reported 8,913 children served in 2016, a decrease of 71 percent from the 15,249 served in 2015. These agencies report 7,930 “day care slots” available per day. Nearly nine in ten (86 percent) children receiving childcare services are toddlers and preschoolers (ages 2 to 5). Just over one in ten (14 percent) is an infant (ages 0 to 23 months).



Thirty-eight agencies provide before and/or after school care or programming for children age six and older.

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

Table 23. Services Offered for Special Needs Children

Service	Agencies
Transportation	6
Respite care	5
Evening, night and weekend care	3
Sick care	2

In addition, 51 agencies provide mentoring services for at-risk youth, with a total of 13,738 youth enrolled in these programs. This is 20 percent more than the 11,478 youth enrolled in 2015.

Other Education and Enrichment

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

- Marriage Promotion and Strengthening programs, sponsored by 14 agencies, served 4,856 – a decrease of 33 percent from the 7,233 reported in 2015.
- GED services, sponsored by 32 agencies, served 2,662 clients – a decrease of 8 percent from the 2,880 reported in 2015. Agencies reported that 497 clients achieved their GED in 2015, a 22 percent decrease from the 638 who achieved their GED in 2015.
- ESL or VESL services, sponsored by 51 agencies, served 18,603 clients in 2016, a 7 percent increase from the 17,339 clients served in 2015.
- High school dropout prevention services, sponsored by 22 agencies, served 3,867 clients, an increase of 78 percent from the 2,167 reported in 2015.
- Vocational post-secondary education services, sponsored by 18 agencies, served 8,917 clients, a 22 percent increase from the 7,318 clients reported in 2015. Agencies reported that 7,911 clients received a post-secondary degree or certificate in 2016, a 203 percent increase from the 2,608 clients reported in 2015.

In addition to the post-secondary services mentioned above, 26 agencies report having partnered with community colleges for post-secondary education services.

Housing

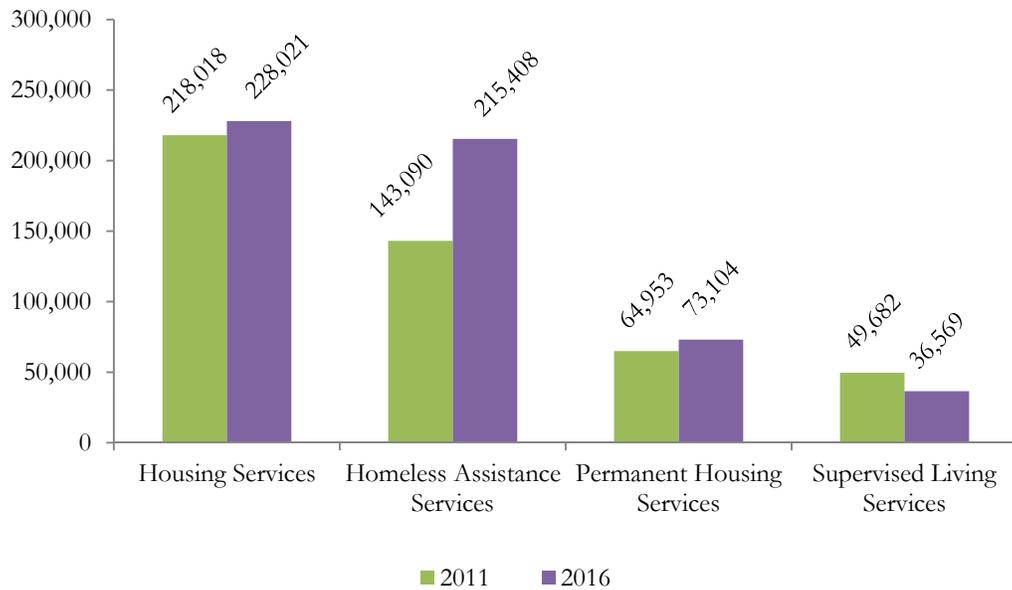
In 2016, Catholic Charities member agencies report 553,102 clients receiving some type of housing services, which makes up 4 percent of all client services provided in 2016. The number of clients served in housing-related services is a 23 percent increase from the 450,770 clients reported in 2015.

Table 24. Housing-related Services

	Agencies	Clients	Percent
Housing Services	112	228,021	41%
Homeless Assistance Services	93	215,408	39%
Permanent Housing Services	56	73,104	13%
Supervised Living Services	32	36,569	7%
Total Housing-related Services		553,102	100%

The total number of clients served in all housing-related services in 2016 is 16 percent greater than the total number reported in 2011 (475,743).

Figure 10. Five-Year Change in Housing Services

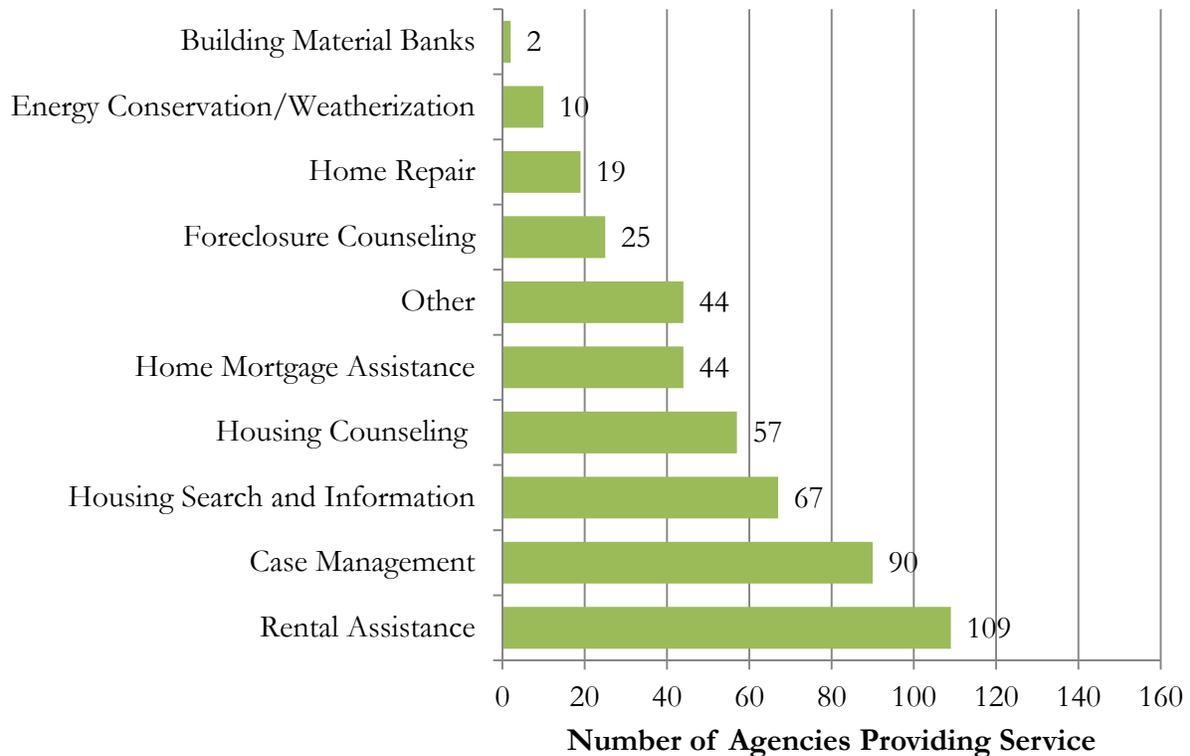


Compared to 2011, the total number of clients receiving homeless assistance services, permanent housing services, and housing services has increased by 51, 13, and 5 percent, respectively. In contrast, the numbers of clients served in supervised living services have decreased by 26 percent.

Housing Services

Figure 11 displays the types of specific housing services offered by Catholic Charities member agencies. As has been the case over the years, more agencies help with rental assistance than any other category of housing services. In 2016, 109 agencies made 147,572 rental assistance payments, totaling \$77,476,836, to help clients stay in their homes.

Figure 11: Housing Services Provided



Some of the “other” housing services that were reported by 44 agencies include (lightly edited):

- Advocating for public housing, referral to legal resources if needed
- Barrier mitigation, advocacy, help filling out housing paperwork, liaison property mg
- Caseworker
- Classes that teach life skills
- Collaborate with area rehab services
- Critical Documents (SSN / Birth Certificates / Picture ID)
- Debt management
- DPA for 1St time Homeowners
- Emergency Financial Assistance for evictions
- Emergency motel housing
- Energy Bill Pay Assistance

- Financial Assistance for Evictions
- First Time Homebuyers, Mortgage Scam Prevention/Hardest Hit
- Flex Funds/Eviction Prevention
- Funeral/Burial, Medical, Car Repair/Insurance, Temporary Housing, Water, Food Cards
- Furniture
- Home Buying Classes, Budget counseling
- Home rebuilding, disaster repairs, budgeting,
- Hotel vouchers for the homeless
- Housing
- Housing inspections and Advocacy referrals
- Housing placement, housing retention, move in costs, Home Forward certification
- Housing safety inspections
- Housing stabilization payments i.e. utilities, medication, car repair, and educ supplies
- HUD 202/202-8/811, Rapid Rehousing
- INDEPENDENT SKILL BUILDING; FINANCIAL ASSISTANCE
- Lease education, coordinated entry, financial management, utility assistance
- Mortgage assistance
- Motels to Homes, helping families move from weekly motel rooms to permanent housing.
- Neighborhood Revitalization
- Pre-homebuyer education
- Pre-purchase counseling
- Ramp Building
- Referrals to utility and rent assistance
- Rent Deposits, Utilities Deposits, Utility bills
- Rental & Housing mediation
- Security deposit loans
- Security deposits
- St. Anne Residence
- Utilities
- Utilities Assistance
- Utilities assistance, vehicle repairs, child care payments
- Utilities/Electricity Assistance
- Utility Assistance
- Utility Assistance, PSH
- Utility Assistance/Hotel-Motel Assistance
- Utility assistance; security deposits
- Utility Assistant, Birth Certificate Voucher, Identification Voucher

- Utility payment assistance
- Utility payments

Homeless Assistance Services

Among agencies that provide homeless assistance services, 63 agencies report operating or managing 201 shelters with a total of 11,593 available beds. Among agencies that operate transitional housing services, 90 agencies provide 10,081 units. Some 61 agencies provide rapid rehousing services and 35 provide 5,119 units of permanent supportive housing for formerly homeless persons.

Table 25 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	Agencies Providing	
	Temporary Shelter	Transitional Housing
Single Adult Females	38	22
Women with Children	36	38
Families	33	32
Single Adult Males	33	20
Domestic Violence	27	16
Veterans	23	19
Seniors	21	10
Men with Children	18	18
Ex-offenders	15	8
Persons with Addictions	13	18
Young Adults Transitioning from Foster Care	12	17
Persons with HIV/AIDS	11	11
Runaway Youth	11	5
Other	17	18

Some of the other special programs for temporary shelter or transitional housing reported by agencies include abused children, at-risk children, adults and children with mental illness, ex-convict housing, foster care for youth, homeless youth and adults, human trafficking victims, medically fragile individuals, medical respite, persons with disabilities, pregnant women and teen parents, those with physical and intellectual disabilities, unaccompanied children, victims of abuse, victims of disasters, and victims of sexual assault.

Permanent Housing

Among agencies that provide permanent housing services, a total of 37,086 permanent housing units are provided to clients in need, a 16 percent increase from the 31,904 permanent housing units reported in 2015. Table 26, below, reports the number of individual and family units provided, according to type of dwelling.

Table 26. Permanent Housing Units by Type of Dwelling

Dwelling Type	Individual	Family	Total
Single Room	4,633	83	4,716
Apartment (number of units)	19,952	9,478	29,430
Single-family Residence	2,082	858	2,940
Total Reported	26,667	10,419	37,086

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

- 21,143 housing units were provided to senior citizens by 52 agencies.
- 15,650 housing units were provided to low income families by 56 agencies.
- 3,843 housing units were provided to persons who are physically challenged by 40 agencies.
- Another 28 agencies provided 4,463 units to other target populations, including the chronically mentally ill, farmworkers, low income individuals, pregnant youth, those homeless, those formerly homeless, those with intellectual and developmental disabilities, those with HIV/AIDS, those with substance abuse issues, and veterans.

Agencies reported a total of 24,376 federally subsidized units, an increase of 28 percent from the 18,983 federally subsidized units reported in 2015. Some agencies have a relationship with or operate specialized housing programs. These agencies reported that:

- 19 agencies are involved with the Catholic Campaign for Human Development
- 18 agencies are involved in a Community Housing Development Organization.
- 14 agencies are involved in a Community Development Corporation.

Nineteen agencies report permanent housing units that are currently in development. They reported having 42 projects with a total of 1,923 units currently in development.

Finally, 23 agencies have engaged in affordable residential real estate development in the past five years. Another 19 are interested in developing affordable residential real estate.

Supervised Living Services

Catholic Charities member agencies report providing supervised living services to 36,569 clients in 2016, a decrease of 11 percent from the 41,279 clients reported in 2015. 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 27, below, displays the number of clients reported in each of those categories served by agencies providing supervised living assistance. Altogether 16,330 clients are reported to be receiving residential care services, 13,863 are receiving foster care services and 6,376 are in group home care services.

	Clients
Residential Care Services	16,330
<i>Children and Adolescents</i>	2,231
<i>Adults</i>	4,402
<i>Seniors</i>	2,440
<i>Unidentified by age</i>	7,257
Foster Care Services	13,863
<i>Children and Adolescents</i>	6,454
<i>Adults</i>	2,876
<i>Seniors</i>	228
<i>Unidentified by age</i>	4,305
Group Home Care Services	6,376
<i>Children and Adolescents</i>	612
<i>Adults</i>	1,236
<i>Seniors</i>	179
<i>Unidentified by age</i>	4,349
Total	36,569

Among other supervised living services reported:

- 30 agencies provided supervised living for developmentally disabled persons
- 23 agencies provided supportive housing for persons with serious mental illness
- 14 agencies report providing assisted living services
- 5 agencies offer Continuing Care Retirement Community (CCRC) services

Refugees and Immigrants

Catholic Charities member agencies offered refugee and immigrant services to 433,500 clients, 3 percent of all client services provided in 2016 and an increase of 10 percent over the 393,777 clients receiving such services in 2015. Of these services, more than eight in ten (85 percent) were immigration services and just over one in ten (15 percent) was refugee resettlement services.

Table 28. Refugees and Immigrants

	Clients	Percent
Immigration Services	349,930	85%
Refugee Resettlement Services	63,120	15%
Total Services	413,050	100%

Refugee Services

A total of 63,120 clients received refugee resettlement services in 2016, an increase of 2 percent from the 70,626 clients reported in 2015. Some 72 agencies reported providing services to refugees *during* the initial resettlement services, serving 29,639 refugees altogether. Seventy agencies say they provided additional services to refugees *after* the initial resettlement period, serving 28,722 refugees in all. The types of services provided and the number of agencies providing them are detailed in Table 29 below.

Table 29. Services Provided to Refugees

Service	Agencies
Interpreter Services	58
Job Placement	55
Employment Training	48
Legal Services	45
Counseling	36
Outreach	34
Matched Savings Programs	10
Other Refugee Services	33

Agencies providing other services to refugees wrote in services including acculturation training, adult education, afterschool tutoring, benefit applications and processing, case management, emergency assistance, ESL, financial education, health services, housing services, immigration services, job readiness, K-12 services, mental health services, parenting classes, referrals, services to the elderly, survivors of torture programs, transportation, and utilities assistance.

Agencies were also asked to report how many of the refugees they served achieved self-sufficiency, obtained employment, and achieved English proficiency.

	Agencies	Clients
Achieved self-sufficiency within the resettlement time frame	67	19,848
Obtained employment	65	14,193
Achieved English proficiency	46	10,733

In all, 67 agencies report that 19,848 refugees served by these agencies achieved self-sufficiency in 2016. The measures of self-sufficiency include stable lodging and employment for the refugee. This is a 38 percent increase over the 64 agencies in 2015 that reported that 14,350 refugees served by the agency had achieved self-sufficiency. The 14,193 refugees that obtained employment is a 34 percent increase over the 10,587 reported in 2015. In addition, the 10,733 refugee clients who achieved English proficiency in 2016 are a 51 percent increase over the 7,127 who were reported in 2015.

Fifteen agencies provided services to undocumented minors through the Unaccompanied Refugee Minors (URM) grantee (ORR/MRS) program, with 660 clients served.

Agencies employ the following numbers of personnel for refugee resettlement:

- 66 agencies reported having 1,020 full-time paid staff members
- 31 agencies reported having 214 full-time service volunteers
- 31 agencies reported having 1,666 other volunteers

Immigration Services

In 2016, Catholic Charities member agencies provided immigration services to 349,930 clients, an 8 percent increase over the 323,151 clients reported in this category in 2015.

Agencies were asked about the number of community outreach presentations, legal consultations, and cases agencies had.

- 95 agencies provided 4,506 community outreach presentations.
- 98 agencies provided 114,966 immigration legal consultations.
- 90 agencies reported that 51,361 of these immigration legal consultations were converted to cases.

Table 31 below describes the most common types of immigration services provided by Catholic Charities agencies, the number of cases initiated for each type of service, the number of cases carried forward from prior years, and the outcome of cases that were closed.

Service	Cases Initiated	Cases Carried Forward from Prior Years	Cases Closed	
			Failed Cases	Successful
Affirmative Residence	27,232	6,255	195	14,293
Citizenship	16,404	1,546	301	8,516
Deferred Action	9,859	2,789	116	5,864
Waiver	4,377	668	41	1,447
Removal Proceedings	3,784	2,682	72	7,512
Victims of Abuse	3,421	1,656	73	1,568
Asylum	978	358	23	188
Other Services	17,714	2,280	72	7,512

The types of immigration legal services displayed in Table 33, above, are defined on the survey instrument as follows:

- *Affirmative residence*: Obtaining lawful permanent residence through adjustment of status or consular processing; sample forms I-130, I-90, I-45, I-765.
- *Citizenship*: Derivation, acquisition, naturalization; sample forms: N-400, N-684, N-565.
- *Deferred action*: Temporary work authorization for youth meeting certain military or educational requirements; sample form I-821D.
- *Waiver*: Petitions for forgiveness of certain inadmissibility grounds; sample forms I-912, I-601, I-601A.
- *Removal proceedings*: Deportation proceedings.
- *Victims of abuse*: U-visa, T-visa, VAWA self-petition; sample form I-918.
- *Asylum*: Affirmative application for victims of persecution; sample form I-589.
- *Other services*: Additional services not categorized above.

Some 51 agencies report having served unaccompanied alien children in 2016, more than the 42 agencies reporting doing so in 2015. Table 32 presents the number of agencies providing services to these unaccompanied alien children as well as the number of clients served.

Service	Agencies	Number of Clients
Legal Services	51	21,788
Other Social Services	19	7,504
Family Welcome Centers	2	0

Compared to 2015, there is an increase in some services for unaccompanied alien children and a decrease in others:

- 51 agencies provided legal services for 21,788 clients in 2016, a 12 percent increase from the 19,503 clients reported served by 41 agencies in 2015.
- Two agencies provided family welcome centers but did not report clients served by them in 2016, identical to the numbers reported in 2015.
- 19 agencies provided other social services for 7,504 clients in 2016, a 54 percent decrease from the 16,221 clients served by 17 agencies in 2015.

Services to At-risk and Other Specific Populations

The at-risk and other specific populations category of service includes programs that provide services to particular groups that are at risk of abuse or neglect, programs that provide services to senior citizens, and programs that provide services to other specific populations. In 2016, 1,193,079 clients received such services. This is a 10 percent decrease from the 1,320,043 clients reported in 2015.

Programs for At-risk and Specific Populations

Many agencies offer specific programs for special populations. Table 33, below, reports the number of agencies offering these programs and the number of clients served in each. Programs for seniors are the most commonly offered, with 83 agencies providing services for 323,787 seniors.

Table 33. Agencies Offering Programs for Specific Populations

Special Population	Agencies Serving	Number of Clients
Seniors	83	323,787
Veterans	42	10,345
People with Physical Disabilities	39	34,874
Military Families	17	1,505
Prisoners/Ex-offenders	34	24,185
Victims of Crime	25	5,573
Juvenile Offenders	25	2,230
Families of Prisoners	14	10,831
Gangs	5	876
Migrant Workers	14	11,453
Children at Risk of Abuse/Neglect	54	63,274
Domestic Violence Survivors	43	15,147
Victims of Sexual Abuse	29	2,955
Victims of Sex Trafficking	15	363
Victims of Labor Trafficking	12	147

Programs Providing Services to Seniors

Seniors are counted among the other specific populations served by Catholic Charities. Table 34, below, describes the types of services provided to seniors and the number of agencies providing each service.

Service	Agencies
Case Management	83
Counseling	66
Services for Seniors Who are Homebound	64
Transportation	64
Caregiver Support	52
Respite Care	42
Senior Centers	32
Adult Day Care	31
Chore Services	23
Homemaker Services	23
Victims of Elder Abuse	23
Home Repair	20
Guardianship	17
Legal Services	13
Ombudsman	9
Other Services for Seniors	57

A total of 57 agencies listed other social support services provided to seniors, including the following:

- Advocacy info and referrals
- Advocacy, Peer Support
- Bone Builders
- Companionship services to in-home, frail seniors.
- Companionship, errands and wheelchair ramps
- Companionship, help with grocery shopping & errands, & telephone reassurance call
- Congregate dining and engagement activities
- Congregate Dining Sites, Emergency Assistance
- Dentures, hearing aids, medications, eyeglasses
- Disaster Recovery
- Drug Education and Prevention Services

- Educational programming
- Emergency Financial Assistance
- emergency shelter, financial management
- Employment Program
- Employment--Title V
- Financial Assistance
- Financial Assistance to Maintain Independent Living
- Financial Assistance
- Food assistance & Christmas assistance
- Food bag delivery for 150 seniors
- Food boxes to seniors
- Foster Grandparent, financial & household skill building, community access/integration, social skills/interpersonal skill building
- Foster Grandparent; Money Management; Senior Companion; Adult Protective Services
- Friendly Call Service
- Gatekeepers - educating others about Older Adults Needs
- HDM, Congregate, Senior Farmer Markets, Service Coordinator, Property Management
- Health and welfare activities
- Health promotion
- Healthy Food for Seniors
- Hoarding Intervention & Treatment Program
- Home delivery when needed of food from food bank.
- Home visits
- Housing
- Housing and Fraud Prevention Seminars
- Housing assistance
- Housing Assistance, Effective Medication Mgmt., Para-Professional Counseling
- Immigration and ESL services
- Income tax prep
- Information & Referral
- Information and Referral
- Information and Referrals, 24 hour supervision
- Information and resource and referral
- Information/Referral/Guardianship training
- Intensive Case Management for Homeless Seniors
- Intensive home based support
- Interpretation/translation services, Socialization activities, Field trips

- Life Alert, Senior Outreach
- Marriage Anniversary Celebrations/ Support Group for Widowed or Divorced
- Meals delivered to home and senior center
- Meals on Wheels
- Mental health/substance abuse counseling, senior drop in, foster grandparents, grandparents raising grandchildren
- Mental Health; Low-Income Housing; Assisted Living; Skilled Nursing Care; Hospice, Phone Reassurance
- MH services, PSA, exercise classes, financial management,
- Military sexual trauma/abuse; end of life planning; referral to COPES; referral to Adult Protective Services; nail services
- NORC, Meals On Wheels
- PACE Program provides many support services to 218 clients
- Pastoral support
- Payee
- Phone Reassurance
- Reentry Support
- Representative Payee and Financial Counseling
- Senior Assisted Transportation, Elder Abuse Prevention Alliance; Representative Payee Program, and RSVP
- Senior Companion
- Senior coordinated on-site activities
- Senior Craft Group (1 Site)
- Senior food box once a month
- Senior networking & life skills classes. Food distribution/groceries
- Seniors Emergency Food Boxes; Xmas Angel Tree for Seniors and Children
- SNAP Enrollment Assistance
- Social events
- Spiritual support for people with disabilities
- SSI representative payeeships, budgeting counseling
- Support Service Providers for Deaf/Blind persons
- Yard care, moving assistance, firewood provision

Other Client Services

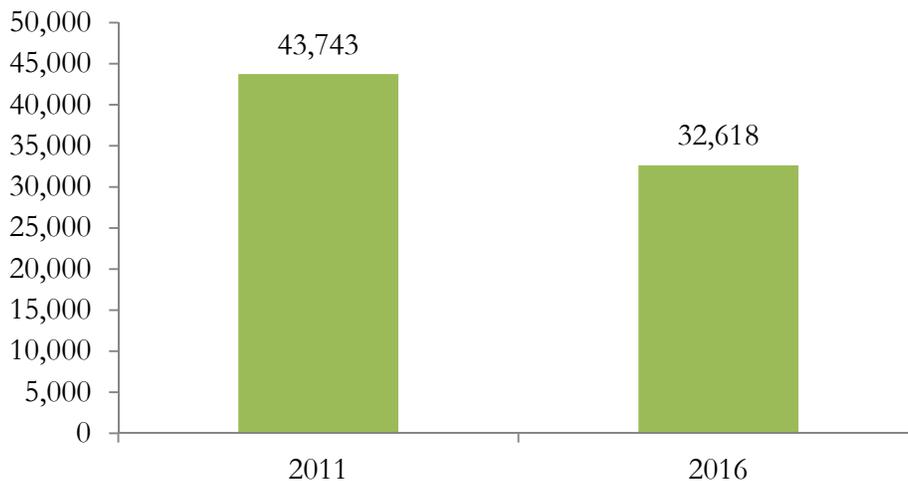
Other client services provided by Catholic Charities member agencies, including social support services, socialization and neighborhood services, disaster services, and clients not included in other service categories made up about one-tenth (9 percent) of all services provided to clients.

Service	Clients	Percent
Community Services	861,622	65%
Disaster Services	32,618	3%
Clients not Included in Other Service Categories	426,722	32%
Total	1,320,962	100%

Any client services that are not included in the other categories of service are included in this category of Other Client Services. Agencies report providing an additional 426,722 client services that were not included in other service categories in 2016, a decrease of 4 percent from the 445,294 clients reported in this category in 2015.

Due to a previous change in the composition of the category, it is not possible to compare clients served in community services to 2011. The five-year change in the number of client services provided in disaster services is shown below in Figure 12. Compared to 2011, disaster services decreased by 25 percent.

Figure 12. Five-Year Change in Disaster Services



Community Services

Agencies report 907 community services sites. This is a decrease of 8 percent from the 985 sites reported in 2015.

Program	Agencies	Sites
Senior Centers	39	168
Summer Camps	31	103
Family/Community Centers	29	147
Other	46	489
Total Reported		907

Some 46 agencies provide community services that are not senior centers, family centers, or summer camps at 489 sites. These sites provide the following services, among others:

- 28 Prime Time Clubs, 1 Adult Day Care Center
- Adult training
- Adult Day Care
- Adult Day Center-Developmental Disabilities
- Adult Day Program
- Adult Day Services
- Afterschool programs and sports leagues
- Athletics
- AYE Interns provide services at many non-profit sites. CYO Schools
- Back to School Fairs; holiday outreach; caregiver support
- Bone Builders
- Caregiver Training
- Case Management, Shared Living, Transportation
- Child Care Subsidy
- Community activities; meetings
- Community Events/Kids Fun/Summer fests
- Community gardens
- Community organizing/education
- Congregate Meal sites (satellites)
- CYO Sports Clubs
- Day camps

- Day Homeless Shelter
- Dispute Resolution
- Drop in center for homeless women, summer soccer, writing class, art class, boy scouts
- Emergency funds, counseling, case management @ Civil & Archdiocese Church Parishes (4)
- Family Centers
- Family Strengthening Program
- Feeding dinner to residents of Women's and Children's Shelter in Stamford, Mon-Friday
- Feeding sites (5) block parties (3), field trips for impoverished (3), holiday parties
- Health Related Wellness Fairs
- Homeless Shelter
- Hot meals, Head Start, Early Intervention, OPMH
- In Home Support
- Kinship Support groups
- Marriage Prep/Divorced/Widowed
- Mental Health Wellness Centers
- On site Case Management Office
- Peace Corner, Adult Day Care, CHA Fam Works
- Prison Ministry and Reentry
- Referrals to area agencies
- Respite Adult Day Center
- Respite Services
- Restoration services in schools
- RSVP Volunteers
- Satellite Location
- Satellite programs of community centers
- Schools, Adult Day Care, Rafting
- Senior women's group makes layette items for expectant women
- Service Sites
- Socialization Center
- Special Needs Children Camp
- Summer Food Sites
- Warming Station
- Youth Center

Disaster Services

Disaster services make up 3 percent of all client services provided in the category of Other Client Services. In 2016, responding agencies that provide disaster relief services reported 32,618 clients served. This represents a decrease of 48 percent from the 62,838 clients provided disaster services in 2015.

Table 37. Number of Persons Receiving Disaster Services

	Clients
Children or Adolescents Served	10,491
Adults Served	13,200
Senior Citizens Served	3,252
Unspecified	5,675
Total Number of Persons Served	32,618

Some 110 agencies provide disaster services at the time of a disaster event. As is shown in Table 38, in 2016, 57 agencies provided recovery services, 44 provided response services, 31 provided preparedness services, and nine provided hazard mitigation services.

Table 38. Types of Disaster Services Provided

	Agencies
Recovery (i.e., housing assistance, home repair, disaster case management)	57
Response (i.e., feeding, sheltering, client intake, gift card distribution)	44
Preparedness (i.e., disaster education or other preparedness activities)	31
Hazard Mitigation (i.e., strengthening vulnerable/poorly constructed homes, utility elevation, community planning)	9
Our agency did not provide disaster services in 2016	52

Thirty-three agencies report that they create a summary, such as an Annual Report, of their disaster services.

Seventy-five agencies solicit disaster resources and/or have established mechanisms for readily accessible resources to respond as necessary to disaster events. Some 34 have no dedicated resources for disaster services. The resources they report having access to include those listed in Table 39.

Resources	Agencies
In-kind Donations	75
Volunteers	74
Financial Donations/Resources	71
Local Parish Engagement	53
Full-time or Part-time Staff Dedicated to Disaster Services	41
Authorized Access to a “Rainy Day” Fund	29
No Dedicated Resources for Disaster Services	34

Fifty-two agencies received funding (other than CCUSA Disaster Grant Funding) for any of the disaster services they provided in 2016.

Finally, 30 agencies report being a leader of a local or regional VOAD (Volunteer Organizations Active in Disaster) group, an additional 56 say they are members of such a group, and 58 say they do not belong to such a group.

Other Clients Not Included in These Service Categories

To help Catholic Charities refine its categories for future surveys, agencies were also asked: *What programs and services were you unable to categorize in our other categories?* The responses from responding agencies appear below.

Anchorage, AK: Catholic Social Services

Respite and home & community based services for people with intellectual and developmental disabilities

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

Promotion of physical activity (SG).

San Jose, CA: Catholic Charities of Santa Clara County

Family Resource Centers for parents and children 0-5
 "Promise Neighborhood - like" Community and School Engagement
 Neighborhood Strengthening through the Responsible Landlord Engagement Initiative
 Social Enterprises and Anti Poverty Innovation Incubation Programs

Stockton, CA: Counseling Program Prevention and Early Intervention, Catholic Charities of the Diocese of Stockton

Outreach and Stigma Reduction workshops attended by 3560 people.

Stockton, CA: SNAP-Ed, Catholic Charities of the Diocese of Stockton

SNAP Ed nutrition education

Stockton, CA: Catholic Charities of the Diocese of Stockton

Elder Abuse Prevention programs were difficult to categorize in this survey.

Stockton, CA: Cal-Fresh, Catholic Charities of the Diocese of Stockton

SNAP Enrollment Assistance

San Bernardino, CA: Catholic Charities San Bernardino & Riverside Counties

Community Education & Outreach

Stockton, CA: Mother Lode Senior Services, Catholic Charities Stockton

Free legal services

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

Gabriel Houses, Pregnancy Counseling, Community Integrated Services, Emergency Overnight Shelter Non-programmatic.

Wilmington, DE: Catholic Charities Inc.

Transactions through our thrift centers providing household items and small appliances at significantly reduced cost. Additionally, new children's books and pajamas are donated and distributed through our Basic Needs program.

Pensacola, FL: Catholic Charities of Northwest Florida, Inc.

Caring for Our Community is a program designed to help individuals and families to regain financial stability and self-sufficiency. The program is available at two sites. Another program is the Health Professions opportunity, which was offered at one location. Additionally, CCNWFL operates a Thrift Store.

Honolulu, HI: FATS, Catholic Charities Hawaii

Screening of prenatal women and women who have given birth within the last two weeks, in order to refer to home visiting programs and community resources.

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

Our Medication Management Program group educational sessions for seniors on proper medication management and one-to-one medication screenings.

Honolulu, HI: CSS - Immigration, Catholic Charities Hawaii

Citizenship Education - It is included in the service definitions under Immigration Services; however there is no question in the E. Immigration Services section of the survey that allows us to identify it. 53 clients were assisted by our citizenship classes.

Davenport, IA: Catholic Charities, Davenport, Catholic Charities, Davenport

In disaster services, we did not receive or dispense funds or in-kind support to victims. We are active in local VOAD/COADS and serve on the Board of the Iowa Human Resources Disaster Council, the state VOAD. Together with FEMA and the country emergency management coordinator, put on a special training session for houses of worship in disaster preparation. We are part of the creation of a state-wide effort to promote disaster preparation and response for houses of worship.

We promote justice in special (drug and mental health courts) and in counseling participants.

We promote a Rachel's Vineyard program for reconciliation of those involved in an abortion.

We promote the development of faith-based nursing programs in parishes.

We work directly with deaneries and parishes in the promotion of social justice and action as part of living as a Catholic.

Chicago, IL: Catholic Charities of Chicago

There could be a category added for Social Enterprises.

During fiscal year 2016, Crisp! Mobile Grocery social enterprise served 2,307 individuals by completing 1,387 transactions. Translation and Interpretation Network-Chicago (TIN-Chicago) social enterprise completed 24 jobs; 123 bi-lingual individuals participated in training to receive certification as Professional Interpreters.

Veterans Independent Painting social enterprise completed six jobs.

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

Back to School Fairs and holiday outreach programs/initiatives

Fort Wayne, IN: Catholic Charities

Provided Christmas gifts to low income families.

Louisville, KY: Catholic Charities of Louisville, Inc.

Training for Service Providers (law enforcement, legal, medical, social services) for Victims of Trafficking - 4,041 individuals trained

Baton Rouge, LA: Catholic Charities Diocese of Baton Rouge

HIPPY (Home Instruction for Parents of Preschool Youngsters)

Grand Rapids, MI: Catholic Charities West Michigan

Mentoring

Lansing, MI: Catholic Charities of Shiawassee and Genesee Counties, Catholic Charities, Diocese of Lansing

Story Time

Personal Need Items - Distributed

Children in the Foster Care System - had to determine how to report; children, days in care, foster parents, etc.....(left it out)

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

We recruit, train/educate, and support an array of resources for families who provide foster and kinship care to our foster care clients. (GS)

Municipal law, Traffic/Driver s License Law, Housing Law, and Family Law. (SFCS)

We continue to monitor the Adult Abuse dockets in St. Louis City and St. Louis County as part of the Court Watch Program. We provide domestic violence education classes to the Father s Support Center, a local program providing support to fathers and fathers-to-be.

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

Project Shining Start - Christmas gifts

Disabled Ministries/Outreach

Springfield, MO: Catholic Charities of Southern Missouri

Targeted case management for the developmentally disabled. We serve 650 families.

Newark, NJ: Human Resources, Catholic Charities

Supervised Therapeutic Visitation: Alumni Support for young adults completing our Supervised Transitional Living Program.

Perth Amboy, NJ: Catholic Charities, Diocese of Metuchen

Referrals made from callers

Reno, NV: Catholic Charities of Northern Nevada

Services to youth aging out of foster care.

Las Vegas, NV: Catholic Charities-Southern Nevada

Public Restrooms, Easter Baskets, School Backpacks, Toy Distribution, Hair cuts, Thanksgiving Baskets (Total clients served:)

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

Health Home Care Management (Adults & Kids)

Syracuse, NY: Catholic Charities of Syracuse

Care management for children, Medicaid Service Coordination, Community Habilitation, Day Habilitation, Unaccompanied Refugee Minors,3rd Party Review,

Toledo, OH: Catholic Charities

Respect Life, Project Rachel, Crisis Navigation, Tenant Readiness, Catholic Campaign for Human Development.

Columbus, OH: Catholic Social Services

Programs: Foster Grandparent and Senior Companion

Services: Supportive services for seniors, case management

Portland, OR: Catholic Charities

Homeless outreach, a significant number are reached but don't usually share their name. Also, Asylees, trafficking victims, Cuban parolees, SIV's, Secondary migrants, students served by ORSIP, mediation between residents and emotional support.

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

Enrollments into low-income utility programs, Christmas/Thanksgiving Programs, Assessments that resulted in denials.

Wilkes Barre, PA: Catholic Social Services

We have a DUI/Alcohol Highway Safety Program

Philadelphia, PA: Catholic Social Services

Furniture and household items

transportation

document assistance

information and referral

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

Special Events

Charleston, SC: Catholic Charities, Prison Ministries, Catholic Charities

People living homeless that have criminal records and prisoners facing release with no housing options

Lubbock, TX: Catholic Charities

Parent Empowerment Program helps transition students and their families out of poverty by helping them with limited family expenses while they attend college and work to earn a degree.

Resale Center provides used clothing, furniture and household good at a low cost to those in need.

Fort Worth, TX: Catholic Charities Fort Worth

General case management, research studies/pilots, translation/interpretation services

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

Toiletries, i.e. tooth paste, tooth brushes, deodorant, shampoo/rise, body wash, hygiene products (female/male), children and adults diapers/wipes; infant products, i.e. formula, cereal, infant food, and baby bottles.

Beaumont, TX: Catholic Charities of Southeast Texas

Elijah's Place is a support group for children who have experienced the death of a parent or sibling. It doesn't fit neatly into any category as it is a support group rather than counseling or therapy.

Mission, TX: El Rosario Homes and La Merced Homes - Housing Ministry, Catholic Charities of the Rio Grande Valley

Coat drive: 41 coats were donated by Catholic Charities, of which 33 were to residents and 8 to non residents.

Food Drive: 14 residents of the community benefited from the Summer Food Program.

These drives were coordinated by our Case Worker.

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

We were able to categorize all of our programs.

Richmond, VA: Admin, Commonwealth Catholic Charities

Interpreter/Translation Services

Scholarships for Catholic School Education

Spokane, WA: Catholic Charities of Spokane

Christmas Bureau - provides families with presents and books for children, candy and a food voucher for Christmas

Seattle, WA: Catholic Community Services of Western Washington

Life skills classes, healthy lifestyle classes, HIV services, resident counseling (support and meetings)

La Crosse, WI: Catholic Charities

Post Adoption Resource Center.

Classes, trainings, outreach, brief services/phone or hotline calls where we don't collect full client information.

Other Agency Program and Services Information

In addition to basic information on clients served in the eight major areas of client services, the 2016 Annual Survey also asked member agencies to report whether they provide comprehensive benefit screening. They were also asked to identify any new services or programs they developed or implemented in 2016, any discontinued services or programs in 2016, programs or services with a waiting list or that had to turn people away, programs or activities that the agency is involved with that deal with climate change or positively impacting the environment, key partner organizations with whom the agency is working, and any social enterprise operated by the agency. Finally, agencies were asked to identify the greatest obstacle that they face in efforts to reduce poverty in the communities they serve, to identify the program of their agency that they feel is most effective in reducing poverty, and to identify any other program or service they would provide or enhance if they had access to the capital. 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 program or office that supplied the information.

Comprehensive Benefit Screening

Some 50 agencies provide comprehensive benefit screenings.

New or Innovative Services or Programs

Responding agencies provided information on the following new services or programs developed or implemented in 2016.

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

Added physical therapy clinics

Pago Pago, AS: Catholic Social Services

Basic Center Program (BCP) for Runaway and Homeless Youth.

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

In September 2016, we received designated funds from a Foundation Grant to be used for "Move-In Fees" to help families move into a home. Most of the families we have assisted so far were living with friends or family. One was relocating due to abusive situations. Prior to receiving these funds, because of the cost of "Move-In fees" we were not able to assist.

Phoenix, AZ: Social Enterprise/Housing, Catholic Charities Community Services

Prison Re-entry for Women
Rapid Rehousing

Phoenix, AZ: Senior Programs Director - East Valley, Catholic Charities Community Services

Prison Re-Entry for Women
Rapid Rehousing

Phoenix, AZ: WSHS Program Director, Catholic Charities Community Services

Father Engagement

Phoenix, AZ: Senior Program Director - Northern AZ, Catholic Charities Community Services

Juniper House gJail Re Entry, Willow Creek Veterans housin

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

The development of two trauma-informed care programs: "Light of Hope," a group therapy program for women who have experience domestic violence. Also, "Enduring Forever," a group therapy program for youth who have experienced traumatic events.

Tucson, AZ: Deaf and Residential Services, Catholic Community Services

Expansion of the Domestic Violence Service.
Support for equipment distribution to DeafBlind persons to support communication access.

San Francisco, CA: Catholic Charities

Catholic Charities Youth Club at St. Francis of Assisi. Located in East Palo Alto, Youth Club at St. Francis of Assisi helps youth grow into responsible adults by providing athletic and educational activities that foster character development, academic achievement, physical fitness, and community and environmental stewardship.

Our vision is for youth in our community to have a safe, supportive environment that will build their successes today, enhance their skills and experiences, grow their aspirations for tomorrow, and nurture a bright future filled with promise and achievement.

Seaside, CA: Catholic Charities Diocese of Monterey

We implemented an individualized asset building program.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Catholic Charities of Santa Rosa added a few new service components to our agency's existing portfolio. Early in the year, we added an additional Early Onset Memory Loss group for Seniors as part of our senior services. We also added a new Shower Trailer as a service and outreach mechanism for working with individuals experiencing homelessness in Sonoma County. We added a

mentoring after-care program, comprised of volunteers who connect regularly with graduates from our Emergency Shelters. A notable endeavor that we began in 2016 was our expansion to Lake County to provide long-term disaster recovery services following a series of fires in this region.

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

OASIS Family Caregiver Resources Center, Santa Paula, CA.

Ended mental health education program (San Gabriel Region).

Summer Camp (San Fernando Region). Citizenship application services (Refugee Resettlement Services).

Fresno, CA: Catholic Charities of the Diocese of Fresno

Launched our new Career and Education Center.

San Bernardino, CA: Catholic Charities San Bernardino & Riverside Counties

Summer Day Camp at Riverside Regional Center

Pueblo, CO: Catholic Charities

Existing programs continued to be enhanced and expanded.

Bridgeport, CT: Parenting Education, Catholic Charities of Fairfield County

Free counseling services for the uninsured

Hartford, CT: Catholic Charities, Inc.

AARP Work for Yourself 50+

Court Based Assessment Services

Hartford, CT: Emergency Assistance, Catholic Charities, Inc.

Security Deposit Assistance

Hartford, CT: Central Office, Catholic Charities, Inc.

AARP Work For Yourself 50+

Court Based Assessment Services

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

Human Trafficking - through a contract with USCCB, we began a program to assist internationally trafficked victims.

St. Jude's Program - Program designed to assist families who live with Huntington's disease and other life altering diseases.

Wilmington, DE: Catholic Charities Inc.

Pre-weatherization program and Diaper Bank

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

ESG-SNAP-Healthy Eating Fruits & Veggies

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

Long Term Recovery Organization - Disaster Case Manager

Jacksonville, FL: Catholic Charities Bureau, Inc.

Added fresh produce to our food distributions;

Disaster Case Management - after hurricane Matthew agency become involved in long term recovery taking lead in providing DCM.

Palm Beach Gardens, FL: Catholic Charities Diocese Palm Beach

In the fall of 2016 we were excited to be awarded a 3 year, \$600,000 grant by the Office of Victims Services to provide services and develop a system of care for victims of human trafficking. The grant was submitted in collaboration with the Palm Beach County Sheriff's Office. Towards the end of 2016, our work for this service involved the start-up activities of recruiting and hiring staff to include a case manager and a data specialist. Clients will begin to be served in 2017.

Des Moines, IA: Agency Operations, Catholic Charities

Hired a school-based therapist to provide counseling services on-site during the school day.

Davenport, IA: Catholic Charities, Davenport, Catholic Charities, Davenport

In the comment section of the previous page we mentioned programs that we had not mentioned previously. Although not NEW in the sense of created in 2016, we promote faith-based nursing, the Rachel's Vineyard program for post abortion reconciliation, in coalition with CCHD funded groups we have supported the creation of a mental health court pilot program, have mentored participants, and promoted disaster preparation and response for houses of worship.

Boise, ID: Catholic Charities of Idaho, Inc.

TANF Screenings and assistance with benefits applications

Boise, ID: TV CARA, Immigration, Catholic Charities of Idaho, Inc.

TANF Screenings and assistance with benefits application

Springfield, IL: Catholic Charities

Expanded Dental Assistance services to Decatur and Carlinville area offices through a partnership with local hospitals

Chicago, IL: Catholic Charities of Chicago

The Peace Corner Youth Center (PCYC) provides a safe haven for youth in the Austin community on Chicago's west side. The goal of the PCYC is to enable all young people to better themselves, including those released from detention centers, those in trouble, and those simply wanting a safe place to play and learn. The PCYC offers structured youth enrichment programs to assist teens in developing problem solving and critical thinking skills. Supportive staff and community partners offer safe and engaging activities for youth focusing on increasing self-esteem, social and emotional skill building, volunteering, goal setting, tutoring, and mentoring. The PCYC provides three core services: Youth Programs, Community Outreach, and Career Development. Youth programs are open after school to youth ages 12-18, from 2:30p.m. - 6:30p.m. Youth programs offer students a wide variety of activities supervised by staff and volunteers, including tutoring sessions, basketball tournaments, art classes, comedy and improvisation, video games, computers, and civic engagement. The PCYC offers community outreach services to help disadvantaged youth stay on a positive track by offering legal services, mediation support, conflict resolution support, housing referrals, neutral ground, and ex-juvenile detention services. Staff spends time in the neighborhood communicating with families about services and support offered, in addition to coordinating transportation so that youth have access to PCYC facilities. The career development program

aims to move young adults out of the cycle of poverty, gang life, and drug dealing. Low income, low literacy, inner city youth aged 16-30, who have limited work experience. are given job and life skills training.

Training opportunities include access to an open computer lab, job search support, college application support, GED class referral, ACT tutoring, job placement assistance, and computer literacy classes.

The Employment Opportunities, Personalized Services, Individualized Training, and Career Planning Program (EPIC), also known as the JTED-SNAP Pilot Project, is a partnership between the Illinois Department of Commerce and Economic Opportunity (DCEO), Illinois Department of Human Services (IDHS), and Catholic Charities. EPIC provides employment and training services to SNAP recipients referred by IDHS, with career pathways opportunities aligned to local employer and sector demand. EPIC works to identify participants' barriers to employment and create opportunities for life and employment skills growth. Participants receive; life skills, counseling, supervised meaningful work experience, job placement. and retention services. EPIC helps participants by providing opportunities including; identification and alleviation of participant skill deficiencies and barriers to employment. appropriate accelerated and enhanced training, and assistance obtaining industry-recognized credentials. including forklift certification or food service sanitation. The services provide SNAP recipients with industry-recognized skills needed to enter and advance in the workforce. Upon completion of the EPIC program. SNAP recipients are able to participate in on-the-job training.

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

Healthy Families IL, Ombudsman in 3 counties, Children Homework Help Center, legal aid presentations, tenant based rental assistance

Bloomington, IN: Catholic Charities Bloomington, Catholic Charities

Becky's Place store/level system, budget classes, Rules reduction, after care program

Fort Wayne, IN: Catholic Charities

Disaster Case Management, Counseling, Your Journey Together Series which promotes resiliency skills to families in shelters.

Gary, IN: Catholic Charities

Immigration - November 2016

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

Pediatric Integrated Health Care Catholic Charities Bloomington/Catholic Charities Indianapolis Project began in December 2016.

To grow integrative health care services in Bloomington primary care physicians locations and expand the service to Martinsville practice locations. The proposal is for Catholic Charities Bloomington and Catholic Charities Indianapolis to jointly administer these services while partnering with Southern Indiana Physicians/IU Riley and Franciscan St Francis Behavioral Health Mooresville.

Overland Park, KS: Catholic Charities of Northeast Kansas

Aspire Social Enterprise - a commercial cleaning business that employs refugees

Wichita, KS: Catholic Charities, Inc.

HUD - Rapid Rehousing (FIC grant)
DOJ - OVW Transitional Housing (FIC grant)

Lexington, KY: Catholic Charities of the Diocese of Lexington

Developed a refugee resettlement program in 2016. Will implement it in 2017 with 51 refugees being settled in our first year.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Benefits Enrollment Center (BEC) CCANO began providing BEC services in the spring of 2016. Because of the disasters in 2016 this program was immediately rolled out. Staff from various programs are trained and provide screenings and enrollment assistance services.

Baton Rouge, LA: Catholic Charities Diocese of Baton Rouge

HIPPY (Home Instruction for the Parents of Preschoolers); Baby Love Bags filled with donated diapers and layette items and distributed to hospitals for unprepared new mothers; Education Navigators helps refugee parents maneuver the public school system, gain the confidence to ask questions, and gain skills to enrich their child's learning experience and set them up for educational success; Birth mother support group

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

Bread or Stones Campaign to improve child well-being (with the Louisiana Interchurch Conference)

Shreveport, LA: Catholic Charities of Shreveport, Catholic Charities of North Louisiana

In FY 16-17 we are working on refugees.

Lake Charles, LA: Catholic Charities of Southwest Louisiana

We now provide clothing for all ages, baby items, hygiene items, and assorted household items for fire/disaster/homeless/foster care/prisoner re-entry/and families who are undergoing a crisis. We also help with disaster response and recovery, however those statistics are not documented per family in our Charity Tracker database. We have helped with food/hygiene/household items/clothing/cleaning supplies/furniture/rent/utilities/minor home repair bills/etc. for disaster victims.

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

Catholic Charities Boston did not develop new services in 2016.

Worcester, MA: Catholic Charities

Diaper Program - a pilot program providing diapers (30 diapers w/ child per month) and wipes through our food pantries.

Fall River, MA: Catholic Social Services

In November of 2016 we took over a shelter which consists of 50 beds. We opened an unaccompanied youth shelter with 11 beds, as well as expanding our rapid rehousing program. We also launched our coordinated entry system for all of Bristol County, all homeless in the county are triaged by our agency we launched 1800 homeless.

Baltimore, MD: Catholic Charities

- Safe Streets - violence interruption program in West Baltimore.

- Automotive training employment program

Portland, ME: Parish Social Ministry, Catholic Charities Maine

Combined trainings between Parish Social Ministry and our Refugee Resettlement programs to offer informational and train-the-trainer programs for sessions for Catholic parishes to help better spread the message of CST as it relates to this topic, provide clear and consistent facts, and empower parishioners to share the messaging in their communities.

Portland, ME: ESBVIC, Catholic Charities Maine

Partnered with Maine's Division for the Blind and Visually Impaired to offer a program for transition age students (14-20) to teach independent living skills and prepare students for adulthood.

Portland, ME: AMH, Catholic Charities Maine

Behavioral Health Home

Portland, ME: Counseling Services, Catholic Charities Maine

Seeking Safety Group, Women's Group, Anger Management Group

Portland, ME: Support & Recovery Services, Catholic Charities Maine

In 2016 we expanded our Behavioral Health Home services in response to the state's limiting of eligibility for Section 17 Community Integration services. We added an additional BHH Team and created a hybrid team consisting of care coordinator/case management hybrid staff.

Portland, ME: Independent Support Services, Catholic Charities Maine

Implemented a pilot project to deploy public health nurses (out of Maine CDC) to select homemaker clients based on medical fragility, over use of ED and hospitalization, and inadequate access to primary care. PHN's conducted in-home medical assessments with recommendations on monitoring health indicators on the part of direct care. Direct care were provided with observational tools to monitor health and wellness.

Portland, ME: Childrens BH, BHH & FFT, Catholic Charities Maine

Behavioral Health Home

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

in 2016 RIS established two new positions with VISTA members - community development and employment services capacity building. We are continue to implement Mentoring program and American Friends services. RIS continues to collaborate with Portland Job Alliance initiative that is focused on workforce pipeline enhancement, and develop ORR grant for Health Promotion in Lewiston area. RIS continue to develop Immigration Legal Services which supports refugee population with various immigration services, such as citizenship and green card applications, family based visas and etc.

Portland, ME: SEARCH, Catholic Charities Maine

We continued to do new SEARCH outreach in new areas/towns of Lincoln County.

Kalamazoo, MI: Catholic Charities Diocese of Kalamazoo

Off-site pregnancy/parenting classes.

Lansing, MI: St. Vincent Catholic Charities, Catholic Charities, Diocese of Lansing
Initiatives began in 2016 to add Therapeutic Foster Care and Real Alternatives (for expectant mothers/education/counseling support services. Seasons (Counseling Services for Chronically ill children and their families were implemented in 2016)

Lansing, MI: Catholic Social Services of Washtenaw County, Catholic Charities, Diocese of Lansing
Youth and Family Center
NMSO

Lansing, MI: Catholic Charities of Shiawassee and Genesee Counties, Catholic Charities, Diocese of Lansing
Water Distribution - 5 days per week throughout all of 2016 and still continue because of the water crisis in Flint, MI

St. Cloud, MN: Catholic Charities
Opened transitional housing for single adult females (4 beds)

Winona, MN: Catholic Charities
Onward and Upward - Provides a pathway for single mothers moving onward to education completion and upward to employment in a healthcare profession.
Financial Literacy Program - Provides classes in money management and budgeting to promote self-sufficiency and financial stability.
A Million Thanks Program - provides support and appreciation to our active and veteran military men and women by sending letters of gratitude to service members.
Aging Mastery Program - a 10 week program designed to empower older adults to make and maintain small but impactful changes which lead to healthy aging.

St. Louis, MO: Catholic Charities Archdiocese of St. Louis
Matrix, Lawson, Housing software, Chameleon budget software, staffing. (CRSS)
Treatment Foster Care (GS)
We began an Unaccompanied Minor program. CLAM began to offer assistance for individuals on how to self-represent for small legal matters. (SFCS)
We added additional client intake capacity and shelter referral through the Biddle Housing Opportunities Center. (SPC)

Springfield, MO: Catholic Charities of Southern Missouri
Construction job training program developed in 2016 and implemented in 2017

Saipan, MP: Karidat
Karidat successfully brought 3 AmeriCorps VISTA volunteers to the CNMI. These are the first AmeriCorps VISTA's in the Commonwealth.

Camden, NJ: Catholic Charities
Catholic Charities, Diocese of Camden awarded 4 year grant from Atlantic City Electric Helping Hands, effective January 2017. This new partnership will assist those in financial need with their electric bills, allowing Catholic Charities to continue to carry out its mission to help the most vulnerable individuals and families in South Jersey.

The income guideline for program will allow any Atlantic City Electric customer, earning less than 400% of the federal poverty level, to apply for a maximum grant of \$200. Additionally, this grant will subsidize other energy assistance available to Atlantic City Electric customers, such as the Federal Low Income Home Energy Assistance Program (LIHEAP) and the NJ SHARES energy assistance program. Income eligible customers may benefit from Atlantic City Electric Cares in addition to other income eligible energy assistance program.

Newark, NJ: Human Resources, Catholic Charities

SSW; New Program - "Margaret's Place" - School base services for youth exposed to domestic, relationship, family, community or school violence. Connecting youth pilot in Union County.

Las Cruces, NM: Catholic Charities-Diocese of Las Cruces

Low-interest loans for the poor. Interest payments on loans are returned to the clients after their loan is paid off. Returned funds are deposited into a savings account or 529 plan at a local credit union who is partnering with us to help the poor overcome abuses by the predatory loan industry in our state.

Reno, NV: Catholic Charities of Northern Nevada

Northern Nevada Regional Benefits Enrollment Center, started November 2016, to conduct comprehensive benefits screening to Medicare recipients in urban and rural counties. Funded by National Council on Aging.

Brooklyn, NY: Catholic Charities

Call center

Hicksville, NY: Catholic Charities

Home & Community Based Services

Behavioral expanding friendly visitor & friendly telephone "visit" program.

Buffalo, NY: Catholic Charities

Alzheimer Caregiver Support

Rochester, NY: Catholic Charities

Elmira Community Kitchen - 2400 meals a month

Livingston County Transitional Jail Counseling - 160 served

Steuben Turning Point Mobile Service Delivery - 33 families

Tompkins - Transitional housing for 4 homeless women

Tompkins County Refugee Program in start up phase

Several agencies initiated Children's Health Home and Home and Community Based Waiver Services

Wayne County expand Childhood and Intervention program extended to Newark School District, serving 60 new children and family members.

CCCS added Fiscal Intermediary Service for 75 individuals

CFC Adult Mentoring program in start up phase

CFC SAMSHA program in start up phase

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

Let's Go to Kindergarten, Patient Activation Measure Screening

Albany, NY: Catholic Charities of Diocese of Albany

Care Management for Health Homes for children; food stamp outreach; Caregiver support

Toledo, OH: Catholic Charities

Developed Crisis Navigation Services in eastern part of the Diocese of Toledo.

Cleveland, OH: Catholic Charities Corporation

Parenting education (home based)

BH services at the Juvenile Detention Center

Lake Comprehensive Case management and Employment Program

The overnight shelter implemented case management for all persons residing in the shelter

Columbus, OH: Catholic Social Services

Foster Grandparent program

Dayton, OH: Catholic Social Services-Miami Valley

Individual savings coaching and financial literacy classes

Cincinnati, OH: Catholic Charities Southwestern Ohio, Office of Catholic Charities

Food For All in the rural southwestern counties

Trauma Informed Care through mental health services

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

Our organization was recently licensed to provide Substance Use Disorder services which will begin in the coming months.

Springfield, OR: Catholic Community Services of Lane County, Inc., Catholic Charities

1. G Street OASIS, day services for homeless families with children.
2. Refugee resettlement program.

Portland, OR: Catholic Charities

A pay it forward scholarship for HS juniors and seniors and a laptop scholarship program in Residential Services. In our Housing Transitions program we've launched permanent supportive housing for 5 women in a single family home. In Anti-Poverty, we were granted funding for The Family Success Project, which is a collaborative with other community agencies and DHS to support employment for TANF recipients. We've also received more funding for Sexual Assault with our Project UNICA program and we've started the process to become a mental health provider for medicaid.

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

Rainbow Lodge Emergency Room Diversion.

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

We began to expand services to include single fathers and those men who have created children - but lack parenting skills, investment and presence within a family unit. This initiative will replace our transitional housing program during 2017

Wilkes Barre, PA: Catholic Social Services

Divine Providence Shelter was started in February 2016 for homeless men and women. From February - June, DPS provided 1,611 "bed nights" in the Hazleton area.

Columbia, SC: Catholic Charities, Prison Ministries, Catholic Charities
Prisoner Reentry program in partnership with the SC Department of Corrections

Memphis, TN: Catholic Charities of West Tennessee

In 2016, we launched Genesis Homeless Services. The program serves single men and women who are homeless and suffer from mental illness and addiction through case management and short term financial rental assistance with a primary focus on obtaining stable housing for our clients and providing the wrap around services required to keep them in their homes. The program runs on a rapid rehousing model.

San Antonio, TX: Catholic Charities

St. PJ's Emergency Shelter
Seton Home Residential Treatment center for youth mothers in foster care

Fort Worth, TX: Catholic Charities Fort Worth

We began operating our diocese's Gabriel Project ministry.

Austin, TX: Gabriel Project Life Center, Catholic Charities of Central Texas

Pregnancy and parenting services are now provided to parents with children of up to 24 months of age.

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

In 2016 Catholic Charities opened a satellite office in Flour Bluff, to serve residents in the 78418 area. The decision was made because of the high number of clients requesting assistance with basic needs such as, food, clothes, diapers, and other essentials. Most importantly after evaluating the delivery of services in this area one of the main reasons for opening this satellite office was the distance to our main office, and lack of transportation. Since its inception, the facility has distributed food, clothes, toiletries, transportation, and referrals to well over 2,410 unduplicated clients.

Dallas, TX: Catholic Charities of Dallas

Catholic Charities of Dallas established a Disaster Relief program in response to the December 2015 tornadoes in North Texas. The purpose of Catholic Charities Dallas disaster response services is to stabilize and promote the return to self-sufficiency for families impacted by disasters. CCD responds whenever there is a need within our service area, and whenever we are asked to assist in state or national efforts.

Houston, TX: Compliance, Catholic Charities of the Archdiocese of Galveston-Houston
24/7 DADS Program

Mission, TX: El Rosario Homes and La Merced Homes - Housing Ministry, Catholic Charities of the Rio Grande Valley

Winter Coats Drive

Amarillo, TX: Catholic Charities of the Texas Panhandle

We have implemented the National Safe Place program. This program is in conjunction with our emergency youth shelter and works to provide a safe place for youth in crisis.

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

CCEVA has received a grant from the Obici Foundation to offer Dental Vouchers to financially eligible residents of Western Tidewater to receive acute dental care at participating dental clinics, health centers and private practices. The goal is to ensure access to dental care regularly, following after-care plans, and use needed resources. This will increase patient knowledge on the importance of oral hygiene and the necessity of regular dental care in achieving and maintaining oral and overall health.

Richmond, VA: Admin, Commonwealth Catholic Charities

Converted Homelessness Prevention to Diversion

Housing Support Program for Individuals living with HIV/AIDS and their families (HOPWA)

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

Emergency Aid for Dentures. We have formed a partnership with Affordable Dentures, and provide a voucher for a percentage of the cost of Dentures to low income people in need.

Yakima, WA: Catholic Charities

Youth Homeless Housing Services

Spokane, WA: Catholic Charities of Spokane

Rising Strong program accepts whole families with parent facing addiction into on site wrap-around services program to prevent child removal by CPS. 24/7 shelter for men and women at House of Charity men's shelter

Seattle, WA: Catholic Community Services of Western Washington

Outreach case management in community based shelters, coordinated entry assessments, asset/financial coaching, Community Engagement Center, day centers, job readiness training for current and former clients, and management of LIFT (a low income transportation card that can be used on public transportation).

La Crosse, WI: Catholic Charities

Beyond Shelter/House of Mercy

Wheeling, WV: Catholic Charities West Virginia

- Same day ID assistance;
- Hydroponics;
- Center for Community Learning and Advancement (Adult Learning)

Discontinued Services or Programs

Responding agencies provided the following information on services or programs discontinued in 2016 as well as the reason why they were discontinued.

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

As of January 2015 Catholic Charities Good Shepherd Center discontinued the service of Permanent Supportive Housing Program through a Government Grant of ADOH. This was a decision of ADOH stated in a letter from them; "A review of the above referenced Contract file shows that this contract is in non-compliance and therefore as outlined in Section 21 of the Funding

Agreement this contract is being Terminated for Convenience effective February 1, 2015." During the 2014 Contract Term most of the non-compliance findings were corrected and addressed. The "Annual Performance Report" at the end of the year also revealed the work accomplished. We have all the letters, monitoring reports and work, if they ever need to be reviewed.

Phoenix, AZ: Senior Programs Director - East Valley, Catholic Charities Community Services

Emergency Solutions Grant
Cooperative Agreement to Benefit Homeless individuals

Phoenix, AZ: Social Enterprise/Housing, Catholic Charities Community Services

Emergency solutions grant
Cooperative Agreement to Benefit Homeless Individuals

Tucson, AZ: Pio Decimo Center, Catholic Community Services

Microloan program discontinued due to lack of funding for staff to operate the program.

Seaside, CA: Catholic Charities Diocese of Monterey

We put on pause our counseling services due to the high costs of the program. The Agency is studying alternative ways to provide this much-needed service as well as assessing different ways of funding.

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

San Gabriel Region ended their mental health program in 2016.

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

Discontinued MediCal enrollment; grant ended.

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

Snap Ed had a reduction in funding from a state level.

San Jose, CA: Catholic Charities of Santa Clara County

Access to visitation, VERS (Probation/case management) and Housing for chronically homeless Program/County all discontinued due to lack of funding and regulatory requirements
Unaccompanied Children - Regulations and reporting requirements were too difficult

Stockton, CA: Catholic Charities of the Diocese of Stockton

The following senior programs were discontinued due to insufficient funding: A Home modification program, Caregiver Training, and Telephone reassurance.

San Bernardino, CA: Catholic Charities San Bernardino & Riverside Counties

Late Life Depression for Older Adults

Stockton, CA: Stanislaus County Senior Services, Catholic Charities Stockton

OVW that served Elder Victims of Crime ended after a three year grant, plus one extension. These grants are not renewable.

Denver, CO: Catholic Charities of Denver, Catholic Charities and Community Services
Foster Care was transferred to Mount Saint Vincent Home. Adoption cases referred to Colorado Springs Diocese.

Norwich, CT: Catholic Charities, Diocese of Norwich, Inc.
CT Judicial Branch Court Support Services Division - discontinued as a result of contract termination.
CT Housing Authority - discontinued as a result of contract termination.

Hartford, CT: Emergency Assistance, Catholic Charities, Inc.
Security Deposit Assistance -- This was a temporary program.

Wilmington, DE: Catholic Charities Inc.
Veteran specific services - Connections is now doing direct vs. contracted program services.

Orlando, FL: Catholic Charities of Central Florida Inc.
Food Pantry in Volusia County closed

Pensacola, FL: Catholic Charities of Northwest Florida, Inc.
The Health Professions Opportunity Program ended during the 3rd quarter of the agencies 2015/2016 FY. The grant term ended.

Barrigada Heights, GU: Catholic Charities of the Diocese of Agana; DBA Catholic Social Service
Support Services for disabled homeless. Program defunded by grantor agency.

Honolulu, HI: CSS - Combined Senior Services, Catholic Charities Hawaii
The Medication management Program was closed on 6/30/16 due to discontinuation of funding from State Department of Health.

Des Moines, IA: Agency Operations, Catholic Charities
Hispanic Outreach. Refocus efforts on developing an empowerment center at our food pantry.

Chicago, IL: Catholic Charities of Chicago
Our Lady of Lourdes (Budgetary Decision), Rico y Sano discontinued due to non-renewal of grant funding, CRISP! due to an operating deficit. Money Management program, lack of funds.

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

Fort Wayne, IN: Catholic Charities
RSVP St Joseph & Elkhart Counties - Federal Grant ended.

Overland Park, KS: Catholic Charities of Northeast Kansas
Relationships KAN: funding ended

Dodge City, KS: Catholic Charities of Southwest Kansas

The Work for Success program provided job skills education and employment support ended this year. It was a state funded program offered by 4 organizations throughout the state. Catholic Charities was one of the 4 sites. The program at all 4 sites was terminated by the state.

Wichita, KS: Catholic Charities, Inc.

Pregnancy Maintenance Service (PMI State Grant)

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Independent Living Skills Program was notified in June of 2016, it's contract with the State of Louisiana would not be renewed. The program was successful with positive outcomes, but the State awarded the contract to another provider.

Baronne Street Transitional Shelter was closed Sept. 30, 2016. Funders are supporting less restrictive services through Rapid Re-Housing and programs that provide social service supports and rental assistance to the homeless individuals and families in our community.

Baton Rouge, LA: Catholic Charities Diocese of Baton Rouge

Safe Families For Children, Senior Employment (Title V) & Parents as Teachers—all due to lack of funding.

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

Catholic Charities Boston's Urban Neighborhoods Healthy Families program contract was up for renewal at the close of the last fiscal year, with new HFM contracts scheduled to begin in Fiscal Year 2017. During the open and competitive bidding process, the contract was awarded to another agency. The program has now closed.

Catholic Charities Boston decided not to renew its federal Foster Grandparents contract due to financial constraints, and discontinued services in 2016.

Portland, ME: PATH, Catholic Charities Maine

CCM will continue to provide this direct service in five counties of Maine under sub-contract but will no longer administer the network of service delivery statewide.

Portland, ME: St Joseph CDC, Catholic Charities Maine

In June 2016, this program was closed due to declining enrollment. The need for low-income child care in the Auburn area is being met by other providers.

Portland, ME: Support & Recovery Services, Catholic Charities Maine

While we still provide Community Integration case management services, we significantly reduced the scope of this service due to limitations in eligibility put forth by the state and a shrinking client footprint for this service.

Lansing, MI: Catholic Social Services of Washtenaw County, Catholic Charities, Diocese of Lansing

Oaks-Dexter Location closed due to low participation
THRIVE parenting classes due to loss of funding

Lansing, MI: St. Vincent Catholic Charities, Catholic Charities, Diocese of Lansing
New Directions (Substance Abuse Counseling) DHHS contract changes made it financially impossible to run the program.

St. Cloud, MN: Catholic Charities
Pregnancy Counseling - low client numbers
Adoption Services - low client numbers
Interpretation/Translation Services - not financially feasible

Minneapolis, MN: Program Services, Catholic Charities of St. Paul/Minneapolis
Seton Prenatal Clinic
Adoption Services
After Hours Call Center
Services to Fort Road Flats

St. Louis, MO: Catholic Charities Archdiocese of St. Louis
Discontinued Service Coordinators at Santa Maria in July 2016. (CRSS) MEAAA closed 1 site in PJP Housing Resource Center, Tri-County, and Fr. Tolton all closed due to budget cuts. Midtown became a separate 501c3. (SFCS)

Jefferson City, MO: Catholic Charities of Central and Northern Missouri
Counseling/behavioral health was discontinued due to retirement of staff who provided services.

Kansas City, MO: Catholic Charities of Kansas City-St. Joseph, Inc.
At the end of FY 16, the agency discontinued participation in the Nutrition Sites. In addition, during FY 16, services to the community in home services but then the agency did an orderly wind down of the in home health services as the program was currently designed. We continued to provide in home services but in a redesign format by only providing services to our pre-existing 202s housing clients. This helped the agency better manage the fiscal aspects of the program.

Omaha, NE: Catholic Charities of the Archdiocese of Omaha, Inc.
We discontinued our Columbus Outpatient and In-Patient Behavior Health Services because of financial losses and a decision by the board to move away from government funding. We also discontinued our Christ Child Learning Center due to financial losses.

Newark, NJ: Human Resources, Catholic Charities
SSW funding ended for substance abuse education and dating violence education for school age children.

Trenton, NJ: Children & Family Services, Catholic Charities
Disaster Case Management services ended June 1, 2016.

Paterson, NJ: Catholic Family and Community Services (CFCS), Catholic Charities of the Diocese of Paterson
Discontinued residential care program (MSJ) due to major funding issues. Program was not able to be sustainable in current climate (State-wide mandates) and could not meet quota.

Las Cruces, NM: Catholic Charities-Diocese of Las Cruces

On September 9, 2016 we closed our retail thrift store. The store was closed because it had operated at a financial loss since its inception in 2010.

Buffalo, NY: Catholic Charities

School Based Preventive Services Program was discontinued related to model environment incongruity, collaborating partner/governance misalignment, strategic redirection of Agency resource to achieve lasting outcome.

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

Child advocacy center. Funding went to a larger area so we were unable to continue due to a lack of matching funds.

Brooklyn, NY: Catholic Charities

Development Disabilities—operations of residential services transferred to another provider

Rochester, NY: Catholic Charities

CFC Eldersource Program decreased by almost 5,000 clients because of change in program model change to an emphasis on NY Connects Phone work.

Chemung/Schuyler RSVP funding cut affected 25 volunteers

Finger Lakes Family Case Management program which provided services to 32 families was

CCCS Independent Living Skills Training for persons who sustained TBI, serving 12 persons, was discontinued.

Hicksville, NY: Catholic Charities

Senior Supportive Mental Health Counseling - end of funding

Disaster Case Management - funding ended

Immigrant Services-Equal Justice Works contract ended

Albany, NY: Catholic Charities of Diocese of Albany

After-School program; Wheels To Work; Supportive Case Management for those With HIV

Youngstown, OH: Catholic Charities

School-based anti-bullying program—discontinued due to loss of funding.

Adoption and Foster Care—discontinued due to lack of activity.

Toledo, OH: Catholic Charities

The following services were discontinued primarily due to funding reductions: adoption services (also lack of clients); payee services (transferred to alternate provider); reduced one management and one administrative position at one office location.

Cleveland, OH: Catholic Charities Corporation

Early Connections - not enough calls

The Sanction Compliance program ended due to funding discontinued Geauga - Workforce Investment and Opportunities Act program (WIOA)

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

Work to End Poverty closed due to cost to administer. Center Court Apartments closed due to reduction of need.

Portland, OR: Catholic Charities

El Programa Hispano lost funding to provide student support specialists at schools throughout Multnomah County. EPH also declined to continue the Parent Child Development Services contract because we were never able to make it work.

Harrisburg, PA: Catholic Charities

Supervised Visitation Services was discontinued. Of the eight cases opened and served, all but one led to subpoenas and legal entanglements that were time consuming, expensive and not preventable despite our efforts.

Pittsburgh, PA: Catholic Charities

In July 2016, Catholic Charities of Pittsburgh discontinued Refugee resettlement. It plans to begin a case management and counseling program for refugees and other first generation Americans soon.

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

This was the last year for our LEAD Paint Hazard reduction program as the HUD grant ran out.

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

Parent Assistance/Student Support Program - Program leader passed away and program was discontinued.

Johnstown, PA: Catholic Charities Martha & Mary House Emergency Shelter Program, Catholic Charities, Inc. of the Diocese of Altoona-Johnstown

Parent Assistance/Student Support Program - discontinued due to death of staff person responsible for program.

Knoxville, TN: Catholic Charities of East Tennessee

Transportation of seniors; Transitional housing for homeless families with children. Focus more on the mission of CCETN, other agencies in community offer more services and these programs are their mission.

Memphis, TN: Catholic Charities of West Tennessee

Genesis House, our residential treatment facility (transitional shelter) for homeless men and women with co-occurring disorders closed permanently in mid-2016. The program was closed so that we could remain actively engaged with the homeless of Shelby County by better aligning with the evolving priorities of our primary funder; the U.S. Department of Housing and Urban Development (HUD) and to stay in line with current current funding and treatment trends.

San Antonio, TX: Catholic Charities

Precious Mind, New Connections (Parenting Program; lost funding)

Fort Worth, TX: Catholic Charities Fort Worth

We closed our Older Refugee program due to the conclusion of funding.

Richmond, VA: Admin, Commonwealth Catholic Charities

Supervised Visitation-Other providers offering free services in the area, very small program, not financially viable.

Spokane, WA: Catholic Charities of Spokane

Partners for Community Living for developmentally disabled women - duplicate service in the community and lack of full funding for services. Senior Nutrition program - given back to previous provider. Foster Grandparent program - contract was not renewed.

Seattle, WA: Catholic Community Services of Western Washington

Groundwork Project, a High Fidelity wraparound program for homeless youth, lost funding. We chose not to renew the Foster Grandparent Grant. International Foster Care discontinued transitional short-term foster care program.

La Crosse, WI: Catholic Charities

Hands of Hope. Too many staff hours and resources spent for the number of clients served.

Wheeling, WV: Catholic Charities West Virginia

Summer Youth Camp - June 2016 flooding in southern WV destroyed thousands of dollars worth of camp supplies and Loyola Academy who provided camp counselors decided to move on to other projects.

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 2016. They also estimated the number of persons that were on a waiting list or had to be turned away.

Program or Service	Number of People	
	Agencies	on Waiting List or Turned Away
Emergency Assistance	60	79,898
Housing/Shelter	59	54,520
Licensed Behavioral Health	48	1,876
Immigration Services	29	12,035
Senior Services	27	1,632
Child Care	16	847
Dental Care	6	710
Health Care	6	306
Adult Day Care	2	5
Other Wait Listed Programs or Services	35	

The most common program or service for which agencies had to provide a waiting list was emergency assistance, followed by housing/shelter. Very few agencies reported a waiting list for adult day care or for health or dental care. Some 35 agencies also mentioned some other wait listed programs or services, including (lightly edited):

- Adequate number of foster parents for youth programs.
- Afterschool program; group home for juvenile offender
- Assistance with medical bills, car repairs
- Boots for Work
- CASA-200; Counseling-16
- Case Management
- Case Management 25
- Case Management, Teen Mentoring, HMG, Transportation
- Child/Adolescent Residential Treatment
- Counseling services
- Counseling/Mental Health - 30
- Discretionary dollars to use to support clients Food, bus pass
- Elementary school-age tutoring. Lack of funding from Emergency Food & Shelter Program

- ELL classes for refugees, Citizenship classes
- Energy Assistance
- English for Speakers of Other Languages courses
- Great Start Plus
- Group homes for adults with developmental disabilities
- Guardianship
- Guardianship services-70 waiting
- Gynecology, neurology, victims of crime, new DACA, legal proceedings in court
- Home-delivered meals
- Homemaker Services 150
- Longer term rental assistance for disabled people awaiting a social security determination
- More Rental Assistance Needed.
- Our services for case management (Community Integration) had a waiting list (21)
- Parents of children older than 2 years
- Parish Outreach for case management/direct assistance
- Representative Payeeship
- Residential Rehab - 20
- Security deposits, utility payments, counseling for those who cannot pay
- Security deposits; utility payments; counseling for clients who cannot pay
- Self-referred for therapy
- Substance Use Disorder Counseling
- Suffolk Meals-On-Wheels and Sr. Case Management (connected to NYS).
- Therapeutic foster care waitlist for appropriate home match.
- Transportation Services for medical appointments to Honolulu.
- Transportation to home community
- Unmet Staff for PTs, weatherization
- Utility assistance
- Wait lists (of approx. 20)
- We had a wait list for Services for Young Families and our Savings Match Program
- We have age restrictions for our shelter and independent living programs.
- Youth Shelter turns away 3-10/night

Climate Change or Environmental Impact

Responding agencies reported that they were involved with the following programs or activities that deal with climate change or positively impacting the environment in 2016.

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

Office recycling paper, cardboard, aluminum and plastic

Tucson, AZ: Pio Decimo Center, Catholic Community Services

The agency works with utility companies in installing energy saving equipment and fixtures.

Stockton, CA: Environmental Justice, Catholic Charities of the Diocese of Stockton

Since 2006, the Environmental Justice Program has provided education and advocacy to care for God's people and creation. We develop opportunities in local parishes for parishioners to learn about climate change and environmental justice, especially how these issues are part of Catholic Social Teaching. We also advocate on behalf of poor and vulnerable communities on matters relating to air quality, water quality, climate change mitigation & adaptation, and the built environment (housing, transportation, etc.).

Palm Beach Gardens, FL: Catholic Charities Diocese Palm Beach

One of our six continuous quality improvement (CQI) teams, (All FT employees expected to participate on one of the six teams) is focused on how our agency can positively impact the environment.

Davenport, IA: Catholic Charities, Davenport, Catholic Charities, Davenport

Catholic Climate Covenant, Interfaith Power and Light, support to educational and awareness programs by the Diocesan Sisters of Humility and Clinton Franciscan Sisters

Fort Wayne, IN: Catholic Charities

We actively recycle glass, plastic, and paper.

Bloomington, IN: Catholic Charities Bloomington, Catholic Charities

Recycling, IVY Tech service day

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

Greenhouse, community garden

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

Parish Social Ministry involves environmental stewardship,
Active with the Coalition to Restore Coastal Louisiana,
Louisiana Interchurch Conference Commission on Stewardship of the Environment

Portland, ME: Parish Social Ministry, Catholic Charities Maine

Started EcoJoy, an environmental justice team, with the use of permanent deacons to work with parishes on promoting the Care for God's Creation CST pillar, renovations to parish buildings, family activities around clean ups, e-waste days, outdoor Masses, homilies for priests, etc.

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

Through the repurposing of countless articles of clothing, appliances, and household goods and furniture, we are able to extend the usable life of many items, forestalling the day when they end up in local landfills. While these items may have lost their aesthetic appeal for their original owners, they are very much appreciated by our clients, who put them to several years of additional use. Those donations we were not able to distribute to refugee clients, RIS forwarding to CCM Thrift Stores or properly recycling.

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

We have an agency-wide recycling program and compost unused food. McMurphy's Café serves food in reusable and recyclable containers and the City Seeds program maintains an urban garden. (SPC)

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

Although not specific to this FY, in the past few months, our agency has developed a "Green Team" to implement agency wide positive impacts to the environment- recycling, composting, etc.

Springfield, MO: Catholic Charities of Southern Missouri

LifeHouse Community Garden, Disaster Debris clean-up, Mitigation practices following disasters

Perth Amboy, NJ: Housing and Homeless Prevention, Catholic Charities

Community Gardens

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

Gardening program with students.

Las Vegas, NV: Catholic Charities-Southern Nevada

Energy Efficient Lighting with grant funding from NV Energy.

Rochester, NY: Catholic Charities

Diocesan Public Policy Committee focused on Laudato Si, as an education issue

Albany, NY: Catholic Charities of Diocese of Albany

Apartment communities promoting consumer recycling; energy efficient lighting & appliances

Toledo, OH: Catholic Charities

Began development of Laudato Si (Care for Our Common Home) ministry based on the 5/24/15 encyclical of Pope Francis.

Cleveland, OH: Catholic Charities Corporation

Case Management,

Environmental education services at camp Christopher

Portland, OR: Catholic Charities

St. Francis Park, an affordable housing project is Salmon Safe Certified.

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

We complete a local community clean up day each April

Oil City, PA: Catholic Rural Ministry (Oil City), Catholic Charities of the Diocese of Erie
Laudato Si education for catholic schools (4)
and parishes (8)

San Antonio, TX: Catholic Charities
Community Garden

Beaumont, TX: Catholic Charities of Southeast Texas
The agency actively participates in recycling paper, plastic, and aluminum products and we encourage all staff, volunteers, board members, and guests to participate.

Houston, TX: Compliance, Catholic Charities of the Archdiocese of Galveston-Houston
Our Villa Emergency Shelter, part of our Women's Veterans Assistance Program, initiated a community garden this year

Laredo, TX: Catholic Social Services of Laredo, Inc.
Catholic Social Services promotes healthy well-being, which involves not just personal well-being, but community as well, such as encouraging recycling & no littering.

Richmond, VA: Admin, Commonwealth Catholic Charities
Recycling paper, computer equipment

Spokane, WA: Catholic Charities Housing Services, Catholic Charities
All of our new multi-family housing construction meets or exceeds the Washington State Evergreen Sustainable Development Standard. We emphasize smart growth developments that are energy efficient and conserve natural resources. In addition, all of our single family homes meet or exceed Energy Star rating criteria.

Seattle, WA: Catholic Community Services of Western Washington
Community gardens; city recycling; compost programs

Wheeling, WV: Catholic Charities West Virginia
- Energy Savers Program;
- Installation of solar panels and LED lights at Neighborhood Center.

Partner Organizations

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

Partner	Agencies
Religious Congregations	118
Catholic Schools: PreK-12	115
St. Vincent De Paul	104
Catholic Colleges/Universities	86
Catholic Hospitals	82
Catholic Campaign for Human Development	60
Ladies of Charity	23
Other Partner Organizations	59

Most agencies report that the key partner organizations with whom they are working in the Catholic community include their Catholic schools, religious congregations, and St. Vincent De Paul. Some of the other partner organizations mentioned by 59 agencies include (lightly edited):

- Affordable Housing Providers
- Area churches (book drive - 3,000 books regifted)
- Area parishes have assisted Program with space
- Behavioral Health Clinic
- Catholic parishes
- Catholic Relief Services
- Catholic Rural Life, Catholic Climate Covenant
- Catholic Rural Ministry
- Catholic Services Appeal
- Catholic Social Services Guild
- Catholic Student Organization
- Catholic Youth Ministry
- CCHD Funded groups, CRS, Justice for Immigrants, Catholic Climate Covenant
- CCUSA, CRS, and USCCB
- CCUSA/Share Our Strength
- Christ Child Society
- Clean of Heart Catholic Charities of the Midlands
- CLINIC
- Columbia County Pink

- Daughters of Charity, Kenrick-Glennon Seminary, Veterans Admin.
- Daughters of Isabella
- Dioceses
- Food pantries at some catholic churches.
- Franciscan Sisters of Perpetual Adoration
- Friendship (DD Provider), Nursing Homes, Hospitals
- Gary Diocese Young Adult Ministry
- Head Start
- Holy Trinity Minor Seminary
- Hope Border Institute
- Idaho Department of Correction
- Jesuit Volunteer Corp.
- Jesuit Volunteer program; other nonprofit organizations
- Juvenile Probation, Juvenile Drug Court & CYFD
- JVC, IVC
- Knights of Columbus
- Knights of Columbus and Daughters of Charity
- Knights of Columbus, Catholic Daughters of America
- Knights of Columbus, Lady's Auxillary, Catholic Campus Ministry
- Ladies Society, Knights of Columbus
- Local Parish Ministries and Knights of Columbus,
- Local Parishes, Local Bishop's Office
- Lourdes Hospital, Southern Tier Care Council, Catholic Charities of Chenango County
- Lutheran Social Services of Illinois
- McAuley Residence at Mercy Hospital
- Mercy Care
- Other Catholic based non-profits, shelter agencies
- Other Catholic Charity agencies
- OVEA Parishes
- Parish Council of Catholic Women, Men's Club, Catholic Campus Ministry
- Parish Nurse Program
- Parishes
- Parishes collect food and donate to CC food pantry.
- Parishes through the Mustard Seed Project
- Pro-life Ministries
- Public Schools, Catholic Heart Work Camp
- Samaritan Center
- SC Ministries
- Second Harvest; Community Action Partnership of Orange County
- Serra; Knights of Columbus
- Sisters of Notre Dame, Family Life Office/Latino Ministry Office, pregnancy centers
- Some Parish Nurse Referrals
- St. Katherine Drexel Humanitarians, Knights of Columbus, Serra Vocational Min., ACTS

Table 42. Other Key Partner Organizations

Partner	Agencies
United Way	136
Area Agency on Aging	100
Non-Catholic Colleges/Universities	98
Salvation Army	97
Public Schools: PreK-12	89
American Red Cross	76
Chamber of Commerce	65
Goodwill Industries International	61
YMCA/YWCA	57
Feeding America	55
Lutheran Social Services	53
Habitat for Humanity	49
Volunteers of America	34
Other Partner Organizations	70

Most agencies report that they regularly partner with United Way, with many others partnering with their Area Agency on Aging, non-Catholic colleges and universities, and the Salvation Army. Some of the other partner organizations mentioned by 70 agencies include (lightly edited):

- AARP
- Agencies involved w/long term services & supports for seniors& adults w/disabilities
- All local social service providers in the area
- ALS Foundation, AARP, Senior Companions
- American Legion, Disabled Veterans,, UMCOR, World Renew, Ozarks Food Harvest, COADs, MOVOAD
- AmeriCorps, CLINIC
- Attended Albany Rally & Legislature day in 2015, RSVP, RSVP transportation
- Bilingual mental health
- Boys and Girls Club
- Catalyst of Modesto Group
- CEO/Weinberg Food Bank
- Charitable Deeds, Mustard Seed Ministries - state and county services
- Church of Jesus Christ of Latter-day Saint
- Churches, Community Organizations, DHHS, Wellspring, Bethany Christian, DA Blodgett
- City of Columbus, Homeless Shelters, Food Bank of the Heartland, Saving Grace
- City of Corpus Christi, & Nuces County
- City, County, State, Federal, FMHC (BJC, Lutheran, Jewish, Provident), Violence Councils

- Coalitions with other non-profits
- Community Action Agencies
- Community Action Agencies, START Corp, Gulf Coast Social Services
- Community Action Agency/Shelters for Women/Children
- Community and Social Service Organizations
- Community Mental Health, Dept. of Corrections, Dept. of Health & Human Services
- County and State Social Services; Family Healthcare
- County Depts. of Human Services; County CoCs; Emergency Food and Shelter Program
- DCPD
- Department of Aging & Rehabilitation
- Department of Mental Health and Addiction
- Dept. of Corrections / Alston Wilkes Society
- Direct relief, Mexican consulate, AACC, Clinic, AUCC, ACI, Consulate, IAIM, WRF
- District Attorney's Victim's Services; Interfaith Ministries Food Bank; County Adult Protective Services
- DJFS, Ashland Pregnancy Center, Second Harvest Foodbank, Food Bank
- DMHAS
- Early head start, Boys & Girls clubs, City Dept. of Soc. Services
- East Hawaii Friends of Foster Families. Alu Like (Youth employment)
- East Texas Human Needs Network
- Easter Seals Senior Employment Program, city and county, culturally specific organizations.
- Emergency Food and Shelter Board
- Ethnic Community Based Organizations; Diversity Hiring Coalition & many more to list
- Experience Works/National Able
- FEMA
- Food Bank
- Food Depository, Numerous Community Org
- Full Plates, Full Potential
- GA Center for Non-profits
- Government Agencies
- Guam Homeland Security
- Health Department
- Health dept., SSSA, HHSC, county hospital, PNS, UGM, TAFB, Recovery Resource Council, Senior Citizen Svcs., FW Housing Solutions, Tarrant Co. Housing
- Homeless and Behavioral Health Programs
- Homeless Planning Council
- Housing Authority and Senior Centers
- Houston Food Bank
- Hunger Coalition, Health Coalitions, Mental Health Association
- HWCLI, non-Catholic churches, Urban League of LI, CDC (Community Development Corp), LIHP
- Initiative Foundation
- International Institute, Erie Redevelopment Authority
- Jesuit Volunteer Corp.

- Jesuit Volunteer Program; other non-profit organizations
- Juneau Youth Services, SEARHC, THRHA, JAMHI, REACH
- Kapiolani Women & Children Medical Center, Kaiser Moanalua, Parent/children together
- La Casa, Healing House - for victims of DV
- Legal Services
- Lewis and Clark Health Dept., Pregnancy Resource Centers of MT
- Local Continuum of Care, city & county/ state/federal agencies
- local health agencies, local/state non-profits and advocacy organizations
- Local immigration legal service providers
- Local Non Profits
- Local Sheriff Office; LA State Department of Corrections; NO Interfaith Peace Initiative
- Mental Health Program
- Metropolitan Families Services; Local PADS
- Mid MN Legal Aid
- Ministerial Alliances
- Multi-Service Center, LAHSA, Big Sunday, and Food Finders. Inland Valley Hope Partner.
- Network Cafe and North Area Collaborative provide forums for 250 non-profits to join together to improve social services in the Sacramento Region
- Office of Language Access, Inter-Agency Council of Immigrant Services, Pacific Gateway, Child & Family Center
- Old Concho Comm. Assist. Center, Domestic Violence office, Holbrook Pregnancy Center
- Other non-profit agencies
- Other public/private agencies, state child protection agency
- Penquis Foster Grandparent Program
- police departments, hospitals
- Poverello House, Rescue Mission
- Right to Life, Public Life, Empowerment Academy, Green River Area Development
- Rotary, Senior Companion Program, RSVP program, Liberty Mutual, TD Bank
- Samaritan Center
- San Antonio Food Bank
- Schools for the Deaf
- Shepherd's Inn
- South Plains Food Bank, Volunteer Center of Lubbock, Big Brothers Big Sisters, CIS
- St Vincent de Paul
- St. Vincent de Paul, Emergency Food and Shelter Board
- State agencies
- State of Maine, Division for the Blind and Visually Impaired
- Target, Winn Dixie, Publix, Walmart
- Three Square Food Bank
- United Methodist Mexican American Ministries
- United Way, Greater Portland Health, Milestone Foundation, Greater Portland Addiction Collaborative
- University of Texas, Texas A&M Agrilife Services, Travis County, Austin Diaper Bank, other providers of services to pregnant woman or parents

- USCRI-Erie
- VA hud-vash and GPD VHA programs
- Vision is Priceless, Hands On JAX
- VOAD and LTR groups; local governments
- Volunteer Services, SEMCAC
- Washoe County Social Services, City of Reno
- Women's Care Center, Food Banks
- WV DHHR
- Youth Bureau

Social Enterprise Programs

A social enterprise is a revenue-generating business venture that also advances a positive social mission. In the Catholic Charities network, these are typically focused on providing direct employment opportunities for clients and/or providing an important service or product (such as housing, healthcare, food, or transportation) which benefits vulnerable populations within the community. A number of agencies also provide direct entrepreneurship training and microfinance to enable clients who wish to start their own small businesses. Catholic Charities agencies report operating the following social enterprises, indicating the enterprise name, year of launch, number employed, and annual revenue for each.

Phoenix, AZ: Senior Programs Director - East Valley, Catholic Charities Community Services

The Refuge Cafe

Year of launch: 2013 Employees: 9 Annual Revenue: \$360,000

Description: Job training for veterans onsite

Phoenix, AZ: Social Enterprise/Housing, Catholic Charities Community Services

The Refuge Cafe

Year of launch: 2013 Employees: 8 Annual Revenue: \$320,000

Description: Coffee House

Phoenix, AZ: Social Enterprise/Housing, Catholic Charities Community Services

Cafe Esperanza

Year of launch: 2013 Employees: 1 Annual Revenue: \$40,000

Description: Retain coffee product

Tucson, AZ: Deaf and Residential Services, Catholic Community Services

Woodshop

Year of launch: 1993 Employees: 12 Annual Revenue: \$5,000

Description: Make wood tables, coasters, and Christmas decorations

Tucson, AZ: Deaf and Residential Services, Catholic Community Services

Mail Work

Year of launch: 1996 Employees: 12 Annual Revenue: \$200,000

Description: Provide mail delivery and all postal work at the Davis Monthan Airforce Base

Tucson, AZ: Deaf and Residential Services, Catholic Community Services

Janitorial

Year of launch: 1984 Employees: 6 Annual Revenue: \$90,000

Description: Work at Federal Court House cleaning.

Tucson, AZ: Deaf and Residential Services, Catholic Community Services

Doubletree Hotel

Year of launch: 1988 Employees: 6 Annual Revenue: \$3,000

Description: Have a crew that cleans hotel rooms at the hotel.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Restyle Marketplace

Year of launch: 2012

Employees: 5

Annual Revenue: \$572,000

Description: Restyle Marketplace is our boutique thrift store and employment program for homeless adults. It provides revenue to the agency and employs agency clients.

San Jose, CA: Catholic Charities of Santa Clara County

Day Break Cares

Year of launch: 2011

Employees: 74

Annual Revenue: \$600,000

Description: Provides Senior Care

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

Catholic Charities Enterprise

Year of launch: 2007

Employees: 22

Annual Revenue: \$1,800,000

Description: Food Services

Chicago, IL: Catholic Charities of Chicago

TIN-Translation

Interpretation Network

Year of launch: 2015

Employees: 2

Annual Revenue: \$216,856

Description: ranslation and Interpretation Network Chicago

Chicago, IL: Catholic Charities of Chicago

Veterns Independent Paiting

Year of launch: 2010

Employees: 6

Annual Revenue: \$51,048

Description: Veterans Independent Painting (VIP) is a low- profit limited liability company (LC3), which legally recognizes VIP as a for-profit social

Overland Park, KS: Catholic Charities of Northeast Kansas

Turnstyles

Year of launch: 2004

Employees: 9

Annual Revenue: \$103,6214

Description: Thrift Store

Overland Park, KS: Catholic Charities of Northeast Kansas

Aspire

Year of launch: 2016

Employees: 5

Annual Revenue: \$0

Description: Commercial Cleaning

Louisville, KY: Catholic Charities of Louisville, Inc.

Common Table

Year of launch: 2015

Employees: 2

Annual Revenue: \$50,000

Description: Culinary Arts Training and Catering

Louisville, KY: Catholic Charities of Louisville, Inc.

Language Services

Year of launch: 2000

Employees: 4

Annual Revenue: \$1,000,000

Description: On-site and over-the-phone Interpreter and Translation Services

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

Community Interpreter

Services

Year of launch: 1986 Employees: 7 Annual Revenue: \$2,800,000

Description: Community Interpreter Services helps non-English speakers access services in native language through recruitment, training and deployment of professional interpreters.

Portland, ME: Language Partners, Catholic Charities Maine

Language Partners

Year of launch: 1997 Employees: 120 Annual Revenue: \$1,019,408

Description: Interpreter Services

Portland, ME: Thrift Stores, Catholic Charities Maine

Monticello Threads of Hope

Year of launch: 2013 Employees: 2 Annual Revenue: \$23,236

Description: Thrift Store

Portland, ME: Thrift Stores, Catholic Charities Maine

Presque Isle Threads of Hope

Year of launch: 2011 Employees: 4 Annual Revenue: \$244,273

Description: Thrift Store

Portland, ME: Thrift Stores, Catholic Charities Maine

Portland Threads of Hope

Year of launch: 2011 Employees: 19 Annual Revenue: \$464,547

Description: Thrift Store

Portland, ME: Thrift Stores, Catholic Charities Maine

Sanford Threads of Hope

Year of launch: 2013 Employees: 4 Annual Revenue: \$243,897

Description: Thrift Store

Portland, ME: Thrift Stores, Catholic Charities Maine

Freeport Threads of Hope

Year of launch: 2016 Employees: 3 Annual Revenue: \$46,360

Description: Thrift Store

Portland, ME: Thrift Stores, Catholic Charities Maine

Caribou Threads of Hope

Year of launch: 2002 Employees: 6 Annual Revenue: \$221,273

Description: Thrift Store

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

BEGIN New Venture Center

Year of launch: 2008 Employees: 33 Annual Revenue: \$2,300,000

Description: Incubator for new businesses

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

McMurphy's Cafe

Year of launch: 1990

Employees: 24

Annual Revenue: \$265,000

Description: Restaurant which trains workers

Springfield, MO: Catholic Charities of Southern Missouri

GoodFinds

Year of launch: 2013

Employees: 3

Annual Revenue: \$

Description: Thrift Store and Donation Center

Perth Amboy, NJ: Housing and Homeless Prevention, Catholic Charities

Corazon Kitchen

Year of launch:

Employees:

Annual Revenue: \$

Description: Closed 3/2016

Reno, NV: Catholic Charities of Northern Nevada

St. Vincent's Thrift Stores

Year of launch: 1960

Employees: 47

Annual Revenue: \$2,349,000

Description: Two locations providing net revenue to agency.

Nashville, TN: Catholic Charities of Tennessee, Inc.

Sewing Training Academy

Year of launch: 2015

Employees: 1

Annual Revenue: \$45,106.29

Description:

Memphis, TN: Catholic Charities of West Tennessee

CCWTN Social Enterprises

Year of launch: 2015

Employees: 10

Annual Revenue: \$0

Description: dried flowers, dog biscuits and note cards

Fort Worth, TX: Catholic Charities Fort Worth

Translation and Interpretation

Network

Year of launch: 1999

Employees: 10

Annual Revenue: \$3,118,283

Description: Provides translation and interpretation services

Fort Worth, TX: Catholic Charities Fort Worth

Transportation

Year of launch: 2011

Employees: 46

Annual Revenue: \$2,095,819

Description: Provides affordable transportation services during times and to places not serviced by public transportation

Fort Worth, TX: Catholic Charities Fort Worth

Immigration Consultation

Services

Year of launch: 1982

Employees: 11

Annual Revenue: \$550,537

Description: Provides low-cost immigration consultation services, with a focus on family reunification

Amarillo, TX: Catholic Charities of the Texas Panhandle

Amarillo Interpreting and Translating Services

Year of launch: 2000

Employees: 15

Annual Revenue: \$315,145

Description: Provides Interpreting and translation services for over 30 languages.

Richmond, VA: Admin, Commonwealth Catholic Charities

Interpretation/Translation

Services

Year of launch:

Employees: 4

Annual Revenue: \$687,357

Description:

Spokane, WA: Catholic Charities of Spokane

Furnishings For Hope

Year of launch: 2014

Employees: 5

Annual Revenue: \$202,155

Description: furniture retail of new and used items to support a furniture bank for clients

Spokane, WA: Catholic Charities of Spokane

Food For All - plant sales

Year of launch: 2015

Employees: 5

Annual Revenue: \$177,609

Description: garden sells plants to raise money for Food For All program - food to clients, voucher program

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.

Birmingham, AL: Catholic Social Services – Diocese of Birmingham in Alabama

Client lack of education for employment

Lack of understanding of work social skills

Rural areas with limited opportunity for employment

Extreme Poverty

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

funding, personnel, change in administration, lack of citizenship, state legislature

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

Lack of full time, well paid employment in the White Mountains.

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

The lack of funds.

Phoenix, AZ: Social Enterprise/Housing, Catholic Charities Community Services

Access to higher education

Phoenix, AZ: WSHS Program Director, Catholic Charities Community Services

Short duration of time that we have to work with the majority of our clients.

Phoenix, AZ: Senior Program Director - Northern AZ, Catholic Charities Community Services

lack of affordable housing, employment, background and credit restrictions related to housing,

Phoenix, AZ: Senior Programs Director - East Valley, Catholic Charities Community Services

Access to higher education

Tucson, AZ: Pio Decimo Center, Catholic Community Services

Lack of community-wide initiative to create change. Quality anti-poverty measures should include public school systems, non-profits, government, criminal justice, and health systems, as all directly affect those experiencing poverty.

Tucson, AZ: Deaf and Residential Services, Catholic Community Services

Lack of employment opportunities for people with challenges.

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

Funding opportunities for the development of or sustainability of programs.

Phoenix, AZ: Foundation for Senior Living

limited funding, limited resources for senior for basic needs

San Francisco, CA: Catholic Charities

The high cost of housing in the Bay Area continues to significantly impact the ability of families and individuals to be self-sufficient. Many of our clients and staff cannot afford to live on our archdiocese. There continues to be a need for comprehensive immigration reform.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

The greatest obstacle our agency faces in its efforts to reduce poverty in the communities we serve is obtaining sufficient sustainable funding to maintain core operations and support growth to meet needs.

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

Due to limited resources and staff, our Agency has been unable to develop a consistent, comprehensive response and engagement with other providers in our service areas (Ventura County). Los Angeles concentration of low education and high demand for services (AYE). Due to the lack of funding & support we are unable to provide beneficial resources to our clients, such as counseling, case management, and life/job training courses; which is proven to be effective in reducing poverty in disadvantage communities (San Pedro Region). Funding for basic needs programs. Funding and manpower (Santa Barbara Region). Funding (San Fernando Region).

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

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

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

SFB&FS is currently experiencing an operations deficit from expansion. We lack the capital to provide partner agencies with increased capacity such as storage and equipment.

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

Northern California has many challenges that are associated with being in a rural community. There tends to be generational poverty that is hard to overcome due to lack of resources, job opportunity and support program

San Jose, CA: Catholic Charities of Santa Clara County

Access to affordable housing, Good paying jobs
Political Climate, Difficulty recruiting & certifying Foster Families

Fresno, CA: Catholic Charities of the Diocese of Fresno

Funding to increase services both product and staffing.

Stockton, CA: Cal-Fresh, Catholic Charities of the Diocese of Stockton

Keeping staff for the programs that are most needed, but not well funded. We are not able to pay them as well as other employers, so we end up with alot of turnover.

Stockton, CA: Catholic Charities of the Diocese of Stockton

The high unemployment rate is a great obstacle to assisting families on a sustainable basis. Resources in the Central valley are insufficient for the lowest income population.

San Bernardino, CA: Catholic Charities San Bernardino & Riverside Counties

- 1) Unaffordable Housing for Low-Income Families
- 2) Proliferation of Part-Time Jobs

Stockton, CA: Stanislaus County Senior Services, Catholic Charities Stockton

Staff salaries being so low, causes lots of turnover. Funding for needed services is not enough.

Pueblo, CO: Catholic Charities

Demand continues to increase.

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

Lack of affordable housing, high cost of living, long wait-lists for mental health treatment.

Bridgeport, CT: Parenting Education, Catholic Charities of Fairfield County

Lack of funding to provide services

Stamford, CT: New Covenant Center, Catholic Charities of Fairfield County

Finding enough food from Food Banks and Food Drives to provide the thousands of people in our area that don't receive 30 days a month of food.

Bethel, CT: Homeless Outreach Team, Catholic Charities of Fairfield County

The high cost of living makes it difficult to get those with lower incomes into housing.

Bethel, CT: Morning Glory, Catholic Charities of Fairfield County

Access to healthy food options is limited to those with low income. More education on how to prepare healthy meals while living within SNAP allocations.

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

Lack of adequate funding to address community need

Hartford, CT: Catholic Charities, Inc.

Funding to support employment training and job placement

Funding for increased staffing

Hartford, CT: Southside Family Center, Catholic Charities, Inc.

Lack of housing/apartment availability.

Hartford, CT: MDFT/IICAPS, Catholic Charities, Inc.

Access to low cost safe housing.

Hartford, CT: Central Office, Catholic Charities, Inc.

Funding to support employment training and job placement services. Funding to increase staffing

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

Lack of adequate social workers to comprehensively address long standing issues for families.

Wilmington, DE: Catholic Charities Inc.

Successfully communicating the importance of ongoing case management to assist clients in overcoming immediate needs and maintaining a lifestyle independent of public financial support services.

St. Petersburg, FL: Catholic Charities

Funding cuts, qualifications for financial assistance programs too severe.

Jacksonville, FL: Catholic Charities Bureau, Inc.

lack of adequate transportation, lack of affordable housing, lack of employment opportunities providing living wage (especially in rural areas),

Palm Beach Gardens, FL: Catholic Charities Diocese Palm Beach

The reality of living in poverty means the absence of employment, a living wage, paid leave, affordable childcare, healthy food, transportation, good schooling, adequate medicine and stable housing. The stress of worrying about how to feed a family or find a decent place to live is hard for most of us to imagine. That stress, along with a lack of choices, resources, power, and control creates a toxic environment, little belief in the ability to succeed, imagine the future, and ultimately, negative health and economic decision making. For example, we often see the poor who come to us for financial counseling make decisions that resolve short term crisis, but have negative and long term economic outcomes (a poverty trap), such as eating out at fast food restaurants, excessive borrowing, and renting furniture at high interest rates.

The demand for housing/utility assistance of our Hunger, Homeless, and Outreach program far exceeds our capacity. We have 4 program staff handling over 300 calls for financial assistance per month. We are able to assist roughly 40 per month given our funding limitations. With a goal of keeping clients we assist stably housed, we take an empowerment approach by working one-on-one with clients to develop a budget, review their expenses, and implement strategies that will either increase income or decrease expenses.

Palm Beach County has a high percentage of children in poverty. Unemployment, low wages, the breakdown of the family (2 parent households), and the arrival of millions of immigrants with poor education and low skills raise the poverty rate in our area and nationwide.

Research informs us (Brooking Institute) that young people can avoid a future of poverty if they follow three rules for success (1)complete at least a high school education, (2) work full time, and (3) wait until age 21 to get married or have a baby. Based on Census data analysis, people who followed all three of these rules had only a 2% chance of living in poverty. These numbers were reversed for people who violated all three rules, raising their chance of living in poverty to 77%. We promote in our clients through all our programs and ministries: education, full time employment, and waiting for a stable married household before having children. This area has a high cost of living and has a lack of affordable housing along with inadequate transportation.

Orlando, FL: Catholic Charities of Central Florida Inc.

Lack of funds and limited access to affordable housing

Pensacola, FL: Catholic Charities of Northwest Florida, Inc.

Affordable housing, transportation and lack of employment opportunities.

Wilton Manors, FL: Catholic Charities of the Archdiocese of Miami, Inc.

Funding availability

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

Transportation, employment, and mental health

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

The transition for the clients to include affordable housing.

Honolulu, HI: HARP - Housing Assistance and Referral Program, Catholic Charities Hawaii

Affordable Housing

Honolulu, HI: FATS, Catholic Charities Hawaii

Budget concerns which affect service. Connecting with potential clients that have no phone and few resources, and who mistrust workers offering help.

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

Seniors with fixed incomes are not able to afford the cost of living in Hawaii. Rent , utilities, food, supportive services (homemaker, chore service, personal care)costs keep on rising and many seniors therefore face evictions/homelessness/poor health. Low unemployment in the state makes it difficult to recruit and retain workers,affecting program ability to provide needed services.

Honolulu, HI: YES - NOP (Hawaii Island), Catholic Charities Hawaii

Affordable housing employment, and transportation for clients served; for young adult foster youth transitioning to independent living.

Des Moines, IA: Agency Operations, Catholic Charities

Lack of affordable housing in the community; lack of public transportation

Dubuque, IA: Catholic Charities

Obstacle- One of the greatest obstacles in reducing poverty is the overwhelming need that comes from a variety of vulnerable populations that struggle with basic life necessities. Many need immediate financial assistance, in addition to on-going case management in order to increase their self-sufficiency. With limited resources to be able to provide both of these for everyone that seeks out assistance, we refer to our existing programs and rely on referring many to other community partners.

Davenport, IA: Catholic Charities, Davenport, Catholic Charities, Davenport

Our ability with our small staff (4 paid employees) to impact public awareness of issues and maintenance of an effective advocacy program. We do have an advocacy network and directly or through members of the network do visit the local offices of state and federal legislators and contact with the Washington Offices of the federal legislators.

Boise, ID: ID Falls Programs, Catholic Charities of Idaho, Inc.

Overcoming past history of instability;

Springfield, IL: Catholic Charities

Budget/money

Chicago, IL: Catholic Charities of Chicago

Chronic unemployment and underemployment are the greatest obstacles in efforts to reduce poverty in communities. All families need social and emotional stability before they can make strides to move towards obtaining stable economic footing. Safety net services such as, supplemental food programs, employment and training programs, childcare, and affordable housing are critical to assist low-income families in achieving and maintaining self-sufficiency. These safety net programs are pivotal in creating avenues for more sustainable employment opportunities to reduce poverty. Safety net service providers, such as Catholic Charities, are essential in helping individuals and families move beyond poverty to achieve self-sufficiency. Now more than ever, the need to preserve and expand funding revenue streams is imperative to providing safety net services.

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

Lack of resources and consistent networking

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

low paying jobs, lack of affordable housing; limited/lack of reliable trans; lack of mental health services. Bed bugs are costing a lot of money-money that people at the poverty level don't have. Inadequate funding to provide needed comprehensive services to all eligible children and their families.

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

Just fewer than 200,000 of the Indianapolis residents now live in poverty, enough people to become Indiana's third largest city. One-third of Indy's children live in poverty, with 51% of kids in the IPS district living in very poor households. Poor families are most intensely concentrated in Center Township, but their numbers are now almost equal in the outer townships. Poverty among Indianapolis Caucasian population is the fourth highest of any city in America.

These bleak numbers are a fundamental factor in public policy challenges facing Marion County (Indianapolis) like public safety, education reform, loss of middle-class residents from the outer townships, and the growing difficulties in funding city government.

While today's political and civic leaders didn't cause these conditions, they do have a responsibility to reshape our structures to give families paths out of generational poverty. It is so tempting for the administrators of schools, police departments, or economic development programs to blame poverty for the underperformance of their efforts&when it is the poor that need them the most. Catholic Charities has developed a number of programs and approaches that do end poverty family-by-family, in collaboration with a number of community service providers, but it seems now more than ever we need to demand that our city leaders put the appropriate investment and accountability measures in place to dramatically increase the number of families that are able to climb into the middle class. Poverty will not decline quickly but we must make it a top public priority to reverse its growth&for the benefit of all tiers of our community.

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

Education among those we serve is not considered as a valuable asset or something they can achieve. Mental health and addiction treatment/recovery programs have increased, but don't solve all the problems for the individual. We have at least a compromised labor pool due to these issues.

Evansville, IN: Catholic Charities

Collaborating with other agencies; following up with clients

Fort Wayne, IN: Catholic Charities

Safe and affordable housing

Access to healthy food

More interpretation services available (especially in healthcare) & More ESL programs

Inadequate public transportation

Awareness of community resources

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

Transportation, health care, education.

Bloomington, IN: Catholic Charities Bloomington, Catholic Charities

Lack of affordable housing, lack of resources, lack of funding, lack of transportation

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

Decrease in grant and funding(HUD)

Dodge City, KS: Catholic Charities of Southwest Kansas

Limited resources to provide long term, intensive support.

Wichita, KS: Catholic Charities, Inc.

Collaboration between providers (government & non-government) and increased funding to provide long term services of 6 months or more.

Lexington, KY: Catholic Charities of the Diocese of Lexington

Limited resources for expansion of services. Affordable housing is our greatest obstacle. our clients often pay rents that are significantly more than 50% of their net income.

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

Small size, recruiting qualified candidates to fill open positions being catholic and non profit- they can go to Cincy and find higher paying positions.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

The greatest obstacle is a well backed and financed public education system. In addition the systemic poverty that plagues our communities facilitates substance abuse and violence.

Baton Rouge, LA: Catholic Charities Diocese of Baton Rouge

Lack of recurrent funding streams/ resources

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

There is not enough civic engagement marking this as a priority and then acting upon it.

Lafayette, LA: Office of Justice and Peace, Office of Justice & Peace

Two obstacles which occurred in our community was massive job loss due to layoffs in the oil industry which added to the poverty level. We also experienced flooding which effected individuals in seven of our parishes within our dioceses.

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

Catholic Charities Boston continues to be routinely challenged by the trials of helping the poor and working poor within a heavily constrained public funding environment. While the agency's philanthropic supporters are generous, they are inundated by requests and competition for funding grows stronger each day. Like many other social service agencies in the Commonwealth, slow recovery following the economic recession continues to impact Catholic Charities Boston. The agency, its supporters, and its partnering service providers in the community also face uncertainty about the future of governmental funding trends with the most recent change of administration.

In addition, Catholic Charities Boston's community service divisions have continued to see an increase in the number of families seeking myriad forms of support. The agency is consistently approached by many thousands of individuals and families who are struggling to get back on their feet due to recent bouts of underemployment or absence from the workforce. Client requests for direct financial assistance to meet rental expenses, utilities expenses, and food costs continue to besiege the agency, and there is a dearth of affordable housing available in the communities served. More clients are also in need of mental and behavioral health counseling to overcome various forms of duress, as well as adversities stemming from addictions to alcohol, opioids, and other substances. Staff also sees continuing and increasing trends in community violence. At its Dorchester and Lynn sites, this violence has been closely associated with youth-centric gang activity. Finally, the agency also anticipates that it may see a larger number of support requests through its Refugee and Immigration Services division as a result of the current political landscape.

Springfield, MA: Catholic Charities, Springfield, MA

Lack of Affordable housing

Baltimore, MD: Catholic Charities

Sustainable employment; affordable housing

Portland, ME: Child & Adult Care Food Program, Catholic Charities Maine

Decrease in licensed child care providers.

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

The nature of our program is serving one of the most vulnerable population in our Communities. The lack of affordable housing, child care, public transportation, the robust ESOL programs, recognition of transferable skills and international education of our clients. The constant cuts of funding puts a huge risk to sustainability of programs serving this population.

Portland, ME: SEARCH, Catholic Charities Maine

Having enough funding and volunteers for the program to support staffing and the needs of the seniors that we serve.

Portland, ME: AMH, Catholic Charities Maine

Vocational Opportunity, Low minimum wage, benefit reduction with part time employment with less monthly income.

Portland, ME: Counseling Services, Catholic Charities Maine

Many of our clients have criminal records and they have difficulty finding employment.

Portland, ME: St Louis CDC, Catholic Charities Maine

Not enough good paying and steady jobs that provide living wages.

Portland, ME: Parish Social Ministry, Catholic Charities Maine

Finding ways to engage clients in empowerment programs where they can gain skills to help themselves.

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

There are very few work opportunities for convicted felons in this area.

Portland, ME: Catholic Charities Maine

EDR - Finding ways to provide ongoing support to individuals and families so they can return to at least the quality of life they had before the disaster.

Portland, ME: Independent Support Services, Catholic Charities Maine

At the moment as the oldest state in the country the biggest challenge is finding adequate workforce to serve people. E.g. seniors without access to services because we can't hire a worker.

Portland, ME: Food Bank/Farm for ME, Catholic Charities Maine

Our aging population creates more poverty and volunteer shortages.

Portland, ME: PATH, Catholic Charities Maine

Access to affordable housing as much of the low cost housing stock is being converted to market rate housing.

Portland, ME: Support & Recovery Services, Catholic Charities Maine

We would be able to better reduce poverty in our community if the State of Maine increased reimbursement rates for our ACT and Community Integrations Services.

Kalamazoo, MI: Catholic Charities Diocese of Kalamazoo

Lack of space and funding.

Grand Rapids, MI: Catholic Charities West Michigan

One of the greatest challenges we face in the effort to reduce poverty is securing funding that would allow us to provide access to services in the communities that need it most. We don't have physical locations everywhere so we try to create opportunities for access through programs such as a mobile food truck and workers who travel to provide services in counties where we don't have physical locations. Also, access to transportation and employment, lack of affordable housing and lack of living wages.

Lansing, MI: Catholic Charities of Jackson Lenawee Hillsdale Counties, Catholic Charities, Diocese of Lansing

Ongoing financial support for general operations.

Lansing, MI: Catholic Charities of Shiawassee and Genesee Counties, Catholic Charities, Diocese of Lansing

No jobs

Lansing, MI: Catholic Social Services of Washtenaw County, Catholic Charities, Diocese of Lansing

The need is greater than the resources allow for

What used to be a single problem facing families are now multiple problems facing families

Lansing, MI: Livingston County Catholic Charities, Catholic Charities, Diocese of Lansing

lack of funding

Lansing, MI: St. Vincent Catholic Charities, Catholic Charities, Diocese of Lansing

Refugee population lack of: English language skills, relevant job skills, literacy and education, local experience and references, mental health and child care. Lack of funding to address these needs.

St. Cloud, MN: Catholic Charities

Lack of resources in smaller communities - housing may be available, but no public transportation or medical services

Transportation, affordable housing, low wages, daycare costs

Winona, MN: Catholic Charities

Wide-spread rural region.

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

Stigma, funding, transportation. (CFS)

Decreased federal and state funding. (CRSS)

Political will at the state and federal level, culture of poverty, educational inequity. (GS)

Mental Health issues that inhibit the ability of clients to appreciate and take advantage of services and education. (MG)

Lack of resources/time to work with impoverished families; slow economic growth in St. Louis region, political uncertainty. (SFCS)

We face a national and international social and political structure that is based in patriarchy and gender inequality. These structures impact our clients, our mission and our staff on a daily basis.

Once gender equality is achieved, and therefore violence against women is eradicated, then the rate of women and children in poverty will be reduced globally as well. (SMH)

Insufficient funding for case management support. When working with individuals and families from multi-generational poverty, case management services are essential to help end that cycle. Case managers provide critical services, resources, and skill development opportunities to facilitate self-sufficiency. (SPC)

As reported in 2015, one of the greatest obstacles continues to be funding and economic hardship. The uncertainty of budget cuts and restricted funding can create a challenge in determining the direction of agency programming and services provided. Access to affordable housing for homeless individuals remains a challenge in helping us reduce poverty. There is more demand for housing than capacity throughout the Saint Louis region and while there are community efforts to expand access to housing, there remains an immediate shortage. Lastly, the opioid epidemic has been the greatest barrier to reducing poverty. Queen of Peace Center is serving more women and children than in previous years due to an increase in addiction and addiction related health issues. These women are frequently homeless, unemployed, have chronic health conditions, have co-occurring disorders and histories of trauma. These comorbid issues make it increasingly difficult to stabilize families. (QOPC)

Jefferson City, MO: Catholic Charities of Central and Northern Missouri

Predominantly rural diocese with shrinking employment opportunities in for rural citizens.

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

Unrestricted funding

Springfield, MO: Catholic Charities of Southern Missouri

Lack of jobs paying a living wage, however you want to define it. Rural poverty-lack of any jobs. Generational poverty

Saipan, MP: Karidat

Karidat lacks the financial resources to address the need and the personnel to run the program(s).

Helena, MT: Catholic Social Services of Montana

Staffing and monetary resources

Fargo, ND: Catholic Charities North Dakota

Funding, systems working together, resources

Omaha, NE: Catholic Charities of the Archdiocese of Omaha, Inc.

The greatest obstacles we face are the lack of financial resources, burdens of government regulations, shrinking reimbursements for services and the systemic economic problems that face our clients.

Camden, NJ: Catholic Charities

- (a) Lack of case managers to work in a concentrated manner with the people we serve.
- (b) Concentrated poverty (see CCUSA Policy Paper "Poverty in America: A Threat to the Common Good," page 13, 2006).
- (c) Family dysfunction (or lack of intact families).
- (d) State of economy in southern New Jersey/economic risk.

Trenton, NJ: Children & Family Services, Catholic Charities

Family Trauma due to abuse and violence.

Newark, NJ: Human Resources, Catholic Charities

Affordable housing; affordable post-secondary education and job training; availability of low skill wage jobs.

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

Reduced funding, gainful employment opportunities, and providing competitive wages are some of the obstacles CFCS faces.

Perth Amboy, NJ: BHYS - Hunterdon/Warren, Catholic Charities, Diocese of Metuchen

Lack of jobs and transportation

Perth Amboy, NJ: Catholic Charities, Diocese of Metuchen

Living wage opportunities for clients, Affordable housing

Albuquerque, NM: Catholic Charities

lack of sufficient funding to cover operating cost and match requirements for federal grants

Gallup, NM: Catholic Indian Center, Gallup, NM, Catholic Charities

Our city along with our outlying communities is very poor. We border the Navajo reservation so most of our clients are very poor.

Grants, NM: Casa San Jose, Grants, NM, Catholic Charities

Insufficient Funding which restricts the programs and services we are able to provide

Las Cruces, NM: Catholic Charities-Diocese of Las Cruces

Inefficiencies and bureaucratic waste in nonprofit and government sectors. No culture of philanthropy in business sector.

Reno, NV: Catholic Charities of Northern Nevada

1. Client engagement in extended programming after immediate needs have been met.
2. Preponderance of minimum wage service jobs in area.

Las Vegas, NV: Catholic Charities-Southern Nevada

Large population of vulnerable seniors, underemployed, homeless, and mentally ill and insufficient funding available to meet the needs of the clients we serve.

Rochester, NY: Catholic Charities

Lack of jobs and difficulties in transportation to jobs

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

There is insufficient funding to support case management models that are flexible and can help reduce barriers to employment and/or job retention. As a result, non work related challenges often disrupt an individual's pursuit of employment or their ability to stay employed. Housing costs and helping individuals find mental health services are also significant obstacles.

Hicksville, NY: Catholic Charities

Reduced/inadequate public funding and eroding allocation from the Diocesan Appeal.

Brooklyn, NY: Catholic Charities

availability of funding for programs

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

Lack of funding and transportation services

Albany, NY: Catholic Charities of Diocese of Albany

Generational poverty in both rural & inner city communities

Affordable permanent housing

Syracuse, NY: Catholic Charities of Syracuse

Helping individuals find mental health services; housing costs; lacking jobs for low-skilled; unsafe neighborhoods; substance abuse treatment.

There is insufficient funding to support case management models that are flexible and can help reduce barriers to employment and/or job retention. As a result, non work-related challenges often disrupt an individual's pursuit of employment or their ability to stay employed.

Toledo, OH: Catholic Charities

Lack of available, sustainable funding, Federal government waste/obstacles in grant funding process, lack of affordable housing, elimination of client barriers, mental health issues.

Youngstown, OH: Catholic Charities

1. Connecting with those individuals who want to make a change in their current situation.
2. Having resources to conduct intensive case management.
3. Addressing challenges facing our clients that are beyond our ability to help (drug dependency, lack of job readiness, etc.)
4. Having good jobs in the community.

Cleveland, OH: Catholic Charities Corporation

Catholic Charities in Cleveland works within our existing resources to provide services that impact the root causes of poverty our clients face. In doing this, the greatest obstacle we face as an organization is the ability to change systems that create poverty. We are constantly dealing with the changing trends in funding, i.e. numerous unreimbursed services necessary for the client to progress. The increased demand for services without increased funds and a deeper desperation the clients face for everyday survival, housing, food, transportation, health issues creates a greater sense of anxiety and despair among many clients who then cannot deal with their myriad issues. It takes numerous steps, for example, for a client to begin to think of the effective services we provide in Employment and Training and programs that target at-risk population. The programs designed to make a systemic change in poverty needs huge support from all the other services in order for the client to maintain the change he/she is striving to accomplish.

Columbus, OH: Catholic Social Services

Funding for additional staffing

Dayton, OH: Catholic Social Services-Miami Valley

Continued impact of unemployment and underemployment in our community, mismatch of the jobs available with the workforce available, shift of local resources away from safety net programs.

Cincinnati, OH: Catholic Charities Southwestern Ohio, Office of Catholic Charities

The Su Casa Hispanic Center would benefit from just, rational immigration rules with a path to citizenship.

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

Our greatest obstacles continue to be sustainability in the system. While children are in our care, we continue to provide them with resources to help them through poverty, but as they transition on successfully, we have fewer ways to meet their needs. Additionally, with the Medicaid Redesign in Ohio, we're encouraged to have shorter lengths of stay, which could jeopardize our ability to meet longer term needs.

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

Unceasing demand and limited resources.

Springfield, OR: Catholic Community Services of Lane County, Inc., Catholic Charities

Lack of resources.

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

Homelessness and transient populations.

Portland, OR: Catholic Charities

Rising rents, without the accompanying raising incomes. This has greatly increased the numbers of homeless individuals and families in our community. The sheer numbers are daunting and there doesn't seem to be a solution that won't take a long time. In addition, there is a lack of affordable housing stock, transportation, immigration concerns, systemic racism and Islamophobia.

Harrisburg, PA: Catholic Charities

The lack of family structure and policies that erode and fracture family hierarchy and obligations to protect, educate and nurture their children.

Pittsburgh, PA: Catholic Charities

Funding

Allentown, PA: Catholic Charities

Jobs & Transportation - Inner city areas lack sufficient resources for gainful employment opportunities. Many of the jobs that exist are low pay/low skilled. High employment areas are located in suburbs, consistent transportation is not feasible.

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

Continued reduction of United Way funding which has lead to reduction in personnel and programs.

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

Primarily we provide treatment services, so we attempt to improve family functioning.

Erie, PA: Parish Social Ministry/Respect Life, Catholic Charities of the Diocese of Erie

One of the greatest obstacles that lies within my office is ensuring that individuals receive proper referrals for the challenges they are facing. Individuals present with varying needs and it is vital that myself and our staff provide the best information to those who are contacting our offices.

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

We generally take on work that is not easy to do, and there is no money to be made in doing it - thus no competition BUT we live in a foundation poor area of the state (PA) where local funds are limited and there is much competition for those limited dollars

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

Lack of jobs paying livable wages and benefits; lack of affordable housing

Wilkes Barre, PA: Catholic Social Services

Funding

Columbia, SC: Catholic Charities, Prison Ministries, Catholic Charities

Specialized supports in the areas of mental health, sex offence charges and reestablishing of identity (birth certificate, social security card, state approved identification)

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

Financial Resources

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

Lack of Staff and funding.

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

We are unable to meet the demand for Immigration legal services

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

Lack of Resources and staffing

Rapid City, SD: Catholic Social Services, Rapid City

1. Training, education and skills 2. Impact family units, 3. Addictions and drug abuse.

Nashville, TN: Catholic Charities of Tennessee, Inc.

Lack of funding is certainly an enormous obstacle at this time. Also silos exist among service providers in the community; what is needed is more effective collaborations among agencies to take a streamlined approach to addressing poverty which includes sharing data, using evidence-based practices, and leveraging funding.

Memphis, TN: Catholic Charities of West Tennessee

The systemic poverty in the Memphis area is a challenge for us. We can respond to the problem but creating change is difficult especially when mental health issues are added to the equation.

Lubbock, TX: Catholic Charities

Currently our agency faces many obstacles in helping to reduce poverty. More funding and support would be most beneficial when it comes to transitioning families out of poverty.

San Antonio, TX: Catholic Charities

Having appropriate staffing size to combat the issues of poverty (more case managers out in the community)

Fort Worth, TX: Catholic Charities Fort Worth

1. Finding resources to meet the need in rural counties of our diocese. We have great poverty-ending solutions but they are geographically bound to our hub and satellite offices. We continue to battle with lack of public transportation, which would allow our clients better access to services.
2. Our agency sees a lot of individuals, who are employed and remain in poverty. This large population of "working poor" needs services that meet their needs of education, employment training, and financial services to meet their need of a living wage job. Clients that reach the goal of a living wage job can lessen their reliance on non-profit governmental assistance.
3. Lack of resources, such as: resources to help clients with initial fees and deposits to get a place of their own; community resources when refugee clients transition out of R&P and Match Grant; mental health resources; resources and time for improving English language skills.
4. Some barriers that contribute to clients being unable to find good, living wage jobs are the lack of or cost of childcare and lack of transportation.
5. Having more savings options, matching savings, etc. would be great.

Austin, TX: Gabriel Project Life Center, Catholic Charities of Central Texas

Working families earning low wages.

Language proficiency is a challenge for parents that are educated but have limited English proficiency.

Continued need for donations to assist families.

Limited funds to support families with transportation and other financial needs.

Austin, TX: Catholic Charities of Central Texas

Community Landscape- The cost of living increases.

Local/State Politics

Austin, TX: Immigration Legal Services, Catholic Charities of Central Texas

Current immigration laws that prevent hardworking persons from being taken advantage of at their jobs, or not allowing them to maintain steady employment.

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

No significant challenges or obstacles have been identified while addressing the reduction of poverty in our communities. In our efforts to reduce poverty, we have coupled several indicators of poverty, i.e. food, financial assistance for rent/rent deposit, and utilities with a strong job search, case management, and educational components.

Dallas, TX: Catholic Charities of Dallas

The most significant barriers to reducing poverty tend to be those that inhibit clients from accessing employment at a living wage -- lack of affordable childcare, limited English proficiency, lack of education, and most significantly - transportation. The north Texas job market continues to grow, but many of the opportunities are in areas not easily accessed by public transportation. Clients report that it can take up to two hours to take the bus and/or train to positions for which they are well qualified. Clients cannot afford their own transportation and because of bad credit or lack of savings, they cannot afford to put a deposit on an apartment closer to the workplace. Additionally,

lack of funding inhibits us from providing more in-depth services and allowing coaches to manage smaller caseloads.

Beaumont, TX: Catholic Charities of Southeast Texas

Lack of financial resources to hire additional staff, especially case managers to help clients achieve and maintain self-sufficiency following emergency assistance and services to homeless.

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

As 68% of our budget comes from governmental sources, shifting public policy priorities could have a significant impact on the size and scope of services provided by the agency, especially in the area of services to refugees.

Brownsville, TX: Bishop E. San Pedro Ozanam Center (homeless shelter), Catholic Charities of the Rio Grande Valley

Recent immigration changes, low unemployment, and no permanent Housing units.

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

The greatest obstacle is finding resources to provide services/assistance to the community.

Amarillo, TX: Catholic Charities of the Texas Panhandle

The biggest obstacle is available funding which we are always working to increase.

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

Catholic Social Services of Laredo Mission Statement is commitment to serving the emergency needs of the indigent and believe that all people have the right to live in an environment that is free of abuse, violence, fear and oppression. The needs of our community are great and sadly, are greatest obstacle is funding. Without the proper funding, we find it extremely challenging to serve all those in need. Hence, we serve a small percentage of those that seek our services.

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

Lack of resources - human and financial

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

Provide services in very wealthy part of the country. Poverty is often invisible. Rents are high and out of reach for many families

Richmond, VA: Admin, Commonwealth Catholic Charities

Lack of human and financial resources as well as a lack of coordination of services among local jurisdictions. Funding that is available is not always earmarked to support the services most needed by an individual or family resulting in surplus in some areas and deficits in other areas.

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

- High rentals, with low income paying jobs
- lack of transportation for some in rural areas.

Yakima, WA: Catholic Charities

Lack of adequate resources for youth and adult homelessness

Spokane, WA: Catholic Charities Housing Services, Catholic Charities

Lack of adequate resources to meet the growing needs of our communities, specifically funding for new affordable housing and preservation of existing housing stock as well as funding for resident services programs.

Spokane, WA: Catholic Charities of Spokane

Lack of available resources and funding

Seattle, WA: Catholic Community Services of Western Washington

Lack of affordable housing

La Crosse, WI: Catholic Charities

Affordable housing and living wages.

Green Bay, WI: Catholic Charities of the Diocese of Green Bay, Inc.

Our own limited resources keep us pretty much confined to doing the things that we have always done.

Wheeling, WV: Catholic Charities West Virginia

- Expand existing programs and develop new programs that would be more impactful in the effort to reduce poverty in WV; however these programs require staff with certain experience & credentials, which presents challenges. 1) finding qualified staff 2) finding funders to provide money for labor-intensive programs that have small outputs. Saw this in parts of State where donors insist monies go only toward direct assistance for clients and not for salaries, rent, etc
-Reauthorization of Child Care & Development
-Block grant

Programs to Reduce Poverty

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

Birmingham, AL: Catholic Social Services – Diocese of Birmingham in Alabama

We do not have the financial resources, personnel and volunteers to provide these programs

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

Adult Resource Center. Providing assistance in job seeking, resume creation, and PC use. By assisting the local population find and obtain gainful employment with not doubt is having an effect on poverty. The cost of the program varies based on the demand for assistance. Currently Office rental, utilities, internet, and one full time staff is all that is required to operate this program in tandem with our other programs.

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

I am not sure that our "Lunch Program" is reducing poverty in our community; but it definitely provides an immediate need of those in poverty. We serve lunch Monday through Friday from 11-2 p.m. to those who are hungry, who don't have a means of preparing a meal or the finances to do so. It cost our program about \$8,000 in finances plus the canned and dried foods used which is

provided through an Annual Food Drive. It also cost about \$14,400.00 a year for a Food Service Manager. We served 4349 meals in 2016. We measure the success of our Lunch Program by the fact that God provides the food and the finances for us to feed the hungry as they come in increase each year.

Phoenix, AZ: WSHS Program Director, Catholic Charities Community Services

Financial literacy training with actual supports to develop budgets, job training, etc.

Phoenix, AZ: Social Enterprise/Housing, Catholic Charities Community Services

Housing

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

Safe House Shelter, our domestic violence shelter is primarily the program whose approach also addresses issues related to poverty. The Arizona Families FIRST program also addresses the need for family economic stability, while addressing substance abuse issues.

Tucson, AZ: Deaf and Residential Services, Catholic Community Services

The Counseling program helps consumers to manage their difficulties and allows them to stabilize for work options.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

Combined efforts by the organization's programs bring long-term stabilization to our participants.

San Francisco, CA: Catholic Charities

Our rapid rehousing program, SF HOME, effectively reduces poverty by providing a long-term rental subsidy which allows formerly homeless families to be housed while they follow a plan to improve their income. This program has a total budget of \$841,981, \$101,898 is funding by our agency. Four staff provide housing assistance and intensive case management services to approximately 118 clients a year. We measure success through the Self-Sufficiency assessment, administered at intake and at exit. Last year the clients improved both housing and income levels.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

The Earned Income Tax Credit is one of the most effective tools we have to help individuals and families climb out of poverty. Catholic Charities of Santa Rosa helps eligible individuals access the Earned Income Tax Credit through the collaborative Earn It! Keep It! Save It! Program, which brings more than \$6.8 million back to our community each year. In partnership with United Way of the Wine Country Catholic Charities currently implements the Earn It! Keep It! Save It! (EKS) Program at 4 sites in Lake and Sonoma Counties. The program employs volunteers, who receive extensive training through the program, to minimize staffing costs. The program costs approximately \$80,000 per year to operate, and serves 240+ individuals per year, for a per client cost of only \$330. EKS includes in-person tax preparation assistance at 2 Catholic Charities sites. Staff site coordinators operate each site, ensuring adequate numbers of volunteer tax preparers are onsite for bi-weekly tax preparation sessions. Clients can elect to make an appointment or walk-in during open preparation times. Additionally, a trained resource assistance volunteer provides participant-tailored resource and benefit enrollment assistance onsite at each of the tax-preparation. EKS also includes drop-off tax preparation assistance at 2 additional Catholic Charities sites to allow individuals the opportunity to receive support completing their taxes even if they are not able to stay for an appointment. This project puts more money back into the hands of individuals who are financially barely getting by. One in four families in Sonoma County and one in three families in

Humboldt, Lake and Mendocino County struggle every month to meet their basic needs. Households led by people of color, particularly Latinos, and single mothers are disproportionately impacted. Participants in the EKS program in 2016 had an average adjusted gross income of \$21,646. In 2016, \$415,693 in total refunds were returned to program participants. Another significant outcome of this project is that through staff and volunteers, program participants are supported in opening bank accounts and thinking about planning and savings. In 2016, 21% of previously unbanked program participants opened a checking account in conjunction with participating in the program.

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

Job training, education, and career planning (AYE). The Community Services Centers. The goal of these centers is to assist people in poverty in addition to stabilize and move towards self-sufficiency. The overall budget needed to run these centers is approximately \$231,000 (San Pedro Region). McGill Transitional Housing Program 5 clients succeeded (San Gabriel Region). Santa Barbara's community services program helps families stay afloat with weekly food, rent and utility assistance and clothing vouchers. Generating revenue to cover programs (Our Lady of the Angels Region).

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

Our food distribution program continues to be the most helpful and effective program in reducing poverty. When people are food-secure and know that there will be food on the table, they can spend their money that is otherwise budgeted for food, on other important needs such as rent, utilities, children's educational and health needs and job search, if needed.

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

SFB&FS' Food Bank Services is the gateway to the organization. These services combined with our Family Services provides a holistic approach to addressing poverty.

Vallejo, CA: Catholic Charities of Solano, Inc, Catholic Charities of Sacramento, Inc.

Family Assistance providing budgeting information to approximately 300 clients

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

While all programs are valuable to the clientele, programs that permanently house families give stability to families to address other needs.

San Jose, CA: Catholic Charities of Santa Clara County

The Immigration Legal Services with 16 staff and a budget of \$1.5million enable 100 clients to stabilize their families lives and obtain green cards to provide legal work permits. This enabled families to increase their income and reduce situational poverty

Fresno, CA: Catholic Charities of the Diocese of Fresno

Our food distribution program which runs Mon-Fri daily pantry plus a USDA distribution and Neighborhood Farmers Market served 131,000 individuals last year. Measure the success of the program by those not having to repeat services or not use all eight food pantry services become self-sufficient.

Stockton, CA: Stanislaus County Senior Services, Catholic Charities Stockton

Senior Services do not directly reduce poverty in the strict sense, but vulnerable seniors are able to stay in their homes for much longer as a result of many of our services.

Pueblo, CO: Catholic Charities

Our Family Support Programs have well-established roles in supporting vulnerable individuals and families in Pueblo and the surrounding counties. The services are designed to empower parents as primary educators of their children in the home and to increase parent involvement in school and community life to maximize the chances of successful early school experiences. The programs provide educational materials that increase community awareness of the importance of early childhood education and focus on brain development and pre-literacy through parent-child interaction.

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

Our shelter services provides warm and safe housing for up to 3,200 clients a year. They operate on a 7.5 million dollar budget and have 200 employees. We measure success based on the number of clients that discharge from our extended stay program with stable income and housing.

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

Hanifen Center Programs consist of services geared towards individuals who are homeless and/or low income. Over 600 clients per week are served on average. Services provided include medical, financial assistance, employment and life skills training. Emergency clothing, food boxes, and shelter assistance are also provided. Individuals accessing services include walk-in clients and referrals from local agencies throughout El Paso County and non-local agencies. The program is administered by a staff of 4 FT and 2 PT positions and case management is provided to clients. Monitoring the number of clients moving into permanent/stable housing and maintaining housing for one - two years after case management, the number of clients obtaining jobs and moving from part-time to full-time and higher paying jobs, the number of clients participating in financial literacy classes to learn how to budget are a few of the areas used to measure the effectiveness of the program.

Bethel, CT: Morning Glory, Catholic Charities of Fairfield County

Placing people who were homeless, into housing is the most effective at reducing poverty.

Bethel, CT: Homeless Outreach Team, Catholic Charities of Fairfield County

Homeless Outreach Team works with the most vulnerable members of our community to develop long term, sustainable plans to ending individual homelessness.

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

Our Emergency Basic Needs and Case Management Program is the most effective program we have in reducing poverty. All funding is used for our clients and their needs. The cost to the agency is \$250000. Success is measured by comparing the number of clients served and the number of services provided in the communities we serve.

Hartford, CT: Central Office, Catholic Charities, Inc.

Family strengthening programs including family centers, Early Childhood Education, and employment training/support.

Hartford, CT: Catholic Charities, Inc.

Family strengthening programs including family centers and early childhood education, Two generation programming and employment training and support.

Hartford, CT: MDFT/IICAPS, Catholic Charities, Inc.

IICAPS/MDFT provide case management which directly impacts family's access to resources.

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

Workforce Development. Costs about \$450K, serves about 450 people, Leads to stable life and sustained employment.

Wilmington, DE: Catholic Charities Inc.

Case management. 14.5 FTEs assisted 10174 clients.

St. Petersburg, FL: Catholic Charities

Rapid Rehousing program provides services to help homeless families reach self-sufficiency. Case management and follow up visits ensure that the client is stable or that any emergencies and needs can be addressed. Requirement of financial literacy classes also provides education to families which is beneficial. Success is measure with standardized outcome measurements set in place by funders and agency. Information is gathered at regularly scheduled intervals.

Palm Beach Gardens, FL: Catholic Charities Diocese Palm Beach

The Catholic Charities Diocese of Palm Beach's Hunger, Homeless & Outreach Program provides emergency services that assist individuals and families in need to attain economic stability and self-sufficiency. The program consists of 4 staff with a program budget of \$448,604. With our knowledge of the extensive range of resources available in the community, this program provides basic information and referrals to people seeking assistance. The program also provides the following direct services:

Rent and utility payment assistance

Assistance screening: helping to screen clients to see if they qualify for available resources including food stamps (SNAP) and Medicaid

Food and transportation assistance

Angel Food SNAC (Serving Nutrition to Area Children), a weekend backpack feeding program

Ignatian Spirituality Project, an overnight retreat for homeless men and women in recovery

Financial empowerment counseling

Outcomes we set to measure program success are as follows:

5 to 10% of households presenting with a housing or utility crisis will have their homelessness prevented or utility service preserved through financial assistance.

At least 80% of households contacted after receiving financial assistance will remain stably housed or have their utility service preserved after 6 months.

At least 70% of households contacted after receiving financial assistance will remain stably housed or have their utility service preserved after 12 months.

At least 75% of households provided benefits enrollment assistance will successfully receive benefits.

The parents of at least 90% of children participating in the Angel Food SNAC Program surveyed will report their child is better prepared for school on Monday because of this program.

The parents of at least 75% of children participating in the Angel Food SNAC Program surveyed will report that their children's grades have improved since participating in the program.

Smyrna, GA: Catholic Charities of the Archdiocese of Atlanta, Inc.
Public Benefits (SNAP and Medicaid)

Honolulu, HI: FATS, Catholic Charities Hawaii
General immigration because they help newcomers to get established in the USA.

Dubuque, IA: Catholic Charities
Effective in reducing poverty- Affordable housing is a basic life necessity that Catholic Charities is committed to supporting. Catholic Charities Housing offers safe and affordable accommodation for low-income families, elderly and adults with disabilities. Rent for each of our properties is determined based on the renter's income, which allows these tenants to be able to afford other basic needs such as food and clothing for their families. There are six full time staff in the housing program. The number of clients served this fiscal year was 622. One measure of success is when a tenant can move out because they were able to purchase their own home.

Des Moines, IA: Agency Operations, Catholic Charities
Refugee resettlement; low percentage of clients seeking help in the community after resettlement; intense case management working on self- sufficiency.

Davenport, IA: Catholic Charities, Davenport, Catholic Charities, Davenport
Our immigration services provide a dual benefit of allowing people to work legally, and ultimately to be part of the electorate that helps to shape legislative policies locally and federally. While only 50% of the professional staff, the two immigration counselors are perhaps 90% of our total efforts under Catholic Charities, and as disaster services, faith-based nursing/health, and post abortion works are directly not oriented toward poverty reduction, they could be considered nearly 100% of the poverty reduction efforts of our Charity.

Boise, ID: ID Falls Programs, Catholic Charities of Idaho, Inc.
Citizenship and Immigration is most effective; allows clients to obtain better employment/academic advancement/housing/etc.

Springfield, IL: Catholic Charities
Programs related to food services.

Chicago, IL: Catholic Charities of Chicago
The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a program of the United States Department of Agriculture (USDA) administered by the Illinois Department of Human Services (IDHS) and operated by Catholic Charities' Community Development and Outreach Services (CDOS). The 16 Chicago centers located across the city are unique hubs of support in underserved communities. They provide a variety of nutritious, WIC-approved foods that eligible participants obtain with WIC coupons allotted based on family size and nutritional needs. The food centers also provide access to social services, employment and job training for youth, nutrition education programs, and other programs to support families. On-site Episodic childcare provides quality supervised services for children while parents shop in the WIC Food Centers. Children are engaged in activities that promote learning in the areas of socialization, nutrition, music, and reading. Care Coordinators assist parents to connect with resources for state and federal benefits, social services in the community, and additional resources. Clients also gain access to Catholic Charities programs and benefits screening. In addition, clients have access to

Nutrition Education cooking classes in on-site kitchens, recipes, and nutrition education programs. Clients can participate in special programs and services such as, customer photo identification, paternity establishment, workforce development opportunities, farmer's market nutrition programs, and seasonal tax assistance. In fiscal year 2016, Catholic Charities WIG Food and Nutrition Programs had an annual operating budget of \$57,776, 109, enabling the program to serve 104,407 clients. There were 248 full-time employees and 22 part-time employees committed to providing WIC clients with exceptional customer service. Clients redeemed 1,547,520 coupons and participated in 1,055 nutrition education sessions. The WIC Food and Nutrition Programs successively exceeded program outcomes target benchmarks. At the end of fiscal year 2016, 87% of clients identified selection of products as "good" or better, 96% of clients identified their overall satisfaction with WIG as "satisfied" or better. Ninety-five percent of clients identified their overall satisfaction with Episodic Daycare services as "satisfied" or better. 88% of children were engaged in educational learning experiences during their visit to the Kiddie Corral. Affordable Housing -Basic needs to have permanent residence, stability, increase financial opportunities and receive services.

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

The most effective programs in reducing poverty continues to be the agency's supportive housing programs. 68 permanent supportive housing and 25 transitional housing units subsidized by HUD allows homeless families and individuals with multiple and complex barriers to self-sufficiency have enough income to meet their basic needs, and live independently in their communities at a combined cost of close to \$2,450,000. The program is cost efficient in that without this support, the cost would be extraordinary and compounded on a continuous basis to address repeated episodes of extended periods of homelessness; visits to the ER; mass shelter feeding needs; professional counseling; behavioral health related needs; family reunification; emergency transportation; routine healthcare and at risk behaviors for approximately 300 individuals each year.

Fort Wayne, IN: Catholic Charities

The agency provides a number of programs that strengthen children and families through education and skill building that have proven effective in moving people from economic dependence to self-sufficiency.

The Education Creates Hope and Opportunity (ECHO) Program provides support to pregnant and parenting teens to stay in school and complete their educational goals, which leads to improved lifelong economic outcomes. The program serves 110 clients annually and costs \$193,726 to operate, with 2.5 FTE s. Success is measured by the % of clients who complete their educational goals. The Senior Community Service Employment Program (SCSEP) provides low income senior citizens with job training skills, in order to secure unsubsidized employment, afford a decent life and save enough for a secure retirement. The program serves 120 clients per year with a cost of \$597,521 with 1.5 FTE s. Success is measured by the number of program participants who secure unsubsidized employment following training placements.

Immigration Services provides opportunities for people to achieve legal status to pursue educational and vocational opportunities and to become citizens. Immigration Services serves about 600 individuals annually and is a fee for service program with a budget of \$276,045 and 3.5 FTE s. The Job Development Program in Refugee Services provides job placement services to refugees for up to 5 years following arrival in the U.S. Annually, approximately 250 refugees are placed in jobs and the program budget is \$300,146 and 3 FTE s.

Evansville, IN: Catholic Charities

Boots 4 Work; Mental health counseling

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

Our homeless programs - PQI quality measure on increasing income and exit to permanent housing.

Bloomington, IN: Catholic Charities Bloomington, Catholic Charities

All residents of Becky's Place receive case management to link with resources including employment and housing. In 2015-2016, 95 residents utilized case management. Case management is measured by the number of residents who moved into permanent housing.

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

Working with children at a young age and through their teen years allows us to build a foundation for learning and to create a positive, forward looking outlook, knowledge and performance in the classroom, graduating high school and perhaps college or vocational school is a big achievement for the career. So we measure how many children in our program graduate.

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

Budget Basics gives the client tools to improve their financial stability. We use volunteer instructors from the community and have received a gift from the local United Way which will last several years. While only 8 people completed the course in 2016, all 8 have been able to stop using our emergency assistance program for help with utilities, etc.

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

Holy Family Shelter, located on the near west side of Indianapolis, addresses the increasing demand for emergency shelter in Indianapolis and the central Indiana area by providing residential services designed to move homeless families to self-sufficiency. Holy Family Shelter has been in operation since 1984 having never closed its doors in nearly twenty years. Each night 65 to 85 individuals sleep safely within the walls of Holy Family Shelter. The shelter has 26 private rooms where families can live for 30 to 45 days.

The annual operating budget for is over \$1 million; 14 staff and 800 volunteers. The shelter provides emergency housing for approximately 1,100 individuals (or 350 families) each year, over half of which are children. The shelter is capable of admitting families on a 24-hour basis. We serve married couples with or without children, single mothers with children, single fathers with children, and single pregnant women. The population served by our shelter is frequently dealing with issues of mental health, addiction, domestic violence, unemployment or underemployment, chronic or sub-acute medical illness, and developmental disability. Our families are provided three meals per day, and have access to personal hygiene supplies, telephones, laundry facilities, and limited transportation.

Holy Family Shelter practices a shelter-based, housing first model, which is centered on the belief that families have an improved chance of achieving and maintaining self-sufficiency once they are situated in transitional or permanent housing that is safe and affordable. When possible, families residing at the shelter are moved into Holy Family Transitional Housing. Comprehensive case management services are the cornerstone to the program. Over the course of their stay in the shelter, families participate in housing assistance, GED preparation programs, employment training, domestic violence counseling, mental health services, financial literacy/recovery plans, addiction treatment, legal counseling, and recreational programs. Holy Family Shelter case managers develop

a case plan with each family, outlining steps to identify and meet the needs of each family member. The case manager assists the family to work through the plan and refers family members to social service agencies for help with specific needs. The case manager typically has 30 to 45 days to work with each family before permanent housing is secured. There are two case managers; each has a caseload of 11 families, which allows them to spend concentrated time helping families as they develop and implement their case plan.

A network of agencies, designed to prevent families from falling back into homelessness, creates a support system beyond emergency shelter that is essential as families complete their case plans. Coordinating services with other agencies avoids the duplication of services and allows our homeless families to connect more efficiently with local resources.

The Shelter collaborates with over 20 other community service agencies including educational, health care, social service and housing partners. The program success and evaluation is measured in: number of families to secure permanent housing; assisting individuals to establish proper identification, which is necessary for securing housing and employment; providing a safe, educational, and nurturing childcare environment so that parents are able to work and participate in supportive services; connecting adults and their children to social service agencies that will continue providing services to the families once they leave the shelter. Access to mental health and medical care, life skills training, legal counsel, substance abuse counseling, employment search and placement services, and affordable childcare are essential in helping our families break the cycles of poverty and homelessness.

In addition to serving approximately 1,100 people annually, Holy Family Shelter meets the following achievements: 65% of all families entering Holy Family Shelter improve their housing status upon exiting the shelter (this improvement is in comparison to their status prior to coming into the shelter); 70% of all families at Holy Family Shelter are actively engaged in a case management plan; and 70% of all employable adults entering Holy Family Shelter are employed upon their exit from Holy Family Shelter

Other statistical information includes:

Serving almost 60,000 meals annually (this includes sack lunches provided for our employed families)

Childcare provided to 200 Children

Rental & utility assistance provided to 100 families

Transportation assistance provided to 300 families

Medical care provided to 500 individuals (this includes immunizations for 150 children)

Home furnishings provided for 225 families

Legal assistance for 150 individuals

Assistance with employment needs (purchase of uniforms, tools, fees, etc.) for 100 individuals

School related services (registration, enrollment, purchase of school supplies, clothing, transportation, etc.) for 300 school-aged children

Domestic violence intervention and assistance for 31 women

Substance abuse and mental health services provided for 100 individuals

Overland Park, KS: Catholic Charities of Northeast Kansas

Asset Development including: VITA, Financial Literacy programming, budget coaching, predatory lending program

Annual Budget: 500,000 - 6 employees

Decrease in debt, increase in credit score

Dodge City, KS: Catholic Charities of Southwest Kansas

Our Teen Mom's is probably the best program for move people from poverty. Up to 10 mothers between the ages of 13 and 23 can participate in the program and can remain in the program as long as they meet the age requirement. Weekly life skill workshops are held weekly. Meals are provided by volunteers. Volunteer mentors are assigned to each participant. Participants set goals and receive incentives for reaching those goals. Financial commitment by the agency covers part-time salaries for a coordinator and assistant, incentives and some supplies. The success of the program is measured through the participants ability to meet their goals bi-annually and their self-sufficiency at the time of graduation.

Wichita, KS: Catholic Charities, Inc.

The Mount Homeless Program assist families with finding permanent housing, employment and case management. The goal is for them to maintain housing and not have to go back into a shelter. We follow-up with the client over 6,9 and 12 month intervals to see how they are doing. The Mount has 15 employees for operating the shelter 24 hours a day 7 days a week. Clients can stay up to 90 days in the shelter while they establish work and save enough to move into housing. 399 clients were served in 2016. The annual operating cost was \$575,000.

Lexington, KY: Catholic Charities of the Diocese of Lexington

Lasting Change financial literacy. \$7500 cost, 20-30 clients/year, 305 volunteers

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

The poor will always be with us, and we are limited by our small size, but I believe we make the most impact on curbing poverty in our counseling programs where we help individuals and families to develop skills and coping mechanisms that allow them to be more productive citizens, and strengthen their families. We approach each client in a unique fashion using a variety of interventions and evidenced based practices to address your concern. The approach in counseling is holistic, collaborative, and is individualized for each client. As counselors work with each individual client, they may provide individual adult or child counseling, couples therapy, or family therapy. Counselors can also refer to the following additional Catholic Charities programs: Substance Abuse Treatment, Parenting, Housing, or community resources as needed. A unique aspect of Catholic Charities Counseling program is the opportunity to include spirituality as a part of the process.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

The Head Start programs are effective and serve over 450 infants and children annually with a large budget and staff. The Prison Re-Entry Programs allow men and women returning from prison to re-enter the workforce is very cost effective. 130 individuals participate in the re-entry program at a cost of \$250,000. Success is measured by individual's entry in the workforce and connection with community resources.

Baton Rouge, LA: Catholic Charities Diocese of Baton Rouge

The combination of our programs working together.

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

Assisi Bridge House had 44 residents in 2016

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

Catholic Charities Boston's ESOL for Human Services program is one of the most effective programs offered by the agency in reducing poverty. ESOL for Human Services is a rigorous job training program for English language learners that facilitates a direct pipeline to the human services industry. The program currently serves low-income, largely unemployed individuals, all of whom are immigrants. An average of 24 students a year attend the program, which offers conducts two, fourteen-week sessions. Instruction follows a 10-unit curriculum developed by ESOL for HS in cooperation with five leading Boston-based direct care organizations.

ESOL for Human serves has graduated 88 students, and 84% of alumni are currently employed. Graduates have consistently maintained high retention rates, typically staying with their employer for at least 18 months. Success is also best evidenced through the stories of those served by the program. For example, three weeks into the winter 2016 course session, program instructors became aware that student MJ--known for her punctuality, dedication, and willingness to help her classmates--was living out of her car. She would shower at a local gym and participate in class with an inspiring positive attitude that largely betrayed the severity of her living condition. MJ graduated the course and, with the help of the Career Advancement Specialist, found employment as a live-in caretaker three days a week, a position which gave her a financial lifeline, needed shelter, and tangible gratification for her unfailing commitment. MJ's success in the role led her employer to hire her for an extra day each week and she got another part time jobs to supplement her income. As a result, MJ was able to afford an apartment and moved her family from a difficult situation in Baltimore to an apartment north of Boston this summer. She is now working two full time jobs as a CNA and plans on continuing her education toward a Nursing Degree. ESOLHS staff remain in constant communication with her, providing ongoing assistance and emotional support. In the same way that her in-class presence inspired her peers, MJ's success affirms the efforts of program staff and animates their work.

Springfield, MA: Catholic Charities, Springfield, MA

Our financial fitness workshops is among the most effective, as 150 participants have been educated to financial literacy, which has impacted how they manage their household budgets. Participants must set up monthly budgets, open savings accounts, and make regular monthly deposits to achieve goals they have identified during the classes. Since the program has been in place we have see a decrease in clients returning to our agency for repeat service/assistance.

Portland, ME: Catholic Charities Maine

Program Name: Behavioral Health Network

Description: By believing in every person's ability and desire to reach his or her fullest potential, we've been able to help thousands of Maine adults and children battling mental health issues, substance abuse, addiction, and other behavioral disorders. Specific programs include adult and children case management; substance abuse counseling; residential chemical dependency program; homeless program for people with mental illness; and children who are struggling with social, emotional and behavioral issues.

Network Cost: \$10,980,860

Clients Served: 3,975

Success: Is measured by the reduction in ER visits, the number of people completing treatment plans, the number of people no longer needing case management services, the number of people becoming sober, etc.

Kalamazoo, MI: Catholic Charities Diocese of Kalamazoo

Ark Services - serves 300 homeless youth

Grand Rapids, MI: Catholic Charities West Michigan

None of our programs directly "reduce" poverty. The aim of all of our programs is to alleviate the symptomatic burdens that can prevent our clients from being able to overcome challenges, whether they be financial, personal, or otherwise, that keep them below the poverty line.

Lansing, MI: Catholic Social Services of Washtenaw County, Catholic Charities, Diocese of Lansing

The majority of our programs work to reduce poverty. Often times this is as simple as maintaining the status quo and not plunging deeper into poverty

Lansing, MI: St. Vincent Catholic Charities, Catholic Charities, Diocese of Lansing

Employment Services/training, ESL classes

Lansing, MI: Catholic Charities of Jackson Lenawee Hillsdale Counties, Catholic Charities, Diocese of Lansing

Our out-patient substance abuse services in my opinion is the most effective in reducing poverty. The majority of the clients are parolees and those on probation referred by the court system or the Dept.of Corrections.Roughly 1,800/yr. Most are funded by the Dept. of Corrections or our local Community Mental Health. Our measure of success is attainment of goals on their treatment plan, attendance, participation, and successful completion of the program.

Winona, MN: Catholic Charities

Continue to feel the MediAppS program helps the most to reduce poverty by helping individuals find ways to get their medications for free or reduced cost which frees up resources to pay for other living expenses. The cost to our agency is the caseworker salary & benefits. Number of clients served last year were 192. The success of the program is measured by a client survey asking how we have helped them.

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

Office based and school partnership program. A quarter of them fall below poverty. Measured by ability to finish services and function level. (CFS)

Services to homeless/runaway or former foster children. The cost per day of service is \$213.06.

Clients served 149 in 2016. Success is steady progress of a client s ability to live independently.

(MG)

Shelter Plus Care, a Housing and Urban Development Plan (HUD) funded program, is a program within QOPC that continues to help clients in reducing poverty by providing access to permanent supportive housing. Clients enrolled in Shelter Plus Care generally have significant sobriety, are managing their mental and physical health symptoms, have begun the process of reengaging in school or work and are saving their income. Many of these clients have reunified with their children and are actively participating in communities of recovery. (QOPC)

St. Martha 's Hall as a whole works towards reducing poverty. We do not have a single program that is focused on correcting this social problem, rather it is integral to our entire mission. (SMH)

Supportive Services for Veterans Families provides rapid rehousing and prevention services for veterans and their families who are homeless or at eminent risk of becoming homeless. The program is fully funded by the VA for \$1.4 million and has a staff of 14 that offers housing quickly (within 30 days or less) and then case management services to help veterans maintain housing and

become self-sufficient. The goal is to serve 310 families per year at a cost of approximately \$3300 per household. We always exceed that goal. Success for this program is measured by retention in housing. The national goal and the average for our program is less than 15% of households served return to homelessness within a year. (SPC)

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

Workforce Development continues to be our focus area of being the most impactful program as it relates to reducing poverty. The program provides workforce development services in areas such as job clubs, support groups, resume development, soft skills workshops, employer relationships and employee placement as well as retention. The total number served for workforce development was over 1000. Outcomes include 1) preparing for employment 2) obtaining employment and 3) sustaining employment.

Springfield, MO: Catholic Charities of Southern Missouri

LifeHouse Crisis Maternity Home where, women receive comprehensive services while living in transitional housing for up to year after their baby is born. Women then transition into permanent housing and remain in an AfterCare program for at least two years. The comprehensive services provided by BSWs, nurse, LPCs and trained support staff result in women having healthy babies that otherwise would have been in the NICUs (Almost all have a drug history and over 50% domestic violence, mental health issues and history of chronic homelessness). Women who complete program are moving into permanent housing, complete drug treatment and drug court, achieve a high school sufficiency (GED), enroll in community college and/or job training, and achieving self-sufficiency. LifeHouse can house up to 20 homeless women averaging over 27 a year. Women in AfterCare program continue to receive case management and other services as they work to accomplish their goals. CCSOMO does not want hiccup (car breaking down) result in loss of job and possible homelessness.

Saipan, MP: Karidat

Our transitional housing program for victims of domestic violence and sexual assault has been most effective in reducing poverty and empowering the clients for their future. This program served 16 women and 31 children in 2016. Several of the women are now gainfully employed.

Biloxi, MS: Catholic Charities: Diocese of Biloxi

Our case management program is the most effective program in reducing poverty. Clients are challenged with goals and objectives to reach in their lives to encourage self-sufficiency. Our clients take ownership of the changes in their lives which helps create lasting changes.

Fargo, ND: Catholic Charities North Dakota

Guardianship-80% of our clients are at or below poverty level. We assist our clients in stabilizing their financial situation, protecting the limited resources they have, and assisting them in accessing & maximizing public benefits of programs.

Omaha, NE: Catholic Charities of the Archdiocese of Omaha, Inc.

Our Microbusiness Program is the most effective in reducing poverty. We offer a wide range of services tailored to help entrepreneurs and small business owners. We help clients create and grow their business which promotes independence and self-sufficiency and economic growth in our communities. We had 90 graduates, 79 new businesses, and 119 FTEs were created in the year 2016 due to the technical assistance provided by the Microbusiness program staff.

Camden, NJ: Catholic Charities

Case management and financial assistance enables our staff to help people get out of poverty. Financial assistance provides initial stabilization, while case management provides long-term options and the ability to help clients attain those options and plans.

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

Using the framework of Maslow's Hierarchy and Needs, improving potential for lifestyle can be viewed as an effective way to reducing poverty. With that framework in mind, the number of people treated in rental utility and temporary assistance is 1269.

Perth Amboy, NJ: Catholic Charities, Diocese of Metuchen

We have many emergency assistance programs that keep people from becoming homeless, unfortunately we don't have a program that measures long term effects of the intervention.

Albuquerque, NM: Catholic Charities

Our Homeless programs

Grants, NM: Casa San Jose, Grants, NM, Catholic Charities

Both programs. The day care provides parents with a safe nurturing environment for their children so that they may work or continue their education. The behavioral health program assists individual and families in addressing problematic issues which may hinder their ability to work and function in a productive manner.

Gallup, NM: Catholic Indian Center, Gallup, NM, Catholic Charities

Utility and rental assistance

Las Cruces, NM: Catholic Charities-Diocese of Las Cruces

Our "Grace Based lending" program created to combat abuses by the predatory loan industry was begun in late 2016. Program still being built and outcomes not yet determined.

Reno, NV: Catholic Charities of Northern Nevada

Crossroads is a public-private partnership between Washoe County Social Services, Catholic Charities of Northern Nevada, and several arms of local law enforcement. The Crossroads Program offers a long-term, safe place to live, with wraparound social and recovery services, to 135 men and women who would otherwise have no place to go but jail or a 28 day rehabilitation program. Research shows that individuals who have been homeless, serial inebriates require extended safe housing within a recovery-oriented community; comprehensive, 24-hour services to help them stabilize physically, mentally, and emotionally; and the opportunity to rebuild their life and job skills so that they can successfully hold down a job (which some have not done for years) and navigate the various life events they may encounter. The program also offers a variety of social and physical activities, to address mental, emotional, and physical wellness. For people with addiction, this long-term support is essential to the process of learning how to live without reverting to using or drinking. For those who have lived on the streets, a safe place to live is only the beginning of the road to recovery and to re-entering society as a contributing member. To solve addiction and homelessness permanently, clients must learn to become financially self-sufficient as well as repairing their emotional and physical well-being. Crossroads helps them learn all these skills, and provides them a welcoming yet disciplined environment in which to do so.

The program is housed within buildings owned by Catholic Charities of Northern Nevada. We are proud to provide this important service to our community and its vulnerable members. However, the cost to this agency is that we dedicate all our affordable, low-income housing to the project. We are investigating ways to develop additional low-income housing, to help meet the urgent need for affordable housing in this area.

Las Vegas, NV: Catholic Charities-Southern Nevada

The Homeless to Home Program helps those who are homeless with support to end the cycle of homelessness by helping them gain self-sufficiency through employment and permanent housing. Last year 274 clients were helped.

Brooklyn, NY: Catholic Charities

Young adult Internship Program - provides youth with valuable real world experience

Hicksville, NY: Catholic Charities

Senior Affordable Housing and Support Services (both HUD & tax- credit projects) allow seniors to survive on fixed incomes and to remain active & healthy so that they can remain independent. As Healthcare, utilities, food, transportation & other costs escalate, these programs are the last line of defense in averting poverty for some seniors.

Buffalo, NY: Catholic Charities

Emergency Relief Services which provides assessment, linkage to resources and financial management education.

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

Roots & Wings Emergency Services and Health Home/Care Coordination

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

Catholic Charities of Onondaga County has systematically and strategically developed two social ventures over the past several years that are designed to provide employment opportunities for the people we serve. The two venture to date are Culinary Arts for Self-Sufficiency (CASS), a five week culinary training program that now operates a catering business, and Project Joseph, a property maintenance business. Between these two projects, over 70 individuals are employed on an annual basis. The total budget for these two ventures is approximately \$600,000.

Rochester, NY: Catholic Charities

The new adult mentoring program at CFC

Albany, NY: Catholic Charities of Diocese of Albany

Permanent housing measured by resident occupancy and affordable housing

Syracuse, NY: Catholic Charities of Syracuse

Catholic Charities of Onondaga County has systematically and strategically developed two social ventures over the past several years that are designed to provide employment opportunities for the people we serve. The two ventures to date are Culinary Arts for Self-Sufficiency (CASS) which is a five-week culinary training program that now operates a catering business and Project Joseph, a property maintenance business. Between these two projects, over 70 individuals are employed on an annual basis. The total budget for these two ventures is approximately \$600,000.

Toledo, OH: Catholic Charities

Permanent Supportive Housing - Provides subsidized housing for clients with a permanent disability. Intense case management is provided to address client issues and barriers, with the goal of achieving self-sufficiency. The cost is approximately \$50,000 local funds, to match HUD grant, serving 20-23 households annually. Success is measured by employment achieved, financial stability gained, actively taking responsibility for life issues and spiritual support offered.

Youngstown, OH: Catholic Charities

Financial Literacy, which plants the seed in youth and young adults to begin exploring ways to seek self-sufficiency.

Cleveland, OH: Catholic Charities Corporation

The Employment and Training program is the most effective in reduction poverty. The program served over 800 clients and we measure success by the number of people who gained employment and remained employed for 30 days. Employment and Training placed 257 clients in employment in 2016. The populations served are general job seekers, individuals with mental health, substance abuse and criminal backgrounds.

Employment Services for adults and use: the total cost is approximately \$200,000 and serviced about 25 youth and over 75 adults. It focuses on helping to reduce the barriers to self sufficiency.

Programs for youth that are effective include our Success for Youth program where youth are required to learn employment skills, budgeting, daily living skills, attend employment work shops and participate in cost of living projects. 22 clients were served last year. Success is based upon gainful employment and not receiving new or further felony charges

Columbus, OH: Catholic Social Services

Pathways, and Our Lady of Guadalupe Center

Dayton, OH: Catholic Social Services-Miami Valley

Early Childhood Education.... its a long-term commitment to school readiness and educational achievement which eventually results in stable families with consistent employment. Program has a \$1 million budget, employs 20 educators and support staff, and served 233 children last year ages 2 1/2 - 10.

Cincinnati, OH: Catholic Charities Southwestern Ohio, Office of Catholic Charities

Refugee Resettlement effectively moves 330 refugees from the poverty of being homeless and without a country to contributing members of the community. 391 refugees were resettled in 2016 and success is measured by completing the program to be self sustaining in the community.

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

Again this year, our Independent Living Skills program makes the greatest impact on reducing poverty. This program teaches transition aged youth life and job skills that are important for independence. This program is budgeted at 6FTE staff and \$600,000 per year. We utilize the DLA-20 outcomes tool to identify success. Additionally, we track job placement and retention numbers for all of the clients served.

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

Our outpatient mental health program by reducing toxic stress and teaching coping skills.

Springfield, OR: Catholic Community Services of Lane County, Inc., Catholic Charities
Rapid rehousing program. \$304,000 cost, 193 clients. Measure success by exit to permanent housing and still housed at 6 months after exit.

Portland, OR: Catholic Charities

Our financial wellness program offers a true opportunity to exit poverty. It starts working with people at the realistic beginning, including such basic things as planning food expenses or people who live on SNAP benefits.

Allentown, PA: Catholic Charities

Case management program is most effective in reducing poverty. Developing service plans that create goals and identify ways for clients to be more self-sufficient as possible and coupling w/rent, mortgage or utility assistance, proves most effective. Service is mobile, the service can be provided in home, office or community. Use quantitative analysis by developing a score for each client/household and if they complete items on the service plan, the score increases.

Harrisburg, PA: Catholic Charities

Refugee resettlement holds the most promise as it has the highest level of success.

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

Improve family functioning which results in reduction. 75 per year - quality measures.

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

Our Emergency Services department is pretty effective as we use only non-government source funds (donations) - thus we can choose to help anyone we choose in a manner that empowers rather than enables. In particular, we will not continue to assist a family repetitively with a stipend payment onto a utility, etc. Rather, we encourage the person to attend and actively participate in one of the social skills classes we offer (25 different 8 hour sessions during 2016) in exchange for a rent/ utility stipend payment. Folks gain skills, reinforce their personal sense of dignity, and become member of small "communities" in that process. In the end, they maintain home stability and utility services.

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

It is difficult to determine which of our programs best addresses poverty. Our Housing Counseling program helps individuals manage their finances and purchase homes. However, our Social Services program serves many more individuals with basic needs assistance.

Erie, PA: Parish Social Ministry/Respect Life, Catholic Charities of the Diocese of Erie

Partnering with agencies in our community to empower individuals to find resources to aid their situation is so vital in reducing poverty.

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

Emergency Financial Assistance Program - we have strict guidelines, ensuring that any assistance stabilizes the household for at least 90+ days.

Wilkes Barre, PA: Catholic Social Services

Our Kitchens and pantries are most effective in reducing poverty with an agency cost of \$80k. Over 40,000 individuals are served. Success is measured by client health.

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

Providing Immigration legal services. Saved 1654 clients. Cost is approximated \$350,000.00 per year. Success is measured by number of clients served.

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

Financial Assistance

Rapid City, SD: Catholic Social Services, Rapid City

Uplifting Parents Program - is was created to empower single parent families by providing resources to support their advancement in education or job training. The goal is to assist single parents to acquire the education or job training needed to become financially sustainable in order to provide stability and greater opportunity for their children.

Nashville, TN: Catholic Charities of Tennessee, Inc.

The Family Empowerment program has a staff of 5 FTE, and is funded by United Way, the Seimer Family Foundation, and HUD. The program serves over 100 households per year and success is measured by the number of families that exit the program in sustainable, affordable housing.

Memphis, TN: Catholic Charities of West Tennessee

St. Sebastian Veteran Services most effectively reduces poverty. The program provides short term rent and utility assistance to veterans and their families who are homeless or at risk of becoming homeless. The program offers case management, housing search resources, employment counseling, financial counseling and work to connect clients with any benefits that may be applicable.

Lubbock, TX: Catholic Charities

Currently our Parent empowerment program is the most effective in helping families as they work to transition themselves out of poverty. Secondary education is the key to this program and we help students with limited family expenses as they work to earn a marketable degree from any of our local colleges and trade schools. 1.5 FTE and \$323k budget Success is measured when they graduate with a degree and are able to earn a living wage.

San Antonio, TX: Catholic Charities

Our VITA program, specifically helped 44,015 low income individuals receive on average 1,400 dollars in tax refunds regardless of citizenship status. VITA 2016 budget was 389,761 with seven full time staff and over.

Fort Worth, TX: Catholic Charities Fort Worth

1. Any of our programs that offer holistic case management are the best programs to reduce poverty. Disaster Response program is a great example of a program that has plenty of resources, its time-limited, and offers a comprehensive recovery plan. WFS is another program, which helps to end poverty. Each of these programs can operate fairly cheaply as the main cost is personnel-in the form of case managers. Number of clients per year is smaller but you are achieving bigger goals, like getting them out of poverty. Success is measured by our 4 item definition of out of poverty.
2. All refugee programs are integrated and work together to serve clients to reach self-sufficiency and ultimately reduce poverty by providing resettlement, financial assistance, education, employment, and case management services. All services combined had a budget of \$1.3 million in FY16, all of which were grant funds. We currently have 33 FTE staff.

3. The Working Families Services program is very effective at reducing poverty. The program includes employment services such as job development, placement and readiness, financial coaching, case management, and education services all delivered in a bundled, holistic approach. The program requires two case managers for every 70 clients served. The program served 319 clients in 2016. The program is measured by the number of services accessed, the increase in client savings, the decrease in client's negative debt, the wage per hour of the client, the increase in household income of the client, the changes in financial capability scores, the increase in credit scores.

Austin, TX: Gabriel Project Life Center, Catholic Charities of Central Texas

100% of Gabriel Project Life Center families received material assistance including but not limited to baby clothing, diapers, and other baby items. 100% of families also participated of the Earn While You Learn Program, that helps families with baby items needed during the first two years of their child's life. Material assistance provided is our most frequent and effective way of supporting families's financial needs. Over \$30,000 of program budget is designated to EWYL. Donations are received year round. Last year, over 45,000 diapers were distributed. Five full time staff, 3 part time volunteers, and the support of more than 5 part time volunteers make this effort possible. We measure the success of the program by number of parents graduating of classes, number of parents attending classes, and through surveys measuring the satisfaction and changes in attitudes regarding pregnancy or parenting situation.

Austin, TX: Catholic Charities of Central Texas

Immigration - Work authorization for higher paying jobs.

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

Several of our programs address reduction in poverty; however, our most effective program is Family Self-sufficiency (FSS). The program was developed as a voluntary program to serve as a guide to families and individuals who commit themselves to improve their education, work, eliminate dependency on entitlements, and ultimately achieve financial independence. The program uses an internal wraparound system of service delivery and provides all-inclusive mechanisms, such as, education and case management that focuses on strengthening the individual, family, extended family, and social support. Without the close collaboration and internal referral process of our programs, the Family Self-sufficiency Program would not have been a successful and intricate part of our agency. Participants are encouraged to select a variety of services that may benefit them, and we encourage them to get involved in the planning and implementation process of setting attainable goals. Our program is centered on the concepts of need-based, individualized services throughout communities, and structuring programs and services that will support individuals with multiple needs. To help address the economic progress of our clients we facilitate a three (3) part financial education curriculum and financial coaching, that when coupled with case management helps us explore the economic and social mobility of low income clients, allowing us to observe the inter-generational financial behaviors between parents and children, and the rooted dependencies on entitlements that often crosses generations. In terms of financial and human resources, the cost to our agency is approximately \$63,000.00 per year. Services are provided to approximately 125 clients yearly. As in the past, success is measured by the number of duplicated and unduplicated clients served, and by the number of participants who achieve financial independence. Through documentation, and evaluation, the success and effectiveness of our programs are measured through multi-layers of case management intervention strategies that focus on learned behaviors of economic disadvantaged households.

Dallas, TX: Catholic Charities of Dallas

Catholic Charities adopted the model of integrated services delivery which is based on work developed by the Annie E. Casey Foundation, bundling income support, financial education, asset building services, and employment and education services. Financial Stability and Career Services (FSCS) is designed to meet low-income individuals' most immediate needs first and then provide the services necessary to help them move out of poverty and stay out. After a mandatory orientation, clients are assigned a coach who encourages them to envision a realistic financial future. Coaches seek to inspire the individual and then challenge them to design steps to achieve short and long-term goals of their own choosing. Financial coaching, an integral component of integrated service delivery, is focused on helping clients develop strategies to increase savings, reduce debt, and increase credit standing. It consists of financial workshops, learning about specialized financial products, and concentrated one-on-one guidance. Depending on the client's goals and situation, they may need a job or they may need a better-paying one. Given that the majority of our clients face multiple barriers - unemployment, low skills, and financial hardship - coordinating job skills training with services such as pre-employment orientation and assistance with job applications and resumes can significantly improve a participant's chance at finding a job with a living wage. Coaches work with the client to develop a service plan that will result in placement within 90 days of the initial service date. Clients are able to access food pantries and benefits assistance to help support their families while they work towards achieving economic self-sufficiency.

Success is measured by positive financial outcomes such as increased savings, reduced debt, and increased credit standing. Research conducted by Annie E. Casey Foundation indicates that one-on-one coaching produces long-lasting change. We employ five financial coaches who serve nearly 1,000 clients per year.

Beaumont, TX: Catholic Charities of Southeast Texas

Asset Building Case Management - provides comprehensive case management services that assist low and moderate income families achieve their self-sufficiency and housing security goals through classes, case management, IDA's, and VITA. 2015-2016 budget was \$181,600 with grants received of \$50,000; 1.5 FTEs; 384 clients; Success is measured by objective program evaluation measurements including increased knowledge (pre- and post-tests); improved credit (credit report); purchasing a home or establishing emergency savings accounts, etc.

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

Refugee Resettlement effectively assists resettling refugees in the Houston area. This program provides refugees with temporary housing and assisting them in securing employment within 90 days. The program also assists refugees in connecting to community resources, including but not limited to public benefits, ESL classes, and immigration legal services.

Brownsville, TX: Bishop E. San Pedro Ozanam Center (homeless shelter), Catholic Charities of the Rio Grande Valley

Our Shelter program combined with our Rapid Re-Housing Program have been the most effective programs to reduce poverty and quickly rehouse families.

Amarillo, TX: Catholic Charities of the Texas Panhandle

Our Catholic Charities Hunger Project is a grocery store style food pantry that provides food items for low income individuals and families. To qualify, at least one person in the household must be 55 years and older or receiving disability benefits. The qualifications are also based on their income versus their expenses on a monthly basis. No money ever changes hands, so the program is of no

cost to the participants. This allows the participants to supplement their monthly food supply and to possibly free up some of their limited income for other necessities such as rent, utilities, medications, etc. On an annual average, this program costs our agency approximately \$200,000 as well as two full time employees and several groups of volunteers throughout the year. In 2016, this program served 900 unduplicated clients. Our clients can come in each month up to a year before re-qualifying, but they are only counted once.

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

Our Emergency Assistance Program assists individuals experiencing crises, who are facing homelessness due to inability of paying monthly rent and/or unable to pay basic monthly utilities, which includes electricity, water and gas. We strive to prevent homelessness by empowering families & individuals to become self-sufficient.

Our agency's cost in terms of financial and human resources is 26% of our budget, which averages to approximately \$184,000 annually. We employ 2 Social & Human Services Assistant that provide case management to clients.

Our Emergency Assistance Program serves approximately 439 families & individuals on an annual basis.

Our programs success is measured by preventing homelessness for the number of families & individuals that are served and able to keep their homes.

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

Financial & housing Counseling - debt management, financial assistance, foreclosure prevention, budget counseling. We serve over 500 each year, the program costs the agency \$199,000 with counselors and support staff. We measure success with positive outcomes such as those able to avoid foreclosure, save more, reduce debt, remain in their homes & current on payments & utilities.

Richmond, VA: Admin, Commonwealth Catholic Charities

Housing & Financial Counseling-Assist 700 clients each year set & achieve financial goals & build assets. Program deficit is ~\$185,000 annually which is funded through Agency fundraising - 5 dedicated FTEs.

Spokane, WA: Catholic Charities Housing Services, Catholic Charities

The integration of affordable housing and resident services has been an effective comprehensive approach to reducing poverty. In the past 2 years, we have had 51 of 59 (86%) high school seniors (coming from very low- and extremely low-income immigrant households) graduate high school. The two year cost of the program was ~\$165,000. Avg. graduation rate from within the school districts 76%. The societal benefit from our program over the life of those additional graduates: \$1.46 million.

Spokane, WA: Catholic Charities of Spokane

St Margaret's Shelter - shelter to permanent housing with support - Rapid Rehousing services and supportive services to place families in permanent housing along with employment and schooling supports

Seattle, WA: Catholic Community Services of Western Washington

WISe (Wraparound with Intensive Services), an intensive in-home mental health service serving in 2016 over 775 youth and families. Approximately 98.8% were stabilized within their own homes, thereby preventing more restrictive and costly out-of-home placement. This impacts family stability. Family Behavioral Health has a full-time staff recruitment manager with over 200 dedicated employees working with WISe families.

Green Bay, WI: Catholic Charities of the Diocese of Green Bay, Inc.

Our financial health program

Wheeling, WV: Catholic Charities West Virginia

-Child Care Subsidy provides payment for all/part of a families' child care payment.
-Case managers (CM) work with clients/families to identify barriers in 13 areas of life, set goals and action steps to overcome barriers. CM tracks/monitors progress and serves as support. A Household Snapshot and a Goal Attainment Scale is completed and allows new action steps/goals to be entered at different points of time. Currently have 5 staff in 4 offices who offer CM part-time at a cost of \$150,000 with another \$2000 in financial assistance with only 54 active clients.

Desired Programs to Provide or Enhance

A final question in this section asks agencies to describe the program or service their agency would provide or enhance if it had access to the capital to do so. Agencies responded as follows:

Birmingham, AL: Catholic Social Services – Diocese of Birmingham in Alabama

Classes on social work skills, financial budgeting, dressing for success, interview skills

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

More services for victims of crime and traveling clinics

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

Improved Adult Resource Center providing increased and more up-to-date technology. Implementation of free to participate courses in job seeking, interview techniques, PC literacy and employment case management.

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

We would enhance our Emergency Rental and Utility assistance by providing a larger amount of assistance if we had access to more capital. A number of families that come to us have to go looking else where for assistance because the amount we are able to assist with is not enough.

We would also provide Motel Assistance to those who are not able to stay at the Bread of Life Mission Homeless Shelter for a legitimate reason; no more room, mental problems, sex offender.

Phoenix, AZ: Social Enterprise/Housing, Catholic Charities Community Services

Housing

Phoenix, AZ: WSHS Program Director, Catholic Charities Community Services

Financial literacy training with actual supports to develop budgets, job training, etc.

Phoenix, AZ: Senior Programs Director - East Valley, Catholic Charities Community Services

Housing

Sierra Vista, AZ: CCS in Southeastern Arizona, Catholic Community Services

We have been approached by a community member and 501c3 board to take over the challenge of reopening the children's group home which has been closed for several years. There is no congregate home within our 5 rural counties (20,000 sq. miles) anymore. There are still times where there are not enough foster care beds and children are sleeping in the state offices on the floor, or they are being placed with inappropriate kinship placements because of the lack of foster beds. We are trying to find partnerships and funding opportunities to get this home reopened so that there are more options for children in our community so they can remain in their community and have a safe, comfortable and supportive environment while out of their parent's care.

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

Additional trauma informed care counseling services and free support groups to the community.

Tucson, AZ: Deaf and Residential Services, Catholic Community Services

I would work with the combo of counseling and employment to develop a different type of employment option. A supported group going out to work and allowing the person to develop job skills to then move on to other competitive work.

Tucson, AZ: Pio Decimo Center, Catholic Community Services

Our basic needs program needs to be enhanced with a larger service area.

San Francisco, CA: Catholic Charities

Replace aging water treatment plant and water distribution system at CYO Camp.

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Planning and saving have demonstrated, with even more significance than income, increased long term financial stability for individuals and families. According to the Center for Financial Services Innovation report, Understanding and Improving Consumer Financial Health in America, holding income and other demographic and behavioral variables constant, consumers who plan ahead for large, irregular expenses are ten times as likely to be in a Financially Healthy segment compared to those who do not, and those who have a planned savings habit are four times as likely to be in a Financially Healthy segment compare with those who do not. Catholic Charities of the Diocese of Santa Rosa committed to building financial stability and equity in Sonoma, Lake, Mendocino, Humboldt and Del Norte counties through integrating asset building services into the Earn it! Keep it! Save it! network. Using case management and financial coaching, we seek to provide our clients increased access to benefits, healthy banking, incentivized savings and credit building products. With additional Capital Catholic Charities would further develop our Volunteer Income Tax Assistance (VITA) sites as an engagement tool and create year-round opportunities for our volunteers. Additionally, clients who received multiple financial services were 3-4 times more likely to achieve a major positive financial outcome, such as getting a job or getting out of debt.

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

The Community Services Center, as people living in poverty rely on the weekly USDA food distribution, utility assistance, rental assistance. Due to government cut backs and declining donations we have to turn people in need way. Job skills training and job program to get clients off our programs (Santa Barbara Region). Housing for homeless (Our Lady of the Angels Regions). Senior Health Services (San Fernando Region).

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

Immigration Services; School Counseling; Family Counseling; Financial Literacy for Families.

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

More permanent housing for low income and special need populations.

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

SFB&FS will expand Food Bank Services and job development.

San Jose, CA: Catholic Charities of Santa Clara County

Outpatient therapy for all ages that does not limit participation based on county/court intake criteria, Transportation services, Refugee Program

Assistance for Housing, Seniors Services, Employment Services, EITC

Stockton, CA: Environmental Justice, Catholic Charities of the Diocese of Stockton

I would love to see us do more advocacy - a person or office to track local and state initiatives, legislation, and regulations and us to weigh in on behalf of our clients. We provide excellent direct services, but I'd like to use that experience to influence the policies before they get made so they benefit (or at least not harm) those we serve.

Stockton, CA: Cal-Fresh, Catholic Charities of the Diocese of Stockton

SNAP Enrollment Assistance.

Stockton, CA: Catholic Charities of the Diocese of Stockton

We would like to implement an asset development program and/or employment related services.

Stockton, CA: Stanislaus County Senior Services, Catholic Charities Stockton

Senior Assisted Transportation, Ombudsman and Homemaker.

San Diego, CA: Catholic Charities, San Diego

Affordable housing, food entrepreneurship, environmental sustainability

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

We would like to get more permanent supportive housing for women with children and seniors. There is a great need for both those populations and just not a lot of options.

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

Social Enterprise
Affordable Housing

Stamford, CT: New Covenant Center, Catholic Charities of Fairfield County

Our Food Pantry, where we currently serve 1,100 individuals with 10 days worth of groceries per month. We have identified there are almost an additional 1,000 people within a few miles of our Food Pantry that do not receive an adequate amount of food each month.

Bethel, CT: Homeless Outreach Team, Catholic Charities of Fairfield County

Expansion of housing would be helpful as we do not have enough housing vouchers to meet the need in this area.

Bethel, CT: Morning Glory, Catholic Charities of Fairfield County

Housing resources for those who are homeless and low income.

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

Immigration Services

Hartford, CT: Catholic Charities, Inc.

Increased financial literacy and coaching

Hartford, CT: Central Office, Catholic Charities, Inc.

Increased financial literacy and coaching.

Washington, DC: Catholic Charities, Catholic Charities of the Archdiocese of Washington
Increase the number of social workers and case workers across programs.

Wilmington, DE: Catholic Charities Inc.

Enhanced telepsychiatry services
Improved service access to rural counties

St. Petersburg, FL: Catholic Charities

Low income housing.

Jacksonville, FL: Catholic Charities Bureau, Inc.

Social enterprise, affordable housing and behavioral health services.

Palm Beach Gardens, FL: Catholic Charities Diocese Palm Beach

We are unable to meet the demand for homeless assistance. Also, our new Anti-Human Trafficking grant is bringing in significantly more clients than anticipated.

We would like to expand our Elder Affairs services to offer respite care for caregivers of the elderly and/or disabled.

Pensacola, FL: Catholic Charities of Northwest Florida, Inc.

CCNWFL would open one or two more women and family shelters.

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

Workforce Development Services

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

Transitional housing and permanent housing

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

Expand case management services to the community for those who are not able to afford the services. Immediate affordable housing options for seniors. Provide shallow rent subsidies for seniors who are paying 75% or more of their fixed income towards their rent. Replacement of older vehicles in order to provide transportation for elders. Also increase wages in order to recruit and maintain necessary staffing levels to deliver services.

Honolulu, HI: YES - NOP (Hawaii Island), Catholic Charities Hawaii

Serve marginalized populations in therapeutic foster homes., e.g., LGBTQ, unaccompanied refugee minors, commercially sex exploited etc.

Honolulu, HI: FATS, Catholic Charities Hawaii

Provide services to a larger geographical target area.

Des Moines, IA: Agency Operations, Catholic Charities

Childcare, transportation

Dubuque, IA: Catholic Charities

Enhance if we had capital- There is a lack of affordable housing in many of our communities and therefore, investing in more housing units would be an enhancement of our program. We also have long wait-lists for our counseling program and if we had the ability to hire more counselors, we may be able to provide more mental health services. The agency would offer more school counseling, more counseling for the elderly and Telehealth.

Davenport, IA: Catholic Charities, Davenport, Catholic Charities, Davenport

Expanded immigration support, including ESL and Naturalization preparation in addition to enhanced capacity for legal work and advocacy.

Refugee Resettlement.

Enhanced advocacy on specialty (mental health and drug) courts.

Justice Reform

Springfield, IL: Catholic Charities

All of them

Chicago, IL: Catholic Charities of Chicago

The program that is most effective in reducing poverty in the Archdiocese of Chicago is the Family Self Sufficiency Program. This program helps heads of household obtain subsidized housing, increase their earnings, increase their skills and attain family stability . Families earn a living wage and develop assets while receiving comprehensive case management. The cost of the program is \$388,865, not counting the housing subsidies. (not all families remain on subsidy). Catholic Charities privately raises \$121,648 to support the program in addition to government funding. 5.5 employees serve 270 families. Measurements include: Family maintains stable housing Families have stable income for 6 months or more Families contribute to savings accounts.

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

1. Prison Re-entry
2. Affordable housing and additional resources to rapidly re-house homeless individuals.
3. Adult day center

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

Family shelter, substance abuse treatment/counseling

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

Education - Technology-based programming that our young adult population could enter and learn a skill that has better opportunity and wage earning potential. We would also couple this with a social etiquette class to improve skills for appropriate behavior in community and public settings.

Bloomington, IN: Catholic Charities Bloomington, Catholic Charities

Enhance trauma and play therapy training of therapists. Funds for transitional housing and adding or additional case managers/staff.

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities

Rapid Re-Housing/Coordinated Access program. This program will be in partnership with Holy Family Shelter and the Homeless Initiative Program, an Indianapolis based homeless service provider of which Holy Family Shelter. The purpose of the Rapid Re-Housing/Coordinated Access project is to quickly identify homeless families in our emergency shelter who would be eligible to

move into permanent housing, support them in their new housing, and work through a case plan to lead to self-sufficiency. While this approach is clearly not applicable for a significant number of homeless families in our emergency shelter due to excessive housing barrier issues, for those it can help will free up dire needed space in the emergency shelter for additional families.

A summary of the proposed project would be the following: 1) Identify eligibility homeless families during initial intake/assessment within 3 days of their entrance in the emergency shelter. This identification is conducted through a Family Vulnerability Index scoring tool. 2) Families identified will then be referred to the Housing Committee made up of who will develop the treatment plan with the client. This committee is made up for four individuals: housing specialist, employment specialist, primary case manager, and supervisor. 3) Appropriate housing will then be secured and the family will move out of the emergency shelter. Their case plan will continue with an assigned primary case manager.

It should be noted the above is a very brief summary of the proposed project. The implementation and execution of this is an inter-agency, disciplined approach (coordinated access) where each individuals and committees role is well defined.

The reduction of poverty implied in the project is to quickly move eligible homeless families from a status of life in an emergency shelter to permanent, sustained housing. All of the barriers that caused this family to come into the emergency shelter as well as those keeping them from moving on to permanent housing will be addressed so that those elements of poverty are not part of their future life. This approach is focused on the understanding that certain homeless families have a higher percent of success given their ability to quickly return to permanent housing.

This program is being proposed because it is an approach unique to the traditional manner of homeless services. There have been communities throughout the United States that have similar programs with preliminary mixed success. We are attempting to take what has been learned from past programs and customize it to what works in Indianapolis. The inspiration for this program's design comes from a pilot project we ran for 12 months that offered rental assistance to quickly move families out of the emergency shelter and ongoing supportive services so that they do not fall back into homelessness. While the pilot program was for 12 months, we had 80% retention of permanent housing three years after initially working with the homeless families.

Fort Wayne, IN: Catholic Charities

Mental Health Counseling as it is most often requested service by parish priests and schools.

Evansville, IN: Catholic Charities

We are working on a social enterprise but do not have capital.

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

A homeless shelter is very needed in our community. We are a poor area and do not have the resources to sustain such a venture.

Overland Park, KS: Catholic Charities of Northeast Kansas

Additional Case Managers

Dodge City, KS: Catholic Charities of Southwest Kansas

We would increase our housing and supportive services (case management).

Wichita, KS: Catholic Charities, Inc.

Rapid Rehousing so individual get placed into permanent housing for the homeless.

Owensboro, KY: Catholic Charities

Homeless shelter for women and children

Lexington, KY: Catholic Charities of the Diocese of Lexington

Mental health counseling, financial literacy

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

We would love to expand the School-based Counseling programs if we had the funding, because we are very committed to helping children and families; and we are seeing a significant increase in needs in this program as a result of the break-down in many families due to divorce, drug abuse, mental illness, job loss and financial issues.

We would love to acquire more residential properties to provide more housing opportunities for the homeless, because our supportive housing program provides case management to support the tenants in our housing program.

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

The agency would fund more wrap around services for those returning from prison.

Baton Rouge, LA: Catholic Charities Diocese of Baton Rouge

IDA's which allow clients to invest in their own well being by being able to purchase homes, cars, start a small business or go back to school. Fatherhood Development across all programs to decrease poverty, incarcerations, and improve parental outcomes and child outcomes

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

Case Management for Individual and Family Assistance

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

Catholic Charities Boston does not have a disability advisory committee nor a disability specialist on staff presently; however, the agency would welcome the opportunity to build such a committee or hire a specialist in the future, resources permitting. The agency devotes what resources it can to providing quality professional development opportunities for staff, and to forging robust connections with other expert providers in the community so that the needs, barriers, and assets of its disabled clients are well-understood and addressed through services.

Additionally, staff throughout the agency are cognizant of the prevalent number of national service members and families requesting assistance as civilians through Catholic Charities Boston's food pantries, Basic Needs programs, shelters, and mental health clinics. Catholic Charities does not yet have a specific staff specialist to meet the needs of Military Veterans, but would consider hiring one in the future if there was ample access to capital.

Springfield, MA: Catholic Charities, Springfield, MA

A foreclosure prevention program.

Portland, ME: Catholic Charities Maine

To further enhance social enterprise initiatives. This would help provide unrestricted dollars to the agency that would drive down our dependence on state and federal dollars and ultimately allow us to provide more customized and personable services to our clients. It would also allow us to invest in human capital by providing more jobs and associated training programs with them. We especially see this as an opportunity to provide jobs to populations that have difficulty gaining access to the workforce, such as refugees and those being released from jail/prison.

Kalamazoo, MI: Catholic Charities Diocese of Kalamazoo

Refugee services and human trafficking

Lansing, MI: Catholic Charities of Jackson Lenawee Hillsdale Counties, Catholic Charities, Diocese of Lansing

We would enhance our trauma focused counseling services for children if we had the capital.

Lansing, MI: Catholic Social Services of Washtenaw County, Catholic Charities, Diocese of Lansing

Our food program has been in operation since our inception in 1959 and to date still runs at an annual deficit. This is one program that needs financial support

Lansing, MI: Catholic Charities of Shiawassee and Genesee Counties, Catholic Charities, Diocese of Lansing

Marriage Counseling

Job Training

Behavioral Health Services for the Medicare population

Lansing, MI: Livingston County Catholic Charities, Catholic Charities, Diocese of Lansing

Warming center or shelter

Lansing, MI: St. Vincent Catholic Charities, Catholic Charities, Diocese of Lansing

Wellness & Training for employees

Psychiatric care for clients with mental illness

Child care services for single moms

St. Cloud, MN: Catholic Charities

More transitional housing with case management/mental health ARMHS workers

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

Housing, Assisted Living, Market rate housing, Homemaker program, Adult Day program. (CRSS)

We would expand our pregnancy services at all levels. (GS)

With the opioid epidemic, QOPC is in need of expanded residential treatment, office space, and health services. In all three areas, we need additional program space and staff. We do expect an expansion of funding to address the opioid epidemic and thus will be able to expand access and services. (QOPC)

Expand youth services/programming at Southside. Expand bi-lingual mental health counseling because the need is so great. (SFCS)

Outreach and more community education on violence against women and girls. (SMH)

Rapid Rehousing case management support. The majority of people we serve need housing quickly with support services to help them maintain housing and become self-sufficient. (SPC)

Jefferson City, MO: Catholic Charities of Central and Northern Missouri
Crisis maternity home.

Springfield, MO: Catholic Charities of Southern Missouri
Job training and social enterprise

Saipan, MP: Karidat

Karidat would enhance our food pantry. We have been struggling to develop it into a sustainable food bank for our community. Currently we have a dedicated volunteer who is helping us with this project.

Biloxi, MS: Catholic Charities: Diocese of Biloxi

If we had the funds, we would like to expand food distribution to the more rural areas of our service area. This would require an additional hire and an additional truck.

Fargo, ND: Catholic Charities North Dakota

Guardianship for the Elderly (not necessarily the DD population)

Omaha, NE: Catholic Charities of the Archdiocese of Omaha, Inc.

We would like to build upon our shelter services and create another emergency shelter for families.

Camden, NJ: Catholic Charities

(a) Prison Re-entry Services.

(b) Human Trafficking Services.

Newark, NJ: Human Resources, Catholic Charities

Permanent Housing units for special populations -Young adults 18 and over who have aged out of foster care. Parents reunifying with children removed by child welfare system where housing is a condition of reunification.

Trenton, NJ: Children & Family Services, Catholic Charities

Enhance: Trauma informed counseling services for children & families.

Now: Disaster Response readiness capability.

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

Job training, health advocacy, and in-community support.

Perth Amboy, NJ: Catholic Charities, Diocese of Metuchen

1) A social enterprise business 2) Additional affordable housing

Gallup, NM: Catholic Indian Center, Gallup, NM, Catholic Charities

We would like to expand our programs, to help with a larger dollar amount and try and find housing for homeless people.

Albuquerque, NM: Catholic Charities

continued financial support for refugees after their initial MRS timeline

Las Cruces, NM: Catholic Charities-Diocese of Las Cruces

Employment training programs, micro-financing initiative to help women and the disadvantaged start their own business.

Reno, NV: Catholic Charities of Northern Nevada

1. Crossroads
2. Permanent, supportive, affordable housing for low income families and individuals.

Las Vegas, NV: Catholic Charities-Southern Nevada

More assistance for the mentally ill to access quality mental health care.

Brooklyn, NY: Catholic Charities

broader range of employment services

Rochester, NY: Catholic Charities

The new Thriving Families Program in Wayne County

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

The Catholic Charities of Onondaga County emergency shelter programs are in the process of being licensed by NYS Office of Temporary and Disability Assistance (OTDA). This is a very expensive endeavor with little capital funding available to cover these costs. The two shelters the agency operates serve over 120 homeless men, women, and children each day.

Hicksville, NY: Catholic Charities

Solar panels on our owned residences would yield operating services for years to come.

Buffalo, NY: Catholic Charities

Assistance with home ownership

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

Homeless services/rapid rehousing

Albany, NY: Catholic Charities of Diocese of Albany

Emergency Assistance (material, financial, referrals) - Basic Needs
Additional housing units in rural areas for low income seniors.

Syracuse, NY: Catholic Charities of Syracuse

The Catholic Charities of Onondaga County homeless shelter programs are in the process of being licensed by NYS Office of Temporary and Disability Assistance (OTDA). This is a very expensive endeavor with little capital funding available to cover these costs. The two shelters the agency operates serve over 120 homeless men, women, and children a day.

Youngstown, OH: Catholic Charities

1. Basic needs assistance, using more of a case management approach incorporating Bridges Out of Poverty
2. Drop-In Centers for the Homeless
3. Furniture Bank
4. Transitional Housing

Toledo, OH: Catholic Charities

Expand current crisis navigation services as well as expand the program to Diocesan service areas not currently covered.

Cleveland, OH: Catholic Charities Corporation

A prioritized need for enhanced services is services to impact the Opioid epidemic we currently face in Ohio. We have effective service models with good outcomes that can be expanded into additional counties of our diocese.

Transportation for seniors is an issue in every county, urban and rural, and while programs and issues vary, all of our seniors have appointments and they can't get to them. We have various programs that have vans/buses, while some do not, and the programs that do not have the resources to pay drivers full time. Another identified issue is that best practice and national standards say that services to the seniors should be all day and vary (evening and weekend services) but the senior programs in Cuyahoga county are either 3 days or 5 half day sessions because of funding limitations. Outreach to homebound seniors in another area identified and needing innovation. Good health among senior is related to socialization, and isolation leads to depression and poor health outcomes. We would like to see expansion of senior case management services like those offered in Medina County. Finally, the suggestion was made for technology resource centers to engage seniors to use technology as a way to decrease isolation and in make this an intergeneration project by encourage young adults to teach the seniors about technology.

Columbus, OH: Catholic Social Services

Senior Services, Legal services for immigration, case management for counseling clients for pregnancy and parenting services.

Dayton, OH: Catholic Social Services-Miami Valley

Would consider refugee housing.

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

If we had access to additional capital, we would make some renovations and expand our residential units at the Altercrest campus. Additional capital would be needed to market and hire additional positions.

Cincinnati, OH: Catholic Charities Southwestern Ohio, Office of Catholic Charities

The food programs that include counseling and case management including a multi-generational approach and trauma informed care would benefit and become very effective through a capital infusion including operating funds.

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

Sanctuary Women's Development Centers. These are day shelters for homeless women. Through this program, approximately 3 women per week find their way to permanent housing. This program cost the agency approximately \$1,126,042 per year.

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

Employment services for youth with adequate enterprise job opportunities.

Portland, OR: Catholic Charities

Supported housing/ housing with services

Springfield, OR: Catholic Community Services of Lane County, Inc., Catholic Charities

We want to develop a comprehensive poverty reduction program that ties together and integrates our existing programs and services.

Allentown, PA: Catholic Charities

Case Management Program

Harrisburg, PA: Catholic Charities

A social enterprise that would not necessarily involve clients, but would fund the existence of current services, as the united way and government dollars are disappearing quickly.

Pittsburgh, PA: Catholic Charities

Launch and expand our First Generation American program

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

Expanded services in the expressive therapies.

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

Social Services and Housing Counseling

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

We would continue with a transitional housing piece WITHOUT employing HUD's "rapid re-housing" model that does not fit within our Mission Statement. Some HUD changes to the Transitional Housing model employed for 16+ years are seen by us as undermining the potential for growth by emphasizing numbers rather than quality of relationships and service delivery/accountability.

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

Low-income housing

Wilkes Barre, PA: Catholic Social Services

Housing is a constant and growing need. Affordable housing reduces homelessness.

Columbia, SC: Catholic Charities, Prison Ministries, Catholic Charities

Housing First Program

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

Opening offices in other parts of the state, especially undeserved rural areas.

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

Dental Care

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

Assisted Living Services for Seniors on Medicaid

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

Financial Literacy, Homeless Services, Hunger

Rapid City, SD: Catholic Social Services, Rapid City
Uplifting Parent Program and Prosperity Initiative Program

Knoxville, TN: Catholic Charities of East Tennessee
Counseling Services

Nashville, TN: Catholic Charities of Tennessee, Inc.
Case management services that focus on client self-sufficiency.

Memphis, TN: Catholic Charities of West Tennessee
Our Immigration Services Program has the biggest need for capital as there is a great need for the program but obtaining funding is difficult.

San Antonio, TX: Catholic Charities
All services at our Guadalupe Community Center would be enhanced.

Lubbock, TX: Catholic Charities
Parent Empowerment Program.

Fort Worth, TX: Catholic Charities Fort Worth

1. We would enhance programs that provide holistic case management. We would invest in strategies that really help clients to see the benefit of case management.
2. Refugee Mental Health Program - increased mental health and intensive case management services to refugee clients.
3. Increase savings match programs, increase provisional educational services, and provide flexible childcare resources.
4. Additional transportation support to take people back and forth to work, and also establishing a day care facility that would allow those who can't afford it to use it and then be able to enter the work force to earn a living wage.
5. More saving options for clients.
6. Child care partnerships.

Austin, TX: Catholic Charities of Central Texas
Financial Stability- Financial literacy, job readiness, budgeting/credit counseling, coaching.

Austin, TX: Immigration Legal Services, Catholic Charities of Central Texas
More personnel for expanding capacity for cases.

Austin, TX: Gabriel Project Life Center, Catholic Charities of Central Texas
Expansion of services to other locations.
Permanent fatherhood initiative.
Expansion of services to children over 2 years of age.

Corpus Christi, TX: Catholic Charities of Corpus Christi, Inc.
This is one of the most difficult questions to answer; we consider all programs to be of extreme importance to our agency and our clients. In our experience, clients cannot achieve self-sufficiency without the supportive services offered by programs such as, the Emergency Aid department, Family and Individual Counseling, Representation Payee Program, Life Enrichment for the Disabled, Housing Counseling, the Family Self-sufficiency Program, Parents as Teachers Home

Visiting Program, Homeless supportive services shelter, and Transitional Housing. In addition, services and support are offered to residents in rural communities through our Rural Outreach Program. Nevertheless, due to the high number of families and individuals seeking to eliminate barriers for successfully achieving self-sufficiency and economic mobility which is often measured by movement between income quintiles, i.e. jobs paying living wages, financial education, financial coaching, credit counseling, and financial capability, we will suggest that if additional access to capital was made available, we will broaden the Family Self-sufficiency Program to include home visits to the elderly and disabled shut-ins unable to travel to our office for food and financial assistance, and couple it with a strong component of financial capability directed at populations less likely to seek these type of services.

Dallas, TX: Catholic Charities of Dallas

We would provide housing for homeless clients who already have a voucher but there are no places that take the voucher. We would also expand our financial stability programs and our early childhood education and summer camp programs because we have a high demand.

Beaumont, TX: Catholic Charities of Southeast Texas

Enhancements to current programs would include the addition of a case manager to help clients in the emergency assistance program and soup kitchen to overcome barriers (education, employment, health, etc.) to self-sufficiency. Additional programming that we've explored include community loans, prisoner re-entry, services to at-risk youth, and rural feeding services such as a mobile food pantry.

Brownsville, TX: Bishop E. San Pedro Ozanam Center (homeless shelter), Catholic Charities of the Rio Grande Valley

We would like to start offering a training program to teach our homeless population new skills so that they can be more employable.

Tyler, TX: Catholic Charities-Diocese of Tyler

Financial assistance for utilities and rent.

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

If proper & adequate capital were readily available, Catholic Social Services would enhance its Emergency Assistance Program by empowering families and individuals to become self-sufficient through a series of workshops & classes, such as, dressing for Success, employment assistance by providing & facilitating computer lab for job searches and preparing resumes. Also, provide financial empowerment workshops/classes on budgeting, becoming debt free, living within your means and enjoying. These workshops/classes would benefit the community in helping themselves, but, also being a blessing by helping others.

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

Service to help clients transition out of homelessness and poverty to self sufficiency.

Richmond, VA: Admin, Commonwealth Catholic Charities

Housing Development, Workforce Development, Employment Skills Training for several populations (young adults, aging out of foster youth, refugees, individuals released from prison, individuals with disabilities, veterans)

Spokane, WA: Catholic Charities Housing Services, Catholic Charities

Affordable rental housing, single family housing and resident services.

Yakima, WA: Catholic Charities

Increased services for homeless and disabled populations. Increased early learning facilities adjacent to multi-family affordable housing sites.

Spokane, WA: Catholic Charities of Spokane

24/7 sheltering would be permanent. More emergency financial assistance.

Seattle, WA: Catholic Community Services of Western Washington

Permanent supportive housing

Green Bay, WI: Catholic Charities of the Diocese of Green Bay, Inc.

Financial health, Mental Health Counseling, Case Management to the elderly and disabled, immigration,

Wheeling, WV: Catholic Charities West Virginia

Hire full-time experienced case managers and a case manager supervisor who would ensure best practices, audit records, provide trainings etc. Making changes in emergency assistance program to have more staff time for case management, but without more financial capital, we are somewhat limited.

Section IV: Personnel

Catholic Charities member agencies identify 348,869 people working with Catholic Charities in 2016, either as paid staff, volunteers, or board members. This is an increase of 13 percent from the 309,480 people identified in 2015. The distribution of personnel is about the same as what was reported in 2015: paid staff makes up 16 percent of the total personnel, board members are 2 percent, and volunteers are 82 percent.

Figure 13. Total Personnel

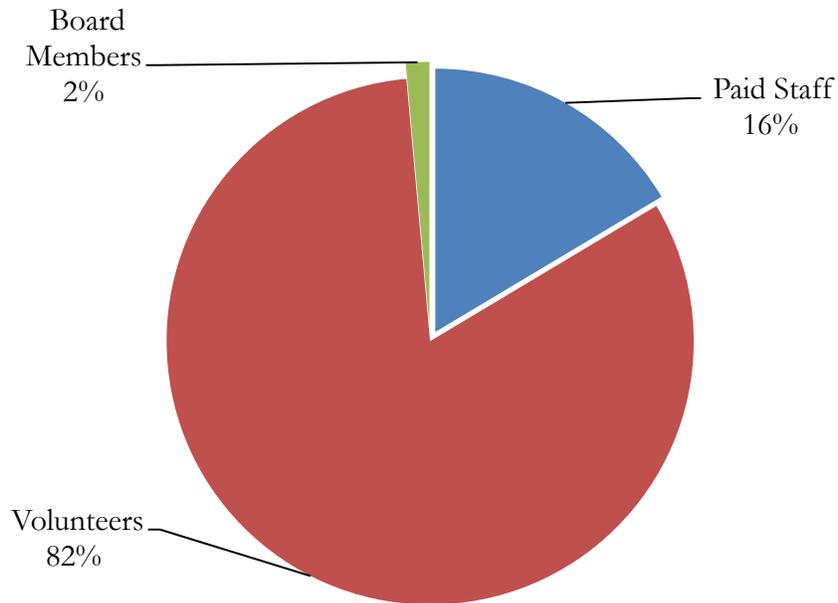


Table 43. Total Personnel by Category

Category	Number
Paid Staff	57,268
Volunteers	286,587
Board Members	5,014
Total	348,869

Ninety-two agencies report having someone responsible for Evaluation and Quality Improvement. They were asked to list the person's name, title, and contact information, many of whom did so.

Anchorage, AK: Catholic Social Services

Brigette Guzy

Birmingham, AL: Catholic Social Services – Diocese of Birmingham in Alabama

Ina Cooley, Human Resource Manager

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

James R. Latimer, Director, P: 9283672244 F: 9283672365, PO Box 552 McNary AZ 85935,
Director@whitemountaincatholiccharities.org

Phoenix, AZ: Human Resources, Catholic Charities Community Services

Taggart Behr, Quality and Risk Administrator, (602) 650-4836, HBehr@cc-az.org

Phoenix, AZ: WSHS Program Director, Catholic Charities Community Services

Donna Doss

San Francisco, CA: Catholic Charities

Marilyn Lovelace Grant, Director Human Resources, 415-972-1222,
Mlovelacegrant@CatholicCharitiesSF.org

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa

Doria Trombetta, dtrombetta@srcharities.org

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

Dr. Edward Nelson, Quality Improvement Director (213) 251-3459

Sacramento, CA: The Upper Room, Catholic Charities of Sacramento, Inc.

Collette Polaski, Vice Chair, Personnel Cmte. 530-957-4021

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

Natalie Rich, Human Resource Manager

Vallejo, CA: Catholic Charities of Solano, Inc, Catholic Charities of Sacramento, Inc.

Linda Webb, Deputy Director/CFO, 707-644-8909

Placerville, CA: Mother Teresa Maternity Home, Inc., Catholic Charities of Sacramento, Inc.

Volunteer, Jane Meuser, co-chair 530-295-8006

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

Jennifer L. Cummings, HR Director 530-241-0552

Oakland, CA: Catholic Charities of the East Bay

Kathryn Lee, Director of Data Analytics and Quality Improvement, klee@cceb.org

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

Jody Tunheim, Director of Human Resources, 303-742-0828

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

Helen Phillips, Office Manager hphillips@ccharitiescc.org

Bridgeport, CT: Behavioral Health, Catholic Charities of Fairfield County

Michael Tintrup

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

Michael Tintrup, LCSW

Bethel, CT: Homeless Outreach Team, Catholic Charities of Fairfield County

Michael Tintrup

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

Edward Tessman, Executive Director

Hartford, CT: Group Homes, Catholic Charities, Inc.

Cynthia McKenna

Hartford, CT: Catholic Charities, Inc.

Cynthia McKenna, Director of Planning and Organizational Excellence

Washington, DC: Catholic Charities of the Archdiocese of Washington

Vicki Barnes

Wilmington, DE: Catholic Charities Inc.

Fritz Jones, Director of Program Operations

St. Petersburg, FL: Catholic Charities

Clara Martinez HR Director

Gainesville, FL: Gainesville Agency Catholic Charities, Catholic Charities Bureau

John C Barli Regional Director

Jacksonville, FL: Jacksonville Regional Office, Catholic Charities Bureau

Anita Hassell, CEO, ahassell@ccbdo.org

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

Sherry Hardin, Senior Case Manager

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

Mary Kryzwick, Regional Director

Jacksonville, FL: Catholic Charities Bureau, Inc.
Anita Hassell, Chief Executive Officer, 904-899-5500

Palm Beach Gardens, FL: Catholic Charities Diocese Palm Beach
Carol Rodriguez, PQI Administrator, cjrodriguez@ccdpc.org

Orlando, FL: Catholic Charities of Central Florida Inc.
Julie Yetter/Senior Director of Operations/jyetter@cflcc.org

Pensacola, FL: Catholic Charities of Northwest Florida, Inc.
Eva Wise Service and Training Administrator 850-244-2825 wisee@cc.ptdiocese.org

Wilton Manors, FL: Catholic Charities of the Archdiocese of Miami, Inc.
Yirca Salazar, Quality Assurance Specialist 305-795-0077 Ext. 113

Smyrna, GA: Catholic Charities of the Archdiocese of Atlanta, Inc.
Kate Walker, Director of Performance and Strategic Initiatives kwalker@catholiccharitiesatlanta.org

Honolulu, HI: Admin (Accounting & HR), Catholic Charities Hawaii
Tonya Higdon, Director of Quality, 808-527-4832

Sioux, IA: Catholic Charities
Amy Bloch, Executive Director, 712-252-4547

Springfield, IL: Catholic Charities
Brian Berg, Director of Family Services and Quality Improvement

Chicago, IL: Catholic Charities of Chicago
Martha J. Mann PQI Director 312.948.6990

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.
John Stibich, Director of Finance & Administration 815/724-1163

Evansville, IN: Catholic Charities
Sharon Burns, Director

New Albany, IN: St. Elizabeth Catholic Charities - New Albany, Catholic Charities
Mark Casper, Agency Director

Bloomington, IN: Catholic Charities Bloomington, Catholic Charities
Corrina Hayes, Program Director (812) 275-5773

Fort Wayne, IN: Catholic Charities
Bobbie Golani, Quality Assurance Team, 260-422-5625

Indianapolis, IN: Catholic Charities - Indianapolis, Catholic Charities
Craig Fall, Senior Associate Director cfall@archindy.org 317.236.1534

Gary, IN: Catholic Charities

PQI Committee

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

Ginger Thomas, H.R. Representative

Indianapolis, IN: Catholic Charities - Indianapolis, Secretariat for Catholic Charities

David Bethuram

Overland Park, KS: Catholic Charities of Northeast Kansas

Linda Dorman, Coordinator of Program Compliance

Wichita, KS: Catholic Charities, Inc.

Martha McCabe, Director of Compliance & Quality Improvement. Ph 316-264-8344 Email: mmccabe@catholiccharitieswichita.org

Louisville, KY: Catholic Charities of Louisville, Inc.

Darko Mihaylovich, Director of Programs

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

Shannon Braun

New Orleans, LA: Catholic Charities Archdiocese of New Orleans

Cynthia Distefano, Coordinator Of Planning & Evaluation

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

Robert D. Gorman, Ex. Director, rgorman@htdiocese.org

Baltimore, MD: Catholic Charities

Rex Foster

Portland, ME: Catholic Charities Maine

Alyssa Pekins, Chief Administrator Officer, apekins@ccmaine.org

Kalamazoo, MI: Catholic Charities Diocese of Kalamazoo

Quality Council composed of 7 staff members

Grand Rapids, MI: Catholic Charities West Michigan

Mary Moore - Quality & Compliance Director - mmoore@ccwestmi.org

Lansing, MI: Catholic Charities of Jackson Lenawee Hillsdale Counties, Catholic Charities, Diocese of Lansing

Sue Lewis, Executive Director, slewis@catholiccharitiesjllhc.org

Lansing, MI: St. Vincent Catholic Charities, Catholic Charities, Diocese of Lansing

Cliff Levitt, Compliance & Accreditation Manager; Email: levittc@stvcc.org; phone 517.323.4734 ext. 1108

Lansing, MI: Catholic Charities of Shiawassee and Genesee Counties, Catholic Charities, Diocese of Lansing

Melissa Mehalko, Director Quality Improvement/HR

Lansing, MI: Catholic Social Services of Washtenaw County, Catholic Charities, Diocese of Lansing

Christin Learman, Quality Improvement Coordinator 734-971-9781

Lansing, MI: Livingston County Catholic Charities, Catholic Charities, Diocese of Lansing

Mark T. Robinson, Executive Director, mark@livingstoncatholiccharities.org

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

Gayle Shank, Chief Quality Officer, gshank@ccstl.org

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

Sunny Jones, COO sunnyjones@ccharities.com

Springfield, MO: Catholic Charities of Southern Missouri

Cindy Waites, Director of Administration & PQI, cwaites@ccsomo.org, 417-720-4213

Charlotte, NC: Catholic Charities Diocese of Charlotte

Sharon Davis, Social Work and Program Assurance Director, swdavis@charlottediocese.org 704-370-3218

Fargo, ND: Catholic Charities North Dakota

Kris Haycraft, Director of PPAS, 701-235-4457

Trenton, NJ: Human Resources, Catholic Charities

Jean Furdella, Director of Compliance, 6093945181 x2308

Newark, NJ: Human Resources, Catholic Charities

Elizabeth McClendon, Associate Executive Director

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

Pam Van Eck - Director of Quality Assurance

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

Jonathan Jacob, PQI/Accreditation Coordinator

Perth Amboy, NJ: Catholic Charities, Diocese of Metuchen

Nora Dixon, Manager, Performance Improvement, (732) 324-8200

Gallup, NM: Catholic Indian Center, Gallup, NM, Catholic Charities

Vicki Trujillo

Las Cruces, NM: Catholic Charities-Diocese of Las Cruces

Kenneth Ferrone, Executive Director, 575/527-0500

Reno, NV: Catholic Charities of Northern Nevada

James Williams, HR Director. 775-322-7-73, Ext 222. jwilliams@ccsnn.org

Las Vegas, NV: Catholic Charities-Southern Nevada

Marcus Valerio, Senior VP & CAO 702-387-2292

Rochester, NY: Catholic Charities

Patrick Dugan, Director of Process & Quality Improvement (585) 546-7220

Buffalo, NY: Catholic Charities

Michael Venezia, Director of Quality Improvement

Binghamton, NY: Catholic Charities of Broome County and Encompass Health Home, Catholic Charities

Pearl Reed-Klein, Corporate Compliance Officer, 607-729-9166

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

Candace Murray, candace@ccoc.us

Albany, NY: Catholic Charities of Diocese of Albany

Aaron Howland, Corporate Compliance Officer Aaron.Howland@rcda.org

Syracuse, NY: Catholic Charities of Syracuse

Anne Marie Storey, Dir. of Q/I 3157242158x7009

Youngstown, OH: Catholic Charities

George Garchar, Executive Director, Catholic Charities Serving Portage and Stark Counties; Nancy Voitius, Executive Director, Catholic Charities Regional Agency; Lynn Zalewski, Executive Director, Catholic Charities of Ashtabula County

Cleveland, OH: Catholic Charities Corporation

Glenda Buzzelli, gbuzzelli@ccdoble.org, 216.334.2916

Dayton, OH: Catholic Social Services-Miami Valley

Christie Linard, Executive Coordinator, 937-223-7217

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

Asheigh Metz

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

Richard Klinge, Senior Director of Advocacy and Legal Services 405-523-3000 rklinge@ccaokc.org

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

Kristy DeFrance, Director of Quality, 503-390-2600

Portland, OR: Catholic Charities

Jill Whiteford, Director of Quality and Program Evaluation, 503-688-2610

Allentown, PA: Catholic Charities

Teri Dakuginow, Program Administrator - tdakuginow@allentowndioocese.org

Pittsburgh, PA: Catholic Charities

Director of Quality Assurance and Training

Erie, PA: Parish Social Ministry/Respect Life, Catholic Charities of the Diocese of Erie

Ann Badach, Exec. Dir. Catholic Charities, Erie, PA abadach@eriercd.org 814/824-1252

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

Deacon Tony Indelicato, goodsamcenter@atlanticbb.net, 814/765-6880

Erie, PA: Disability/Deaf Ministries, Catholic Charities of the Diocese of Erie

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

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Erie, PA: Office of Diocesan & International Missions, Catholic Charities of the Diocese of Erie

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

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

Jim Williams, Compliance Officer, 814/899-7664, ext. 332

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

Ann Badach, Executive Director of Catholic Charities, Diocese of Erie abadach@eriercd.org 814-824-1252

DuBois, PA: Christ the King Manor, Catholic Charities of the Diocese of Erie

Director of Human Resources, Michelle Digilarmo, 814/371-3180

Hermitage, PA: Saint John XXIII Home, Catholic Charities of the Diocese of Erie

Kirk Hawthorne, Administrator klhawthorne@stjohn23home.org

Philadelphia, PA: Catholic Social Services, Catholic Social Services

Amy Stoner, Community-Based & Homeless Services Director

Wilkes Barre, PA: Catholic Social Services

Mary Theresa Vautrinot, Diocesan Secretary for Catholic Human Services, Chief Executive Officer of Catholic Social Services

Providence, RI: Diocese of Providence

John Barry III Sec of Social Ministry

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

Rapid City, SD: Catholic Social Services, Rapid City
Lorinda Collings HR Director 605 348-6086

Nashville, TN: Catholic Charities of Tennessee, Inc.
Pam Russo, Executive Director, 615-352-3087, x2160

Memphis, TN: Catholic Charities of West Tennessee
Sandra Goldstein, Director of Human Resources, 901-373-1200

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Austin, TX: Catholic Charities of Central Texas
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Randi Fertitta, Vice President of Programs, rfertitta@catholiccharitiesbmt.org

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John Prior, Director/Quality & Compliance, jprior@catholiccharities.org

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Houston, TX: Compliance, Catholic Charities of the Archdiocese of Galveston-Houston
John Prior, Director/Quality & Compliance (713)874-6506

Salt Lake City, UT: Catholic Community Services of Utah
Cynthia Mecklenburg

Virginia Beach, VA: Catholic Charities of Eastern Virginia, Inc.
Katie Dix, Human Resources, 757-456-2366

Alexandria, VA: CCUSA, CCUSA
Bill Sermons, Senior Director of Evaluation and Research, wsermons@catholiccharitiesusa.org

Richmond, VA: Admin, Commonwealth Catholic Charities

Anita Wallen, Chief Operating Officer & Abby Roberson, Quality Assurance Specialist

Milwaukee, WI: Catholic Charities

Robert Kaisler

La Crosse, WI: Catholic Charities

Dawn Kay, PQI Coordinator, dkay@cclse.org

Green Bay, WI: Catholic Charities of the Diocese of Green Bay, Inc.

Bobbie Lison, Financial Health and Operations Manager. email blison@gbdioc.org

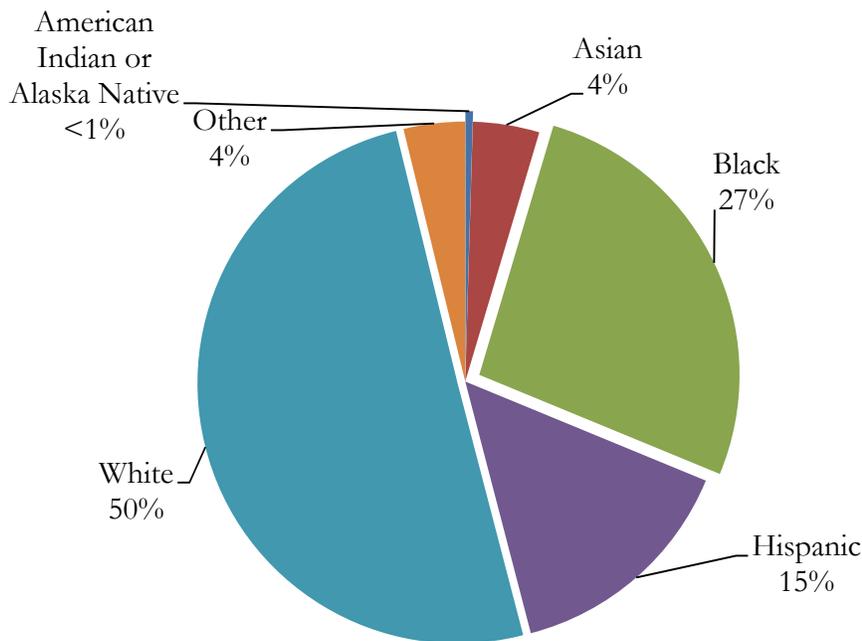
Wheeling, WV: Catholic Charities West Virginia

Elizabeth Paulhus, Director of Program Development & Evaluation, epaulhus@ccwva.org, 304-905-9860 ext 3000

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 14. Racial and Ethnic Background of Paid Staff

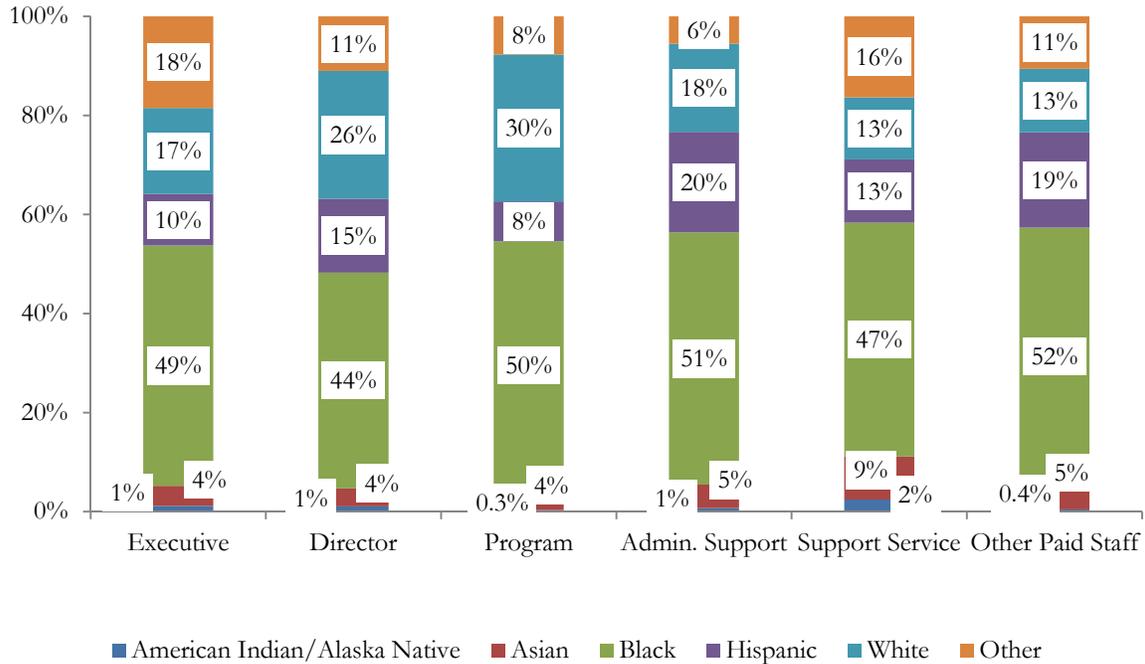


When asked how many total staff an agency has in FTE (full-time equivalent) staff people, they reported 48,836. In addition, 87 agencies report that they have implemented a policy to ensure a living wage for all staff.

Among agencies that reported the race or ethnicity of their paid staff, half of all paid staff are white, just over a quarter are black or African American, and 15 percent are Hispanic or Latino(a). Four percent are Asian, less than 1 percent is an American Indian or Alaska Native, and 4 percent are identified as some other race or ethnicity. These percentages are similar to those found in the 2015 survey.

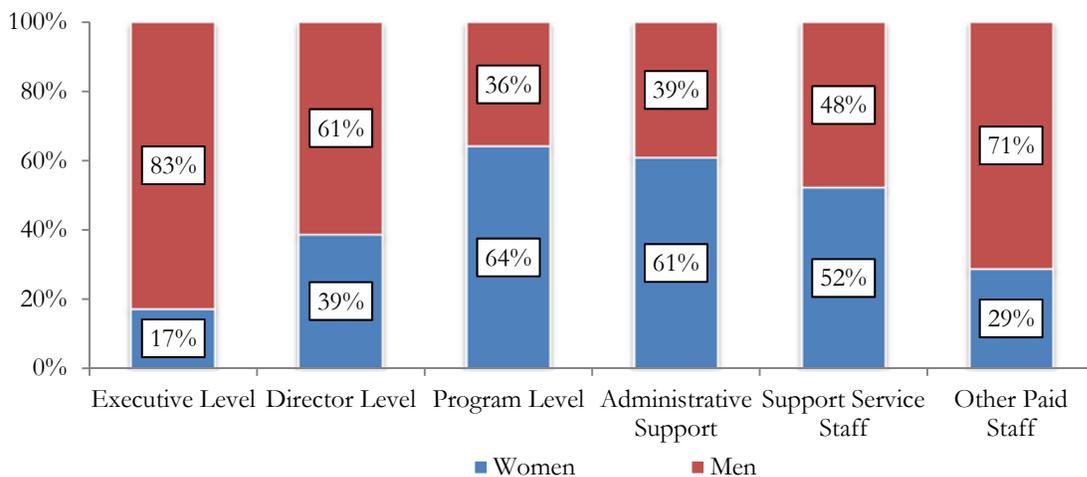
Figure 15 below presents the racial or ethnic background of paid staff personnel by their position level.

Figure 16. Race or Ethnicity by Position Level



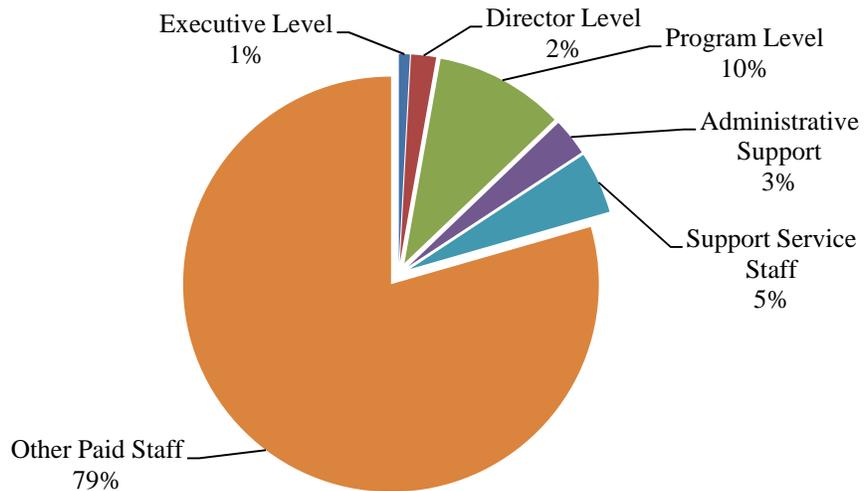
More than half of paid staff members (53 percent) are women. Figure 16 shows the proportion of women in each position level among Catholic Charities agencies.

Figure 16. Gender of Paid Staff by Position Level



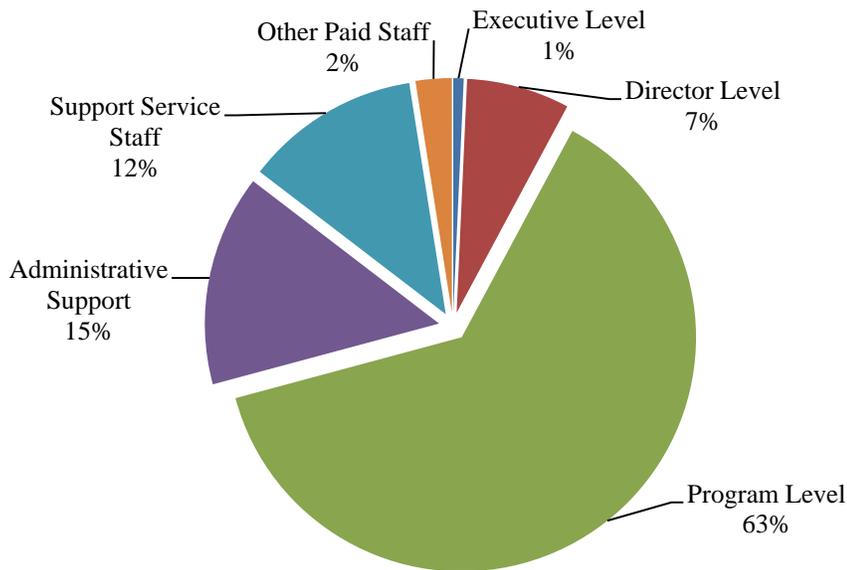
Veterans are 4 percent of the total paid staff reported by Catholic Charities agencies in 2016. Among the 2,326 veterans identified as paid staff by Catholic Charities agencies, less than one in 20 (3 percent) veterans is in an executive or director level position. One in ten (10 percent) is in program level positions, and almost another one in ten (8 percent) is in a support position.

Figure 17. Veteran Status of Paid Staff by Position Level



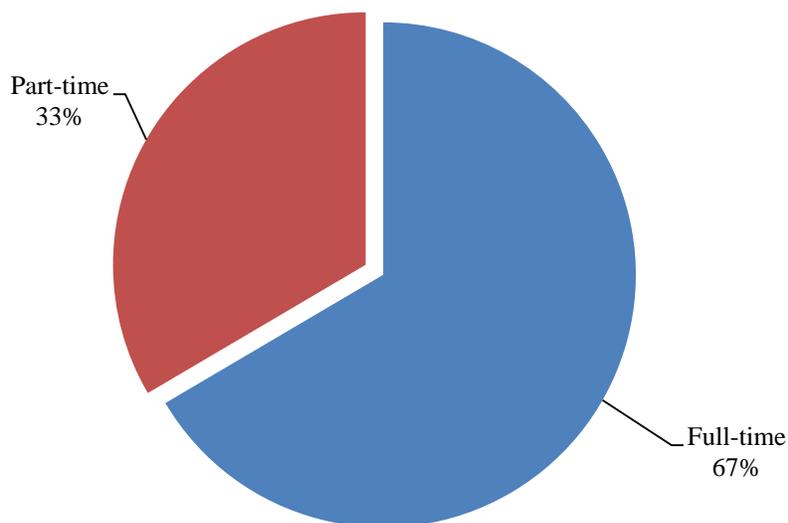
A total of 281 paid staff members are identified by CCUSA member agencies as workers with disabilities. About one in ten (8 percent) of these workers with disabilities are in executive or director level positions, more than six in ten are in program level positions, and about a quarter are in one of the support positions.

Figure 18. Disability Status of Paid Staff by Position Level



Two in three paid staff members work full time in their position. A third hold a part-time staff position. This proportion is about the same as that reported in previous years.

Figure 19. Full-time and Part-time Paid Staff



More than two-fifths (44 percent) of all paid staff are employed at the program level and another two-fifths (44 percent) are at the support service staff level. Just 12 percent of paid personnel are employed at the executive or director level. Compared to the 2015 proportions, fewer paid personnel are employed at the program level (51 percent in 2015 compared to 44 percent in 2016).

Figure 20. Paid Personnel by Position Level

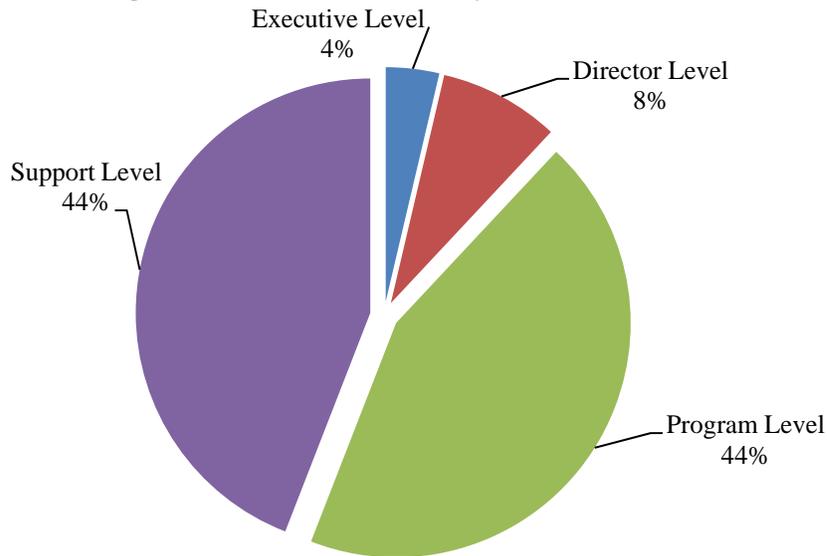


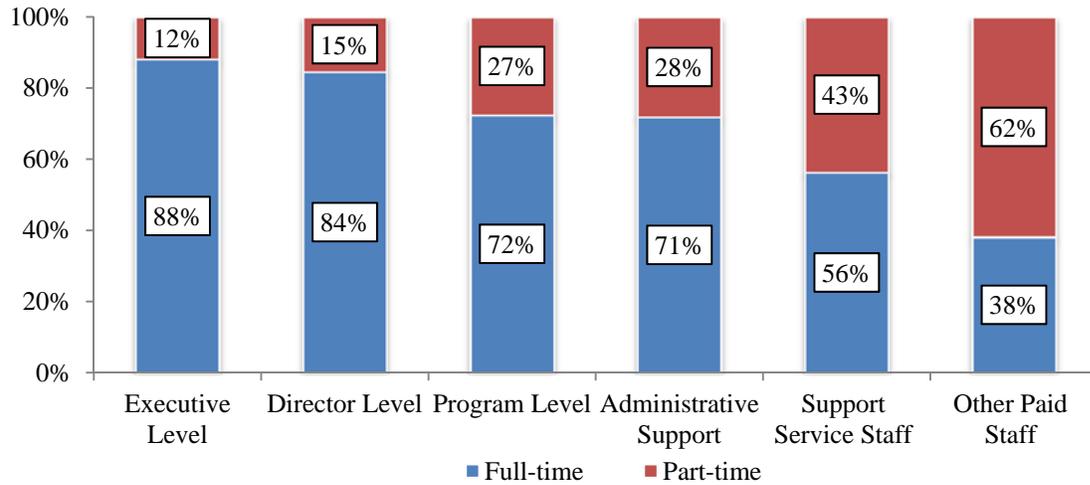
Table 44, below, displays paid personnel by occupational level as well as full-time or part-time status. Executive and director level personnel are most likely to be full-time employees.

Table 44. Paid Personnel by Position Level

	Full-time	Part-time	Total
Executive Level	1,825	246	2,070
Director Level	3,945	715	4,682
Program Level	17,935	6,816	24,810
Administrative Support	5,245	2,052	7,404
Support Service Staff	5,571	4,315	9,952
Other Paid Staff	2,878	4,659	7,539
Unspecified	397	214	811
Total	37,796	19,017	57,268

Nearly nine in ten executive or director level positions are full-time positions. About seven-tenths of program level and administrative support level positions are full-time and nearly six in ten support service staff positions are full time. In contrast, about three-fifths of support service staff positions and other paid staff positions are part-time.

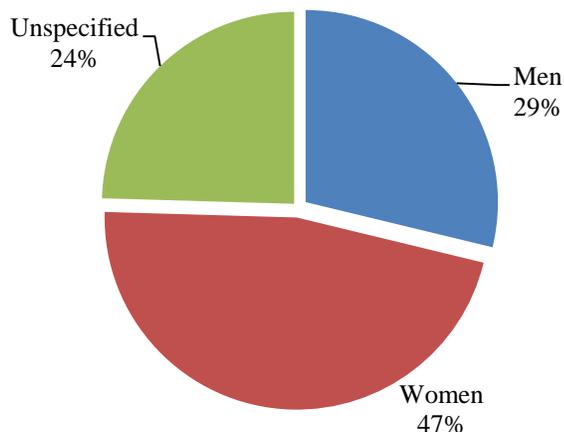
Figure 21. Full-time or Part-time by Position Level



Volunteer Staff

Volunteers are critically important to the work of Catholic Charities, as they make up 82 percent of the workforce of Catholic Charities. Reporting agencies estimate that in 2016 at least 286,587 volunteers spent 9,000,297 hours engaged in volunteer work for Catholic Charities.

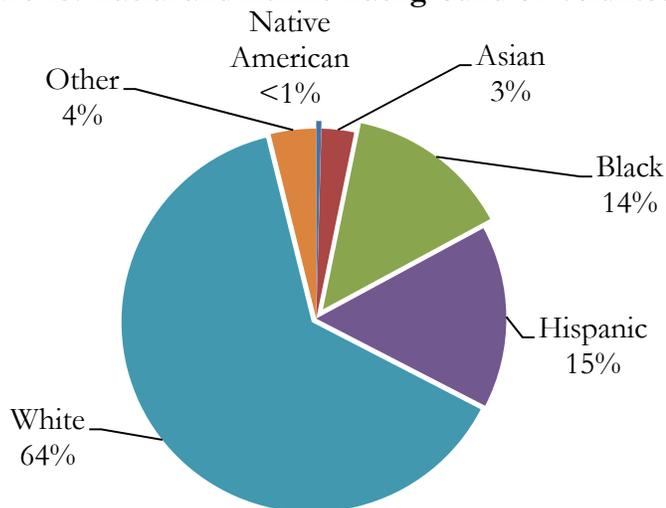
Figure 22. Gender of Volunteer Staff



About half of volunteers are women (47 percent) and three in ten are men (29 percent). Gender was not reported for 24 percent of all volunteers.

About three in five volunteers (61 percent) were identified according to their racial and ethnic background. Among those identified by race or ethnicity, whites comprise 64 percent of volunteers (110,624), Hispanics or Latinos are 15 percent (26,954), African Americans or blacks are 14 percent (24,204), Asians, native Hawaiians, or Pacific Islanders are 3 percent (4,817), less than 1 percent (761) are American Indians or Alaska natives, and 4 percent (6,719) are identified as some other race or ethnicity.

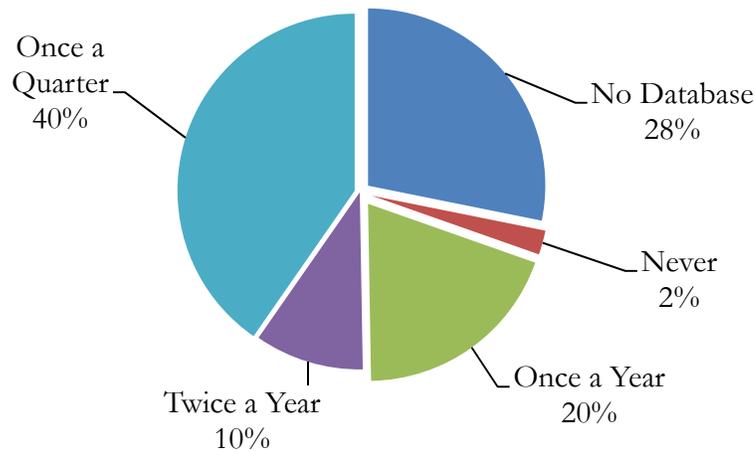
Figure 23. Racial and Ethnic Background of Volunteers



Some 150 responding agencies estimate that their volunteers spent a total of 13,468,662 hours in the past year engaged in volunteer work. That averages out to approximately 89,791 hours per responding agency.

Agencies were also asked how often they update their volunteer databases. As is presented in Figure 24, just over a quarter responded that they have no database. Some 2 percent say they never update their database, one in five do so once a year, one in ten do so twice a year, and four in ten do so once a quarter.

Figure 24. Volunteer Database Update Frequency

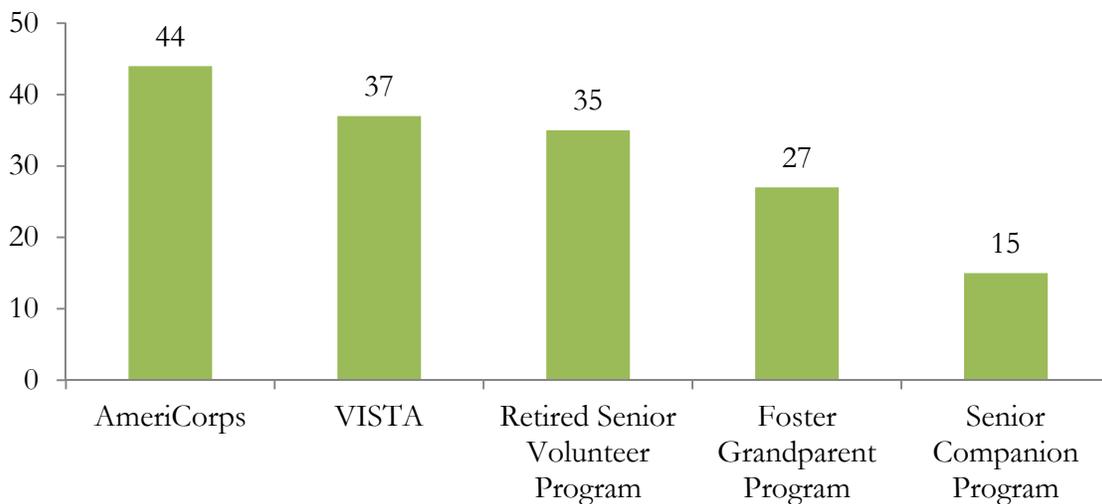


A total of 98 agencies reports that they have a coordinator or director of volunteers. In addition, 109 agencies report that their orientation for volunteers includes a module on Catholic identity and mission. Another 99 agencies report that they have 4,746 former clients who now assist as volunteers. Finally, 118 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.

Corporation for National Service

Another form of volunteer service provided by Catholic Charities member agencies is participation in the programs of the Corporation for National Service. In 2016, 244 volunteers from 44 agencies participated in AmeriCorps; 75 volunteers from 37 agencies participated in VISTA; 7,399 volunteers from 35 agencies participated in the Retired Senior Volunteer Program (RSVP); 1,468 volunteers from 27 agencies participated in the Foster Grandparent Program; and 426 volunteers from 15 agencies participated in the Senior Companion Program.

Figure 25. Agency Participation in Programs of the Corporation for National Service



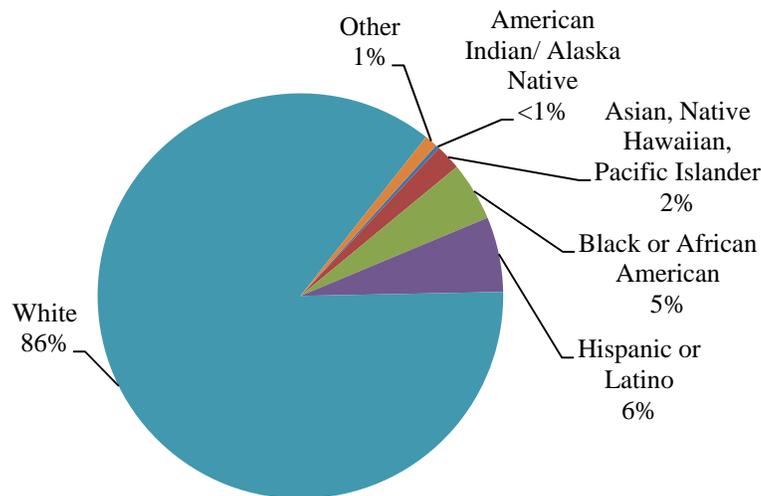
Board Members

In 2016, agencies reported a total of 5,014 board members. Of these, 105 board members (2 percent) are current or former clients.

Among those reporting the gender of their board members, men make up 60 percent (3,018) of board members, while women make up 38 percent (1,886). The remaining 2 percent were not identified by gender.

Among agencies that reported the race or ethnicity of their board members, 86 percent (4,023) are white, 6 percent (280) are Hispanic or Latino, 5 percent (219) are black or African American, 2 percent (95) are Asian, native Hawaiian, or Pacific Islander, less than 1 percent (15) are American Indian or Alaska native, and 1 percent (48) are some other race or ethnicity. These percentages are similar to those reported by agencies in 2015.

Figure 26. 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 139 agencies indicate that this is included in their board orientation.

A total of 15 agencies reports that they have a Junior Board.

Section V: Catholic Charities Mission and Catholic Identity

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 engagement, which is 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 Engagement

Most responding agencies (140) report that Catholic Charities is building its engagement with the parishes in the diocese. The table below displays the most common functions of the agency’s parish engagement and the percentage of responding agencies that reported that each is a function of their agency’s parish engagement.

	Agencies Percent	
Coordinating volunteer opportunities for parishioners or parish groups	118	72%
Providing services at parish sites	108	66%
Development (soliciting funds from the parishes)	106	65%
Parish social ministry	79	48%
Coordinating a referral line specifically for people seeking services from parishes	73	48%
Dispersing emergency assistance through parishes	62	38%
Designating a parish representative to serve as staff liaison	54	33%

Some 78 agencies reported having a dedicated staff member whose time is devoted to parish engagement. The most common titles given are a variation on Director/Manager/Coordinator of Parish Social Ministry/Parish Ministry/Parish Outreach/Parish Engagement/Parish Relations/Community Relations/Mission and Social Awareness/Outreach. Some agencies report that multiple staff members are responsible for those duties.

Anchorage, AK: Catholic Social Services: Laura Rice, Community Engagement Manager, lrice@cssalaska.org, 907-222-7335

Little Rock, AR: Catholic Charities of Arkansas: Rebecca Cargile, Director, Parish Social Ministry, rcargile@dolr.org, 501-664-0340 ext. 355

Tucson, AZ: Catholic Community Services of Southern Arizona, Inc.: Manny Guzman, Jean Jugan Ministry for Elders; Evita Mendez-Counts, Exec. Director, CCS in Western Arizona; Mike Gutierrez, Kolbe Society

Tucson, AZ: Catholic Community Services: Anne Levy: 792-1906 (anneL@copdaz.org); Mike Gutierrez: 62301344, Mike Gutierrez (mikeg@ccs-soaz.org); Provides support to our Deaf Ministry. Deaf Ministry provides interpretation at local churches and sacrament education.

Phoenix, AZ: Catholic Charities Community Services: Alcira Pastula

Phoenix, AZ: Catholic Charities Community Services: Parish and Community Engagement Supervisor, Alcira Pastula, apastula@cc-az.org

Fresno, CA: Catholic Charities of the Diocese of Fresno: Kelly Lilles, Executive Director; 559-237-0851 ext. 1104; klilles@ccdof.org

Oakland, CA: Catholic Charities of the East Bay: Stephen Mullin, Director of Engagement

Sacramento, CA: Catholic Charities of Sacramento, Inc.: Genevieve Levy, Director of Family Services

San Francisco, CA: Catholic Charities: Jane Ferguson Flout, Director of Community and Parish Engagement; 415-972-1227, jfergusonflout@CatholicCharitiesSF.org

San Jose, CA: Catholic Charities of Santa Clara County: Director of Parish Partnerships, John Rinaldo. jrinaldo@catholiccharitiesscc.org

Santa Rosa, CA: Catholic Charities Diocese of Santa Rosa: No, this function is shared among multiple staff.

Colorado Springs, CO: Catholic Charities of Central Colorado: Corey Almond, VP Community & Parish Engagement; calmond@ccharitiesscc.org; 719.866.6510

Denver, CO: Catholic Charities and Community Services: Angela Deeney - Volunteer and Parish Relations Coordinator; adeeney@ccdenvver.org

Pueblo, CO: Catholic Charities: Claudia Donnelly, Volunteer Coordinator, (719)586-8629; cdonnelly@pueblocharities.org

Washington, DC: Catholic Charities of the Archdiocese of Washington: Msgr. John Enzler, President and CEO; john.enzler@cc-dc.org

Wilton Manors, FL: Catholic Charities of the Archdiocese of Miami, Inc.: Patrice Schwermer; Catholic Charities' Monroe Ministries Outreach Coordinator; Cell: 305-807-4503; email: pschwermer@ccadm.org

Orlando, FL: Catholic Charities of Central Florida Inc.: Carly Matthews; Manager of Mission Effectiveness; Carly.Matthews@cflcc.org

Palm Beach Gardens, FL: Catholic Charities Diocese Palm Beach: Elena Garcia, Director of Parish Social Ministry, 561-360-3327, egarcia@ccdpb.org

Pensacola, FL: Catholic Charities of Northwest Florida, Inc.: Executive Director, Matthew Knee 850-501-3476

Smyrna, GA: Catholic Charities of the Archdiocese of Atlanta, Inc.: Julia Mosley Bacce JMosely@catholiccharitiesatlanta.org

Davenport, IA: Catholic Charities, Davenport: No single person is designated. Our CC exists within our diocesan Social Action Office. Our staff consists of the director, two OLAP/DOJ immigration counselors, and the director's administrative assistant. We have two volunteers; one splits his time betw

Des Moines, IA: Catholic Charities: Ken Bresnan, Community Outreach Liaison, kbresnan@catholiccharitiesdm.org, 515-237-5089

Dubuque, IA: Catholic Charities: Stephen Schmitz, Social Ministry Liaison; 420 Sixth Street S.E. - Suite 220; Cedar Rapids IA 52401; 319-364-7121; dbqccpd1@dbqarch.org

Cairo, IL: Catholic Charities of Southern Illinois: Sherry Miller, Director, Daystar Community Program

Breese, IL: Catholic Charities of Southern Illinois: Michael Schuette 618-920-8448

Chicago, IL: Catholic Charities of Chicago: Terri Denny, Senior Regional Director; tdenny@catholiccharities.net

Joliet, IL: Catholic Charities, Diocese of Joliet, Inc.: Edith Avila-Olea, Parish Outreach Coordinator, 815-724-1220 Eavilaolea@cc-doj.org

Fort Wayne, IN: Catholic Charities: CEO, Gloria Whitcraft & Mission Advancement Coordinator, Liz Flaherty. eflaherty@ccfwsb.org

Gary, IN: Catholic Charities: Stephanie Miller, parish & Community Outreach Coordinator; smiller@catholic-charities.org

Indianapolis, IN: Secretariat for Catholic Charities: Theresa Chamblee; Social Concerns Director; 317-236-1404; tchamblee@archindy.org

Overland Park, KS: Catholic Charities of Northeast Kansas: Denise Ogilvie, VP Outreach and Grants Management; dogilvie@catholiccharitiesks.org

Wichita, KS: Catholic Charities, Inc.: Volunteer Coordinator & Parish Liaison - Kathy Hannemann; email: khannemann@catholiccharitieswichita.org

Louisville, KY: Catholic Charities of Louisville, Inc.: Deacon Lucio Caruso; Director of Mission; 502-637-9786; lcaruso@archlou.org

Owensboro, KY: Catholic Charities: Richard Murphy, Director, Office of Social Concerns

Houma, LA: Catholic Charities Houma-Thibodaux: Associate Director of Parish Social Ministry; Margie Duplantis; mduplantis@htdiocese.org

New Orleans, LA: Catholic Charities Archdiocese of New Orleans: Kevin Fitzpatrick; Director, Office of Justice and Peace; 1000 Howard Avenue, Suite 200; New Orleans, LA 70113; 504-596-5692 kfitzpatrick@ccano.org

Boston, MA: Catholic Charitable Bureau of the Archdiocese of Boston, Inc.: Deborah Rambo, President, debbie_rambo@ccab.org, 617.451.7940

Baltimore, MD: Catholic Charities: Allison Stone, Director of Mission Integration; astone@cc-md.org

Portland, ME: Catholic Charities Maine: Michael Smith; Director of Mission; msmith@ccmaing.org

Grand Rapids, MI: Catholic Charities West Michigan: Tiffany Page; tpage@ccwestmi.org

Lansing, MI: Catholic Charities, Diocese of Lansing: Amy Start, Volunteer Coordinator (part-time) astart@ccsgc.org

Lansing, MI: Catholic Charities, Diocese of Lansing: Parish Outreach Coordinator, Laurie Wilcox, 734-971-9781; lwilcox@csswashtenaw.org

Lansing, MI: Catholic Charities, Diocese of Lansing: Doris Lontscharitsch, Parish Ministry, doris@livingstoncatholiccharities.org

Lansing, MI: Catholic Charities, Diocese of Lansing: Andrea Seyka, CEO seykaa@stvcc.org; John Karasinski, Associate Dir. of Com. Relations & Mktg; Karasij@stvcc.org; Rhonda Abood, Events & Outreach Coordinator Aboodr@stvcc.org; Jose Carrera, Dir. of Clinical Services carrerj@stvcc.org

Minneapolis, MN: Catholic Charities of St. Paul/Minneapolis: Marty Roers and Angela Butel, Community Engagement and Leadership Team; marty.roers@cctwincities.org; angela.butel@cctwincities.org

St. Paul, MN: Catholic Charities of St. Paul/Minneapolis: Michael Rios, Community Engagement Advocate; Mary Langfeldt, Development Team

St. Cloud, MN: Catholic Charities: Kathy Langer, Director of Social Concerns, klanger@ccstcloud.org, 320-229-6020

Winona, MN: Catholic Charities: Position was recently vacated and we are in the process of filling.

Kansas City, MO: Catholic Charities of Kansas City-St. Joseph, Inc.: 25% of time - Susan Walker, Director of Development - 816-659-8218

Winston-Salem, NC: Catholic Charities Diocese of Charlotte: regional office director; volunteer coordinator; coordinator of direct assistance

Charlotte, NC: Catholic Charities Diocese of Charlotte: Volunteer Coordinator

Charlotte, NC: Catholic Charities Diocese of Charlotte: Agency has multiple staff who have, as part of their position descriptions, the responsibility of parish engagement: 1) all Office Directors; 2) Respect Life Director p.t.; 3) Poverty and Justice Education Coordinator, Western region; 4) Elder Ministry Pr

Fargo, ND: Catholic Charities North Dakota: Chad Prosocki - Director of Development; cprosocki@catholiccharitiesnd.org; 701-235-4457; 5201 Bishops Blvd., Suite B; Fargo, ND 58104

Perth Amboy, NJ: Catholic Charities, Diocese of Metuchen: Marianne Majewski, Executive Director; 319 Maple Street, Perth Amboy, NJ 08861; mamajewski@ccdom.org 732-324-8200

Newark, NJ: Catholic Charities: Jessica Ramirez, Director of Parish Access and Community Volunteer Services

Dayton, OH: Catholic Social Services-Miami Valley: Sr. Caitlin Cipolla-McCullough; Parish and Community Relations Manager; 937-223-7217

Paterson, NJ: Catholic Charities of the Diocese of Paterson: Sister Maureen Sullivan (Part-time); Director of Ministry Services and Volunteers; Catholic Family and Community Services; 24 De Grasse St., Paterson, NJ 07505; msullivan@catholiccharities.org; 973-279-7100 ext 2203

Trenton, NJ: Catholic Charities: Richard Ferreira, Program Director, rferreira@cctrenton.org

Albuquerque, NM: Catholic Charities: Kathy Freeze freezek@ccasfnm.org

Las Vegas, NV: Catholic Charities-Southern Nevada: Mary Ralph, Volunteer/Parish Outreach Coordinator; Phone: 702-366-2081; Email: mralph@catholiccharities.com

Albany, NY: Catholic Charities of Diocese of Albany: Sr. Betsy Van Deusen, CSJ Director Of Community Partnerships (518) 453-6650

Brooklyn, NY: Catholic Charities: Richard Slizeski, VP, Office of Mission: richard.slizeski@ccbq.org

Brooklyn, NY: Catholic Charities: Richard Slizeski, VP, Office of Mission; richard.slizeski@ccbq.org

Buffalo, NY: Catholic Charities: Eileen Nowak, Director of Parish Outreach and Advocacy Services

Rochester, NY: Catholic Charities: Seven different staff persons serve this function part-time

Hicksville, NY: Catholic Charities: Paula Malloy, Director, Parish Social Ministry, 516-733-7061
malloy.paula@catholiccharities.cc

Binghamton, NY: Catholic Charities: Amy Flemming- Social Justice Office

Utica, NY: Catholic Charities: Victoria Paolozzi, Director of Development, 315-724-2158 ext.
247

Cincinnati, OH: Office of Catholic Charities: Scott Stephens, Director of Parish Outreach,
513.672.3714 sstephens@ccswoh.org

Cleveland, OH: Catholic Charities Corporation: Terence Flanagan, Exec. Director Parish
Outreach, 216-334-2958, tjflanagan@ccdacle.org

Toledo, OH: Catholic Charities: Michael Szuberla, Volunteer Coordinator;
mszuberla@toledodiocese.org: 419.214.4950

Oklahoma City, OK: Catholic Charities: Becky VanPool, Director of Parish Engagement
bvanpool@catholiccharitiesok.org; 405-523-3000. Brian Smith, Parish Engagement Coordinator;
bsmith@catholiccharitiesok.org; 405-523-3000

Salem, OR: Catholic Charities: Alex Ault, Parish Coordinator. Phone: 503-390-2600

Greensburg, PA: Catholic Charities of the Diocese of Greensburg, PA: Mary Ellen Pellegrino,
Director of Pro Life and Social Ministry; mpellegrino@dioceseofgreensburg.org; 724-552-2605

Philadelphia, PA: Catholic Social Services: Administrator of Volunteer and Community
Relations

Providence, RI: Diocese of Providence: John J Barry III Sec. of Social Ministry

Memphis, TN: Catholic Charities of West Tennessee: Therese Gustaitis, Director of Parish
Social Ministry, therese.gustaitis@acc.cdom.org

Nashville, TN: Catholic Charities of Tennessee, Inc.: Aimee Mayer, Coordinator of Advocacy
and Social Concerns, 615-760-1019

Amarillo, TX: Catholic Charities of the Texas Panhandle: Nancy Turner, Outreach
Coordinator, 806-376-4571

Austin, TX: Catholic Charities of Central Texas: Allison Cavazos, Parish Relations
Coordinator, allison-cavazos@ccctx.org, 612-651-6106

Beaumont, TX: Catholic Charities of Southeast Texas: Coquese Williams, Director-Parish
Social Ministry; cwilliams@catholiccharitiesbmt.org; 409-924-4415

San Juan, TX: Catholic Charities of the Rio Grande Valley: Yesenia Guzman, Caseworker,
956-702-4088

Corpus Christi, TX: Catholic Charities of Corpus Christi, Inc.: Gessete Salcido, Outreach Coordinator. Email: gsalcido@diocesecc.org; Phone: 361-884-0651 Ext. 231.

Dallas, TX: Catholic Charities of Dallas: Michelle Gagne; Mission & Social Awareness Coordinator; mgagne@ccdallas.org; 469-801-8107

Fort Worth, TX: Catholic Charities Fort Worth: Steve De Leon; Director of Parish Relations; 817-413-3904; sdeleon@ccdofw.org

Houston, TX: Catholic Charities of the Archdiocese of Galveston-Houston: Matt Johns, Director of Mission Integration; mjohns@catholiccharities.org; #713.874.6659

Lubbock, TX: Catholic Charities: Kathy Hart, Fundraising coordinator Kathy@cclubbock.org

San Antonio, TX: Catholic Charities: Anastacio Hinojosa, Director of Parish Outreach, (210)222-1294 ext 311

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

Spokane, WA: Catholic Charities of Spokane: 1 FTE Scott Cooper, Parish Social Ministry Director

Yakima, WA: Catholic Charities: Leanne LaBissoniere, Parish Outreach Coordinator; 509-965-7100 Ext 1110

La Crosse, WI: Catholic Charities: Karen Becker, Director of PR and Marketing, kbecker@cclse.org; 608-519-8002; Roberto Partarrieu, Executive Director, rpartarrieu@cclse.org; 608-519-8001

Milwaukee, WI: Catholic Charities: Sharon Brumer; Parish Relations Coordinator; 414-769-3543; sbrumer@ccmke.org

Wheeling, WV: Catholic Charities West Virginia: Kate Kosydar - Parish Social Ministry Coordinator; kkosydar@ccwva.org

Catholic Charities agencies are also often called upon to lead social ministry efforts in dioceses. Table 46, below, presents the number of agencies that are responsible for leading these areas of ministry for their diocese.

	Agencies
Migration and Refugee Services	72
Social Action/Justice and Peace	58
Catholic Campaign for Human Development	55
Catholic Relief Services	42
Pro-Life Activities	26
Family Life	14

- Some 77 agencies have a representative active in the leadership structures of their diocese (such as Bishop’s senior staff, Diocesan Liturgical Council, or Diocesan Pastoral Council).
- Fifty-nine agencies report having a representative actively engaged in official activities of the diocese (such as major liturgies and convocations, deanery meetings, priest council meetings, and/or associations of school principals, directors of religious education, or youth ministers).

Parish Social Ministry

Sixty agencies report that diocesan social ministry efforts are coordinated at Catholic Charities with another 51 saying Catholic Charities and a diocesan office share the responsibility.

Table 47. Location Where Social Ministry Efforts in Diocese are Coordinated

	Agencies
Catholic Charities	60
Diocesan Office	53
Catholic Charities and the Diocesan Office Share Responsibility	51
No Existing Office	13

Among the responding agencies that have a parish social ministry program, Table 48, below, displays how many agencies engage in each type of program.

Table 48. Parish Social Ministry Programs Engagement

	Agencies
Educating on Catholic social teaching and current social justice issues	67
Educating parish leaders on parish social ministry and its importance	61
Collaborating with the St. Vincent de Paul Society	56
Facilitating networking between parish-based social ministry staff and volunteers for best practices sharing and problem solving	51
Coordinating Catholic Campaign for Human Development efforts	47
Coordinating legislative advocacy	45
Promoting global solidarity, potentially through Catholic Relief Services	39
Providing leadership development training for parish-based social ministers	34
Coordinating parish involvement in JustFaith or other formation activities	30
Coordinating pro-life/respect life ministries	27
Promoting community organizing and economic development	22

Mission and Catholic Identity

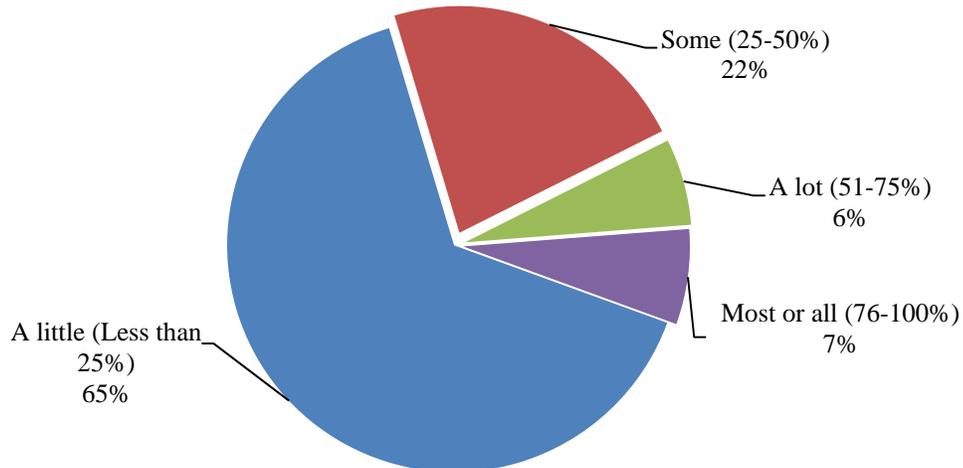
The mission of Catholic Charities is to provide service to people in need, to advocate for justice in social structures, and to call the entire church and other people of good will to do the same. Mission Integration and Catholic Identity represent all the efforts, processes, programs, and relationships 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. Some 102 agencies reported having a plan to promote Catholic identity at the agency.

When asked to name who in the agency is *most* responsible for Catholic identity, agencies report that the mission/Catholic identity staff person is responsible for overseeing Catholic identity (84 percent), followed by the Human Resources Director (2 percent). None identify the agency Executive Director as most responsible for this. Another 14 percent mention another person or group that is responsible for overseeing Catholic identity, such as:

- Agency E.D. oversees promotion of Catholic Identity w/ input from all offices
- Agency Executive Director and Board of Directors share this responsibility
- All Staff
- Bishop
- Bishop's representative (head of Catholic Charities)
- Board of Directors
- Both Directors
- Campus Minister
- Clinical Director
- Combination of leadership staff
- COO
- VP Community & Parish Engagement
- Development Coordinator
- Development Director
- Director, Mission Advancement
- Leadership team and program managers
- Office Director
- President/CEO, Training Specialist, HR Coordinator
- Regional Director
- Shared responsibility of 6 member Executive Team (Exec. Director, COO, CFO, HR, Legal)
- Sister Directors
- Social Concerns and Advocacy
- Director of Parish Social Ministry
- Vicar for Catholic Charities
- Vicar for Social Concerns; Diocesan Director of Catholic Charities
- Volunteer Coordinator and Senior Program Operations Manager
- VP for Philanthropy
- VP Outreach and Grants Management

When asked how much of this person’s staff time is devoted to executing Catholic identity programming, nearly two-thirds of responding agencies overall reported that only a little (less than 25 percent) of that person’s staff time is devoted to Catholic identity programming.

Figure 27. Staff Time Devoted to Executing Catholic Identity Programming



Some 102 agencies report that they have a plan to promote Catholic identity. Agencies were then asked what they do to promote Catholic identity. The most common response is engaging their bishop through encouraging his financial support, engagement with programs, and meetings with their board and/or executive director.

Table 49. Efforts to Promote Catholic Identity

	Agencies
Engage your local bishop through encouraging his financial support, engagement with programs, and meetings with your board and/or executive director	133
Encourage a standard of client and team interaction that reflects the sacredness of life and the dignity of the human person	124
Encourage a prayerful work environment, including regular prayer at meetings and the distribution of seasonal reflections (such as Advent, Lent, and holidays)	123
Display the Catholic identity of the organization through art and ambience of the facilities	120
Display the Catholic identity of the organization in marketing to external audiences	115
Provide an orientation for new employees on Catholic identity	113
Provide ongoing training for employees on Catholic identity	89
Have a completed assessment of its Catholic identity	20

In the area of ethics, 134 responding agencies reported that they have adopted a Code of Ethics. Of those agencies who say they have adopted one, 90 agencies adopted the Catholic Charities USA Code of Ethics. Some 66 agencies said they have adapted the CCUSA Code of Ethics.

Finally, agencies report having accessed the following CCUSA resources in the past year:

- Code of Ethics (55 agencies)
- *Catholic in Charity and Identity* (33 agencies)
- The Vocation of the Trustee (5 agencies)