

A YEAR OF SERVICE THROUGH ENCOUNTER

2021 ANNUAL REPORT



In 2021, Catholic Charities agencies served

15 million people.

Catholic Charities goes to where the need
is and meets people where they are.

The commitment to alleviating suffering
and reducing poverty never wavers.

A Message from the President

Dear Friends,

All of us know that the challenges of the past year have been significant. The continuing pandemic, with its gnawing impact on the economy, food security and housing availability, has had a particularly devastating effect on people who already were living in fragile environments. In some parts of the country, natural disasters compounded the impact of these crises. Despite all the challenges, I have been deeply moved by the steadfast dedication of our Catholic Charities staff, volunteers and donors who have continued to serve and lift up those who are struggling. They continue to answer the call of the Gospel expressed in Matthew 25: Feed the hungry, welcome the stranger, care for the sick.

Pope Francis compels us to encounter those along the margins, “placing the dignity of the person at the center, especially if they are wounded and marginalized.” You are our partners in this sacred mission of reaching out to others in dignity and compassion.

Children receiving backpacks filled with food at the end of the school week, families whose homes were rebuilt after tornadoes tore roofs off, women and men whose lives were stabilized through preventive mental health and physical care – these are our sisters and brothers whom Jesus counts on us to care for these days.

Thank you for your generosity, your partnership and, so importantly, your prayers. You enable us to continue to offer compassionate care to so many people in these tenuous times.

May you find the yoke easy and the burden light.

Sincerely,



Sister Donna Markham OP, PhD
President & CEO



2021: A year of service through encounter

for Catholic Charities agencies, staff
and volunteers.

“

“The senior food pack they give me means so much more than just a meal ... it means hope.”

Barbara

Food bank client

Catholic Charities Maine

“

“There are moments of grace, and you only do this out of your real concern for the needs of these people.”

Sharon Whitley

Volunteer, Catholic Charities

Archdiocese of San Antonio





“

**“It feels amazing to give back.
I hope I can continue to do
that in a job.”**

*Richen
Culinary training program student
Catholic Charities of Oregon*

“

**“CCUSA didn’t just hold my
hand and accompany me
through handling disaster
response. They backed it
up with the resources.”**

*Susan Montalvo-Gesser
Diocesan Director, Catholic Charities
Diocese of Owensboro, Kentucky*



Food & Nutrition

Inflation has brought new challenges to those already living on the margins. Higher grocery and transportation costs have left more people in need of supplemental food and nutrition services. We are grateful for the generosity of our donors in supporting our food service programs during these difficult times.

CCUSA supported more than 60 Catholic Charities agencies in **assisting 30,000 households with SNAP** (Supplemental Nutrition and Assistance Program) benefits, including those in rural areas who can be harder to reach.

Catholic Charities agencies have been part of a national trend in adding **client-choice pantries**, where guests make their own selections, as they would in any other market, which upholds their dignity and limits waste of unwanted food.

As clients shop, free of charge, Catholic Charities staff and volunteers assess for other service needs, such as health care and job assistance.





Catholic Charities Response to Food Insecurity



12 million
people fed



2,692
food distribution sites



Affordable Housing

A combination of complex loan terms, rising demand for housing, a shortage of construction workers, building material price spikes and supply chain issues has exacerbated the existing affordable housing crisis. Catholic Charities agencies responded with urgency.

CCUSA, in collaboration with Northern Trust, established an Affordable Housing Gap Loan Fund to help member agencies **close housing project funding gaps** and better meet the needs of residents in the communities they serve.

CCUSA supports member agencies in preserving and growing their affordable housing project portfolios. From converting a vacant school into low-income senior housing, to developing permanent supportive housing on land made available by a congregation of women religious or a diocese, member agencies continue to creatively advance the supply of affordable housing across the country.

Catholic Charities agencies prevented more than 4,500 people from being evicted with grants from the **Francis Fund**, which was made possible through the generosity of multiple donors.



Catholic Charities Impact on Housing

The five-year, five-city pilot program **Healthy Housing Initiative** has now housed 231 formerly chronically homeless persons in permanent, supportive housing. In its third year, the project is a person-centered, comprehensive approach to address chronic homelessness through “wraparound” services in the form of emotional, social and physical support.



1.9 million
nights of emergency shelter



34,580
permanent housing
units for families, seniors,
veterans and others



6,010
new affordable housing
units under construction



Disaster Relief

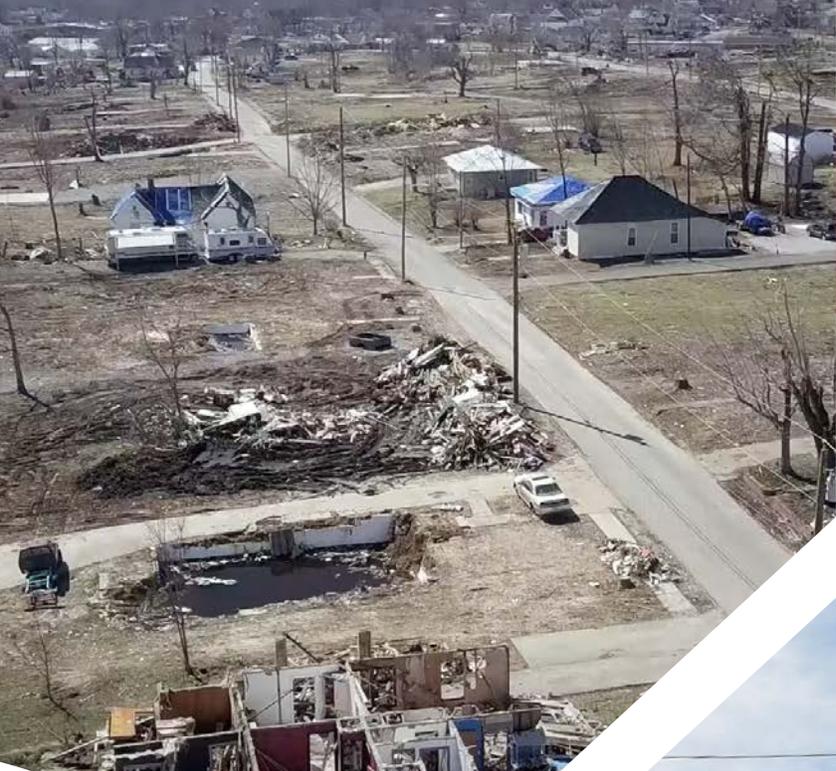
The past year saw wildfires, floods, hurricanes, landslides, mudslides, severe winter storms and tornadoes ravage the United States. Through the generous support of our donors, CCUSA provided 75 emergency disaster grants to its member agencies, a 25% increase over the past year.

Catholic Charities agencies sprang into action to provide relief after Hurricane Ida struck. **Teams of disaster case managers** – from Sioux City, Brooklyn-Queens, Central and Northern Missouri, St. Louis, Nashville, Louisville and Venice, Fla. – relieved local Catholic Charities caseworkers, while other member agencies' staff developed and implemented recovery programming.

In Kentucky, after an evening of deadly tornadoes, Catholic Charities of the Diocese of Owensboro provided disaster relief to community members who had lost their homes. CCUSA provided **\$1.9 million for relief efforts** to help rebuild 350 homes in the next few years.

The innovative Virtual Agency Staff Assistance Program (V-ASAP) allows experienced disaster case management staff to provide timely support to local member agencies without physically traveling to the site.





Catholic Charities Response to Disasters



\$116 million

in aid provided through
member agencies



Workforce Development & Social Enterprise

During a time of great upheaval in the economy and the job market, Catholic Charities workforce development programs offer strategies to improve an individual's potential in the workplace and their career pathway.

Six member agencies are collaborating on a best practices program in **building trades services** to rebuild homes and repair lives. This includes pre-apprenticeship programs (Washington, D.C., and Buffalo.), roofer's apprenticeship certification programs and a heavy machinery and CDL simulator program (Santa Fe), a C-tech program (Buffalo), the Handy Helpers Home Repair program (Evansville, Ind.) and the Purpose Home Repairs program (Southern Missouri).

Leisure and hospitality is projected to be among the fastest-growing job sectors in the next decade. Seventeen member agencies that currently operate **production kitchens** are exploring the establishment of culinary training programs.

Nine member agencies are collaborating on **interpretation and translation services** best practices, ensuring language access in agency services, establishing entrepreneurial programs and training bilingual clients as professional interpreters with significant earning potential.



Catholic Charities Response to Job Training

CCUSA has assembled technology and nonprofit experts to create modernized client intake and case management software.

This will result in one of the largest, most accurate datasets on human conditions and challenges in America, streamlining and modernizing client intake and case management.



20,000+
people served



\$26.8 million
in annual revenue generated
from social enterprises



2,301
professional certifications/
credentials earned



Integrated Health

The strain of the pandemic continued to reverberate across the country this past year, stretching medical and mental health systems to their breaking points. Individuals with the fewest resources are often left with even fewer options for care.

CCUSA provides support to 37 member agencies collaborating with Catholic hospitals and health systems to **promote better preventive care and reduce ER visits**. A study of nine Catholic Charities agencies found an 88% decrease in ER usage after just six months of a client's enrollment – amounting to a \$7.8 million savings for healthcare providers and insurers and, equally important, better health outcomes for patients.

“Whole Hearted” is a program that seeks to create trauma-aware parish communities by training leaders and volunteers to understand and process the impacts of trauma. CCUSA is providing user and facilitator guides, in both English and Spanish, to be shared in participating parishes.





Catholic Charities Promotion of Population Health



600,000

people received behavioral health and wellness services



76%

of behavioral health clients achieved greater stability



12,800

additional clients connected to a primary care provider

Immigration & Refugees

Catholic Charities agencies provide care to the least of our sisters and brothers, regardless of where they come from or how they come to us. Our ministry to vulnerable people on the move is a cornerstone of our Catholic identity.

The Border Is Everywhere pilot program provides “warm-handoff” referrals from Catholic Charities agencies on the southern U.S. border to interior member agencies, connecting asylum seekers to case management and other services at their destination locations.

CCUSA assisted in the resettlement of **thousands of Afghan arrivals**, part of the largest U.S. resettlement operation since 1975. Agencies have also begun receiving Ukrainian refugees. Resettlement assistance includes help with finding housing, employment, health care and schooling for children.

Catholic Charities’ work with migrants was **lauded by former President George W. Bush** in his book, “Out of Many, One: Portraits of America’s Immigrants.” Five migrants whose portraits were included received assistance from Catholic Charities.



Catholic Charities Assistance to Migrants & Refugees

CCUSA provided infant and toddler formula, diapers, wipes and clothing to several dozen seriously injured Afghan children, victims of the Kabul airport blast.

All were receiving care at Walter Reed National Military Medical Center. The clothier, Eileen Fisher, donated clothing for the children's mothers.



608,000
individuals assisted



100+
member agencies serving
migrants and refugees



12,000
Afghans resettled in 36 states

Leadership Development & Catholic Identity

CCUSA serves people of all faiths, not because they are Catholic, but because we are. We ground our leaders and volunteers in Catholic social and moral teaching so that member agencies deliver services consistent with our mission.

CCUSA launched a **Certificate in Nonprofit Executive Management** in partnership with the University of San Diego. Funded by the Healey Family Foundation, the program emphasizes leadership and management skills unique to the needs of Catholic Charities agency directors.

CCUSA's **O'Grady Leadership Institutes** offer weeklong opportunities for Catholic Charities leaders to explore essential topics, such as ethical decision-making, racism and poverty, Catholic Social Teaching and service within a pluralistic society. The Foundational Leadership Institute (1.0) for emerging leaders is conducted virtually; the Advanced Leadership Institute (2.0) is offered in-person for senior leaders.



5,708

Catholic parishes collaborated with Catholic Charities agencies to serve their communities

With the support of CCUSA and the Catholic Theological Union, agency directors may pursue an MA in Pastoral Studies. This partnership between CCUSA and CTU aims to strengthen agency directors as Catholic leaders and assist them in promoting Catholic identity within Catholic Charities agencies.



Major Corporate Collaborators

CCUSA thanks our corporate collaborators that have helped bring our programs to fruition this past year. Their belief in the **mission of Catholic Charities** helped our agencies assist those most in need – the hungry, the unsheltered, survivors of natural disasters – and moved us closer to our goal of reducing poverty in America.

Airbnb

Amazon

Bank of America

Chipotle Mexican Grill

Eileen Fisher

Google

Microsoft

Northern Trust

The Home Depot

Walmart



A Message from the Chief Development Officer

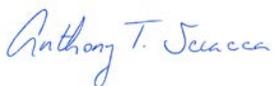
As we reflect on the past year, one in which the global pandemic continued to make itself felt, we are so grateful to our donors, whose generosity made it possible for us to serve those most in need when they needed us the most.

The dedicated staff and volunteers at our Catholic Charities agencies across the country responded to a second consecutive year of increased demand for services with unflagging energy and commitment. This was matched by your support for this important work, which allowed us to keep serving the most vulnerable among us with the dignity they deserve.

Whether that service came in the form of providing emergency shelter to survivors of Hurricane Ida and the deadly Midwestern tornadoes just before Christmas, or in the more everyday work of offering a dignified shopping experience at one of our new client-choice food pantries, our goal is the same: To care for our sisters and brothers as the Gospel calls us to.

The figures reported in this document give a sense of the scope of these efforts, while the photos depict some of our work, brought to fruition. Behind every number and picture is a story of a life impacted, for the better, by Catholic Charities. Your role in the delivery of our services is reflected on every page and in every exchange between our agencies and those we encounter on the margins.

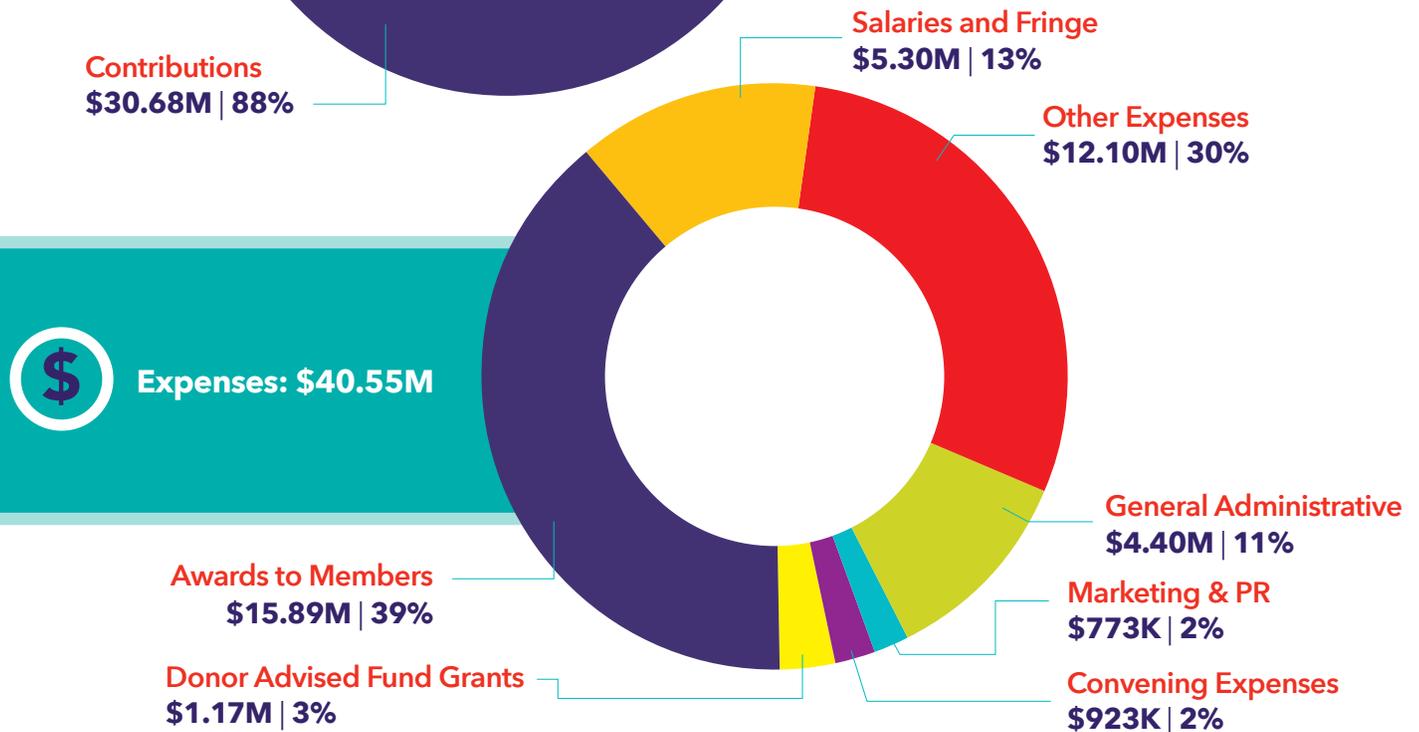
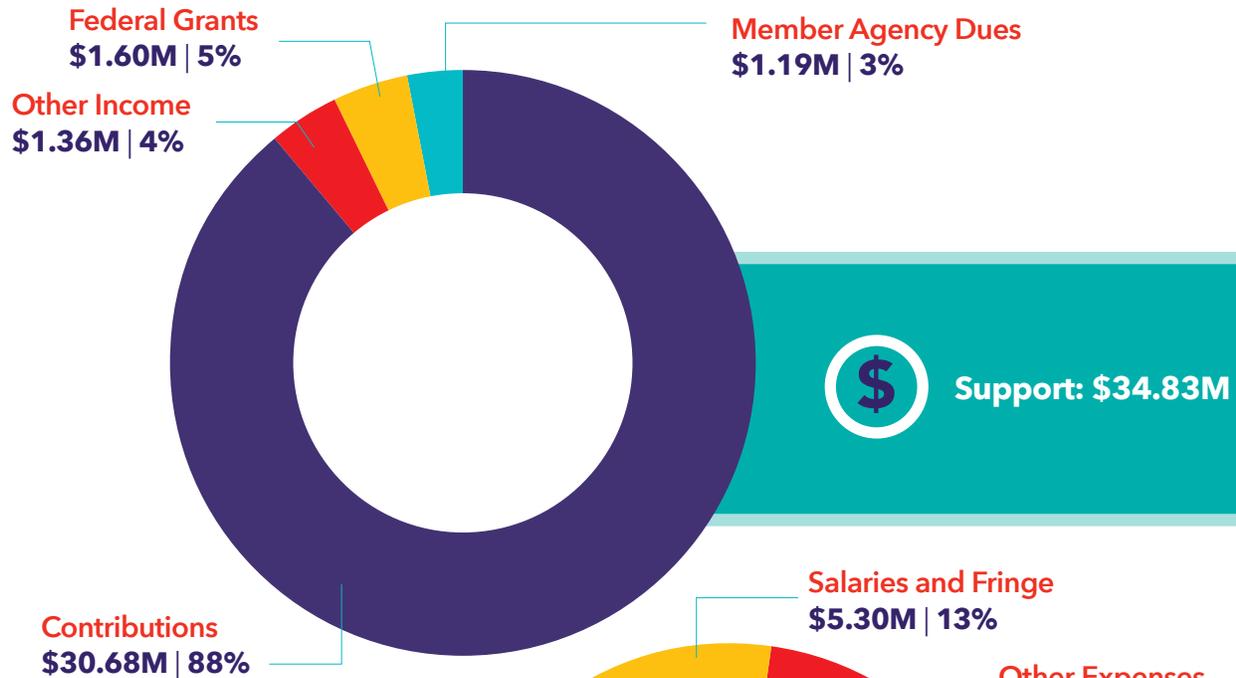
In a time of great need, and thanks to you, we made a difference. Know of our gratitude and of our commitment to continue serving all who come to our doors, now and in the years ahead.



Anthony T. Sciacca
Chief Development Officer



Financials: National Office



MOBILE RESPONSE CENTER: On the Road for Five Years

Five years ago, the Ford Motor Co. gifted CCUSA with a Mobile Response Center (MRC) vehicle, expanding our ability to provide relief in the wake of disaster. Since then, the vehicle has served survivors of Hurricanes Florence, Harvey, Ida, Laura and Michael; traveled to Missouri and Nebraska when flooding struck; and responded to COVID-19. The MRC vehicle also serves people experiencing homelessness in the Baltimore/Washington/Northern Virginia area and provides direct support to families, children, the elderly and those with disabilities.

The Ford F550, which was retrofitted by DeJana Truck and Utility in Baltimore, is loaded with bottled water, hygiene products, diapers, cleaning supplies, sleeping bags and more. External power stations can charge up to 80 phones, and a specialized trailer with washing machines and dryers can be fitted to the back.





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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.

We thank the following agencies for submitting photos illustrating the work of the Catholic Charities network: Catholic Charities Brooklyn and Queens, Catholic Charities of Onondaga County, Catholic Social Services of the Archdiocese of Philadelphia, Catholic Charities Eastern Washington, Catholic Charities of Southeastern Michigan and Catholic Charities Fairfield County.