



2022 ANNUAL REPORT



Catholic
Charities
USA®

THE MINISTRY OF CATHOLIC CHARITIES

45,000

STAFF MEMBERS

215,000

VOLUNTEERS

15 million

PEOPLE SERVED

A monumental level of commitment creates an enormous impact: Each year, thousands of dedicated men and women join forces to bring **comfort, dignity and hope** to their neighbors in need.

A MESSAGE FROM THE PRESIDENT



Dear Friends,

In October, I traveled to western Florida two weeks after Hurricane Ian had ravaged the area. I witnessed heartbreaking scenes of devastation and grief but also clear signs of hope as the Catholic Charities community rallied to support those displaced, injured or suffering in the wake of the deadly storm.

As I look back on those memorable few days, what stands out most is the inspiring collaboration that made the swift relief efforts possible. Five Catholic Charities agencies from around the state, as well as others from around the country, helped with the recovery; they were supported and guided by the expertise of the Catholic Charities USA disaster relief team. Meanwhile, thousands of concerned individuals, families, corporations and foundations generously offered their financial support, allowing me to present checks to our agencies totaling \$1 million in relief funds during my visit.

As you will read in the pages that follow, this same spirit of collaboration animated and defined nearly all of our efforts over

the past year. Collectively, Catholic Charities agencies around the nation served more than 15 million of our sisters and brothers in 2022. This staggering level of care for the most vulnerable among us only happens thanks to the innovation, dedication and cooperation of so many.

As I step away from Catholic Charities USA after eight wonderful years, I know I will deeply miss taking part in these collaborations. Thanks to thousands of devoted staff, volunteers and donors, my time at Catholic Charities has allowed me to witness our Church at her very best. I am profoundly grateful for your commitment to making the good news of the gospel a daily reality for millions of people in need.

Sincerely,

A handwritten signature in blue ink that reads "Sister Donna Markham, OP." The signature is written in a cursive, flowing style.

Sister Donna Markham OP, PhD
President & CEO

COLLABORATING FOR THE GOOD

"We just feel like we need to live our lives being good stewards of the gifts we've been given."

– Trang Coulon, volunteer with Catholic Charities of Eastern Oklahoma and recent CCUSA Volunteer of the Year

For more than a century, individuals and families across America have turned to Catholic Charities for help. Today, 167 Catholic Charities agencies operating in all 50 states, the District of Columbia and five U.S. territories minister to those in need at more than 3,900 network sites. Together, they break cycles of poverty, lift communities and put the teachings and compassion of Jesus Christ into action in the modern world.



“My staff members were overwhelmed when the humanitarian kits arrived – it made them realize they were a part of something bigger.”

– Steve Letourneau, CEO, Catholic Charities Maine

Through the generosity of an anonymous CCUSA donor, 55,000 humanitarian kits were delivered at the start of winter to 54 agencies in 33 states, including Catholic Charities Maine. The kits included blankets, hats and gloves, in addition to hygiene items such as soap, deodorant, toothpaste and shaving products.

“They showed me a lot of things that I didn’t know... and could do better. Nobody cares about us like that anywhere.”

– Jennifer, new mother, resident of Marisol Homes,
Catholic Charities Archdiocese of Denver



In 2022, nearly all Catholic Charities agencies provided pregnancy and parenting services in communities across the U.S. – from distributing baby supplies, clothes and car seats to offering parenting classes and early childhood education. The services can also be more comprehensive, including full medical care, behavioral health counseling and doula accompaniment.



LIFTING COMMUNITIES IN NEED

A community's need for assistance can be longstanding – such as entrenched, multigenerational poverty – or the result of a single event, such as a natural disaster or social upheaval. Some communities within communities – seniors, veterans, young families – are at-risk, struggling to afford food and shelter. In collaboration with parishes, other nonprofits and local governments, Catholic Charities strives to address these needs in systematic and compassionate ways.



Delivering water – and hope – to a community in crisis

Disruptions of municipal water delivery reached crisis levels for **Jackson, Mississippi**, in late summer. CCUSA responded by sending thousands of bottles of water as well as cases of gallon water jugs, faucet water filters, canned and boxed food that requires no water to prepare, disinfectant and mops, personal hygiene items and financial support. Thousands of people received these necessities to get them through the prolonged crisis.

Welcoming Ukrainian neighbors

After the Russian invasion of Ukraine in 2022, the United States granted parole, a type of immigration relief, to **Ukrainians fleeing their homeland**. Catholic Charities agencies sprang into action, adding native Ukrainian and Russian speakers to their staffs and coordinating efforts to find housing, jobs/workforce development services, schooling for children, language classes and medical services, including treatment for trauma. Agencies from Anchorage to New York and in between are providing thousands of Ukrainians with hope amidst the uncertainty of war.

Helping parishes recognize and respond to trauma

CCUSA launched **Whole Hearted**, a parish-based trauma-awareness resource that equips parish communities and individuals to better identify signs of trauma among parishioners. While not intended to be used in place of clinical therapy with licensed professionals, Whole Hearted informs participants of trauma's impact and how to begin to move forward from it, both mentally and spiritually. The participant and facilitator guides are available in English and Spanish. A young adult version is also available.



Coming together for a massive response

In fall 2022, CCUSA's disaster team coordinated the response to the devastation of **Hurricane Ian**. Teams from around the country provided on-the-ground disaster case management, and agencies from Florida, Louisiana and Texas provided desperately needed humanitarian services. Catholic Charities Diocese of Venice established 12 disaster relief sites and distributed more than 140 truckloads of food, water, tarps, generators, cleaning supplies, hygiene products, bedding, beds, kitchen supplies, ice and more, serving thousands of people.

Bringing comfort and dignity to the most vulnerable

Agencies received grants from CCUSA to better serve **persons with disabilities**. Examples include Camp I Am, a residential site for campers and families in Jacksonville; a home in Long Island for seniors who are deaf and hard of hearing; devices in Guam so that individuals who are nonspeaking can communicate; and field trip programs in Wichita, including for individuals who are non-ambulatory.

Making food distribution more efficient and effective

CCUSA's hub-and-spoke model for **regional food distribution** will ultimately include three locations across five states to store provisions for local agency pantries and emergency response in Texas and Louisiana. These regional storage sites allow CCUSA to accept significant in-kind gifts from national entities and easily deploy them where and when needed.





DISASTER RELIEF



“Catholic Charities’ commitment to providing critical, immediate, direct relief, and never hesitating to stay for the long term even when national attention wanes, has never been more important.”

– Deanne Criswell, Administrator,
Federal Emergency Management Agency (FEMA)

EXPANDING OUR REACH

Working – and innovating – together

Part of CCUSA's mandate is to recognize innovative programs and opportunities and help to share these strategies for success within the network of Catholic Charities agencies. In doing so, we multiply not only the number of individuals and families Catholic Charities agencies serve but also the effectiveness of that service.



Game-changing collaborations

Catholic Charities' housing counseling program is a time-tested case management system targeting at-risk families that would benefit from one-time emergency assistance. It has played a crucial role in helping Americans facing evictions and in preventing new instances of homelessness during challenging economic times. To amplify its impact, CCUSA teamed up with **Gerstner Philanthropies** to grant Helping Hands funds to 15 Catholic Charities agencies. This support helped keep families out of shelters, particularly in markets where the affordable housing crisis is most acute.

A collaboration with the **Markle Foundation** aims to help clients attain not just employment but a sustainable career pathway that leads to a living wage. Through an online program, local Catholic Charities workforce development staff will become further equipped as case managers to build connections with local businesses and national corporations to create life-changing employment opportunities for their clients.

Thanks to an annual grant from the **Walmart Foundation**, 52 Catholic Charities agencies around the country promote

awareness of and enrollment in the Supplemental Nutrition Assistance Program (SNAP). These efforts focus specifically on hard-to-reach individuals and families who otherwise might not be aware of or able to access critical SNAP benefits to put food on their tables.

Meanwhile, CCUSA's second **Innovation Challenge** has inspired agencies across the country to devise new workforce development programs that could serve as models for the network. The winning agencies will share \$2.5 million in prize money when they are announced in October.

And as CCUSA continues to serve as the domestic relief agency of the U.S. Catholic Church, a grant from **The Rockefeller Foundation** will greatly enhance our response capabilities. Over the next 30 months, CCUSA will hold eight disaster response academies in geographically diverse, high-risk regions around the country to train a cadre of 400 disaster case managers.

2022

BY THE NUMBERS



30 million

Meals provided



30,000

Clients trained and placed in jobs



620,000

People received behavioral health and wellness services



38,000+

Permanent housing units
for families, seniors,
veterans and others



119

Agencies served
evacuees and
asylum-seekers



59

Disasters responded
to throughout the U.S.
and its territories



TECH ADDRESSES ENDURING CHALLENGES

Since 1910, Catholic Charities staff and volunteers have sought to address some of the most significant challenges in the United States, from food insecurity and homelessness to affordable health care and workforce development. Today, Catholic Charities agencies continue to tackle these issues and others using cutting-edge technologies.



A nurse at the tip of your finger

CCUSA is leveraging **Nurse Disrupted**, a one-click tablet technology designed to virtually connect registered nurses to homeless and vulnerable populations, remove barriers to accessing quality health care and connect underserved populations to the services they need. Nurse Disrupted, which was featured on the Today Show in November, has been piloted at three agencies with another handful scheduled to adopt it in the coming months.

Hope can help

For many people, especially those in rural communities, the pandemic served to heighten isolation and the difficulty of receiving necessary behavioral health care. Enter **Hope Chatbot**. In a four-agency pilot program (soon expanding to 14 agencies) sponsored by CCUSA, Hope Chatbot helps clients manage everyday stress and anxiety and promotes self-care practices. Since deployment, more than 900 crises (mentions of suicide) have been reported, with a live crisis counselor reaching out immediately in each case.

Everywhere all at once

The Border Is Everywhere pilot project implements a trauma-informed case management and service navigation system that supports asylum-seekers as they find stability in their new communities and comply with immigration legal requirements while they seek U.S. citizenship. Thanks to the generosity of the Joseph & Gene Swedish Family Foundation, this data-driven program links asylum-seekers who stayed at a Catholic Charities border respite center with case management services at interior agencies, improving immigration outcomes and creating a “warm hand-off” between the border and the interior.

STRENGTHENING THE NETWORK

Catholic social and moral teaching shapes what Catholic Charities does and how we do it. Seeking to ground agencies and their work in these principles, CCUSA offers opportunities throughout the year for agency directors, senior staff and other professionals to grow their leadership skills within this context.



Aiming for excellence in leadership

Geared toward enhancing the management capabilities of agency senior leaders, the 18-week **Professional Certificate in Nonprofit Executive Management** recently graduated its first cohort. Two concurrent cohorts are now in process. Offered virtually through the University of San Diego and funded by the Healey Family Foundation, this program offers a custom curriculum designed with Catholic Charities in mind and closes with an in-person capstone experience.

Supporting staff and program growth

Catholic Charities agency leaders benefit – and by extension, benefit those served – from CCUSA's **O'Grady Advanced Leadership Institute**, thanks to the generosity of the late Sisters Vincentia Joseph and Ann Patrick Conrad. Participants dive deeply into the Catholic teachings that undergird Catholic Charities services and shape strategic planning within an ethnically diverse and religiously pluralistic culture. **The O'Grady Leadership Institute** offers agency professionals a foundational understanding of the essential knowledge and skills to effectively lead Catholic Charities.

Spreading an innovative approach

CCUSA recently hosted a two-day **community agriculture conference** in Louisville, Kentucky. The gathering, which was attended by staff from 19 member agencies as well as four representatives from the U.S. Department of Agriculture, highlighted program models, planning processes, partnerships, land acquisition, entrepreneurial opportunities and other key topics. Agriculture programs have proved an excellent way to supplement agency food pantry programs as well as to support refugees in building new lives in new communities.

SERVING AND LOVING OUR NEIGHBORS

In communities all around the United States, Catholic Charities agencies provide relief and hope to vulnerable individuals and families, regardless of their faith. These are the neighbors Catholic Charities serves.





A family whose home was demolished by a tornado.



A new mother unsure of how to care for a baby.



An asylum-seeker escaping religious persecution.



A veteran hoping to begin a new career.



A mother who lost her job and children due to addiction.



A single father struggling to afford groceries for his family.



A refugee charting a new future in an unfamiliar country.



A senior barely able to afford her medication and dilapidated apartment.



An abuse victim suffering from depression.



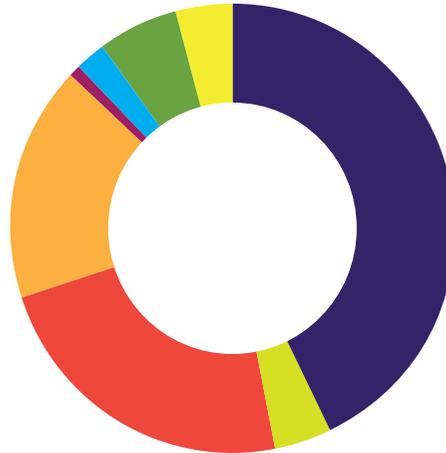
A homeless family living out of their car.

NATIONAL OFFICE FINANCIALS



SUPPORT: \$37.2M

- **\$31.5M | 85%** Contributions
- **\$1.7M | 4%** DAF Contributions
- **\$1.7M | 5%** Member Dues
- **\$1.5M | 4%** Federal Grants
- **\$905K | 2%** Other Income



EXPENSES: \$36M

- **\$15.5M | 43%** Awards to Members
- **\$1.4M | 4%** DAF Awards
- **\$8.2M | 23%** Salaries & Benefits
- **\$6.0M | 17%** Other Expenses
- **\$437K | 1%** Convening Expenses
- **\$849K | 2%** Marketing & PR
- **\$2.3M | 6%** Admin
- **\$1.3M | 4%** 2050 Ballenger, LLC

From audited financial statements
for the year ending June 30, 2022.

A MESSAGE FROM THE EVP & CHIEF DEVELOPMENT OFFICER



As we turn the page on another fiscal year at CCUSA, we are grateful, as ever, for our many collaborators. Without the generous support of donors like you, we could not serve the individuals, families and communities in need that rely on us to get them through challenging times.

Those collaborations come in many forms. For example, since 2017, we have worked with the Church of Jesus Christ of Latter-day Saints (LDS), which provided disaster relief in the wake of Hurricane Maria in Puerto Rico. During the pandemic, the LDS Church supported our hub-and-spoke food distribution model; it continues to support Catholic Charities' foodbanks with truckloads of perishables and through financial contributions.

Collaboration can also arise from an individual or family relationship. Many donors wanting to further define and enhance their legacies have turned to CCUSA and our Donor Advised Fund (DAF). The DAF is a dedicated charitable account that offers a simple, flexible and tax-efficient way to support a donor's preferred charities.

All contributions are invested so as to meet the Catholic values investment guidelines established by the U.S. Conference of Catholic Bishops. In 2022, CCUSA DAF donors granted \$3.5 million to 294 charities in 188 cities and 49 states, including Catholic Charities member agencies.

Among our many collaborators, we cannot forget the thousands of staff members and volunteers who make the work of Catholic Charities a reality. Their passion and dedication to service bring to life the intentions and philanthropy of donors. Together, they make a tremendous difference – one community, one family, one client at a time.

Underlying everything is your continued support, which has allowed Catholic Charities to accompany those in need and to help clients help themselves as they rebuild their lives. Although more remains to be done, together we have accomplished so much, and for this, you have our gratitude.

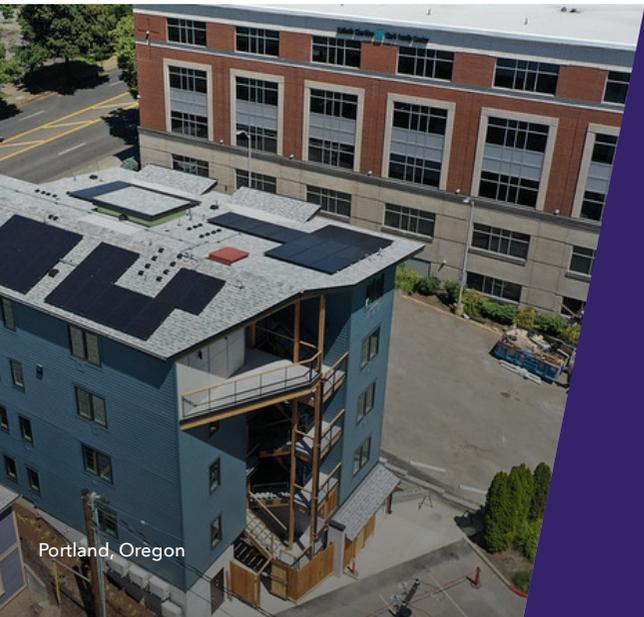
A handwritten signature in blue ink that reads "Anthony T. Sciacca". The signature is written in a cursive, flowing style.

Anthony T. Sciacca
EVP & Chief Development Officer



WELCOME HOME

All across the country, Catholic Charities agencies provide one of our nation's scarcest and most vital resources: affordable housing units. With a shortage of 7 million affordable units nationwide, the Catholic Charities network strives to close this gap through a variety of approaches to safe, quality, affordable housing. Because everyone deserves a place to call home.



Portland, Oregon



Queens, New York

The Bishop Rene Valero Senior Residence, a new six-story facility in Astoria, Queens, is a project of Catholic Charities Brooklyn & Queens. Its on-site supportive services include daily hot meals, educational forums, fitness classes, case management and referral services.

Santa Rosa, California

Caritas Village is a first-of-its-kind approach to homelessness from Catholic Charities of the Diocese of Santa Rosa. It includes 128 affordable homes and wraparound services that help participants in their journey to permanent housing.

Portland, Oregon

Chiles House, an environmentally conscious 27-unit facility for housing-insecure individuals and families, is next door to Catholic Charities of Oregon's headquarters, providing convenient access for residents to a wide range of programs and services. The agency is one of five participants in the Healthy Housing Initiative, CCUSA's five-year pilot program that seeks to address chronic homelessness through permanent supportive housing and social services in collaboration with Catholic health care.

Tampa, Florida

Catholic Charities of the Diocese of St. Petersburg added 100 newly built cottages that serve as transitional housing for individuals experiencing homelessness in its Tampa Hope project. Hope Cottages expands Tampa Hope's capacity and provides a unique sheltering option for clients while they receive services.



2050 Ballenger Avenue
Alexandria, VA 22314

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.

www.CatholicCharitiesUSA.org