



# OUR COVID-19 RESPONSE

A YEAR IN REVIEW



Catholic  
Charities  
USA®

*Working to Reduce Poverty in America*

## Mobilizing Telehealth Services

We recognized the opportunity to mobilize new outreach models by making telehealth technology available across our ministry. Before COVID-19, only 5-10% of agencies were using telehealth. Regulations on telehealth services for counseling and case management have eased, allowing for rapid expansion.



**Our network has +4600 wellness and behavioral health staff**

Accessing care is often limited by the lack of resources. To help eliminate current barriers to healthcare, we have identified 15 agencies across the country to pilot a three-year rollout of the Parish Telehealth Model of Care.

Providing case managers and care coordinators with iPads, as well as placing kiosks at key access points will dramatically improve service connection and outreach. The devices will help complete data collection, ease applications for resources and maintain connectivity to direct care and services. It will also improve communication between the patient and their health professionals.

**Collaborated with the Center for Disaster Philanthropy to provide \$500,000 in food, emergency housing and health products to 30 agencies.**



**90% of counseling programs have telehealth component**



**+500K individuals receive healthcare and behavioral health services via telehealth**







## Eviction Mitigation and Affordable Housing

The U.S. may be facing the most severe housing crisis in its history. According to the Census Bureau, nearly one-in-five renters are behind on their rent and when the current eviction moratorium is lifted, between 30 - 40 million renters could lose their homes.

In collaboration with the Felician Sisters, we established the CCUSA Francis Fund and made grants available to all agencies for eviction mitigation at the community level. This program served remote and rural areas by efficiently and effectively addressing local needs—the very strength of our ministry.



**By August, our agencies distributed nearly \$400 million in emergency assistance including food, PPEs, baby supplies and quarantine housing for the homeless.**



## Immediate and Long-term Disaster Relief

**CCUSA distributed \$1.5 million to people affected by wildfires in California, Oregon, Colorado and Washington.**

Last year we witnessed a confluence of multiple natural disasters: devastating wildfires out west and numerous hurricanes in the southeastern United States. Responses to these events were often hampered by complications related to COVID-19, and we recognized the need to mitigate risk for staff on the front lines.

The Center for Disaster Philanthropy (CDP) and Google provided a grant to CCUSA to support 10 agencies, providing long-term recovery services to survivors of the devastating wildfires, providing assistance through virtual Case Management.



**Distributed 5 million face masks and shields**



**Supplied 15,400 gallons of hand sanitizer**



Within days of the temperatures reaching record lows in Texas, we engaged Baby2Baby and sprang into action to assist the agencies serving the most impacted by the winter storms. Over 60 pallets of essentials for babies and infants, including diapers and food, arrived at service sites across the state. Baby2Baby also organized with Catholic Charities to distribute duffle bags to families, full of critical supplies-especially much needed blankets!



# Addressing Food Insecurity

## Food distribution:

The number of people who are food insecure rose to more than 50 million, including 17 million children. Our agencies were on the frontlines in their communities, serving individuals and families through mass distribution sites, prepared meals, pop-up feeding sites, and pantry expansion.



**More than 20 million pounds of food distributed**

We helped secure large donations from restaurant supply companies, including Mission Foods and Golden West Foods, along with donations from numerous small family farmers and the Maine, Pennsylvania and Wisconsin Dairy cooperatives, to distribute across our network.

Our team also worked with Sysco Foods to purchase food at volume discounts and delivered supplies to over 80 agencies; ensuring food pantries continued to meet the soaring need faced by communities across the country.

We also played a major role in connecting our agencies with USDA's Farmers to Families. This program purchased fresh products from regional farmers and we distributed 13 million pounds of produce, dairy and protein to communities of high need.

## Education and Outreach:

We supported outreach and enrollment efforts at 50 agencies to help households apply for the federal governmental Supplemental Nutrition Assistance Program (SNAP). The Walmart Foundation provided a grant to expand this work. Agencies were able to increase assistance by over 15% despite the obstacles faced by COVID-19.



**CCUSA collaborated with the Church of Jesus Christ of Latter-day Saints to distribute food to 91 Catholic Charities agencies in 31 states.**

## Social Enterprise and Workforce Development - Innovative New Models

### Innovation Challenge:

The CCUSA Innovation Challenge saw 25 locally-sourced innovative approaches to reduce poverty. The process included virtual 1-hour pitch shows with finalists in each group, featuring a panel of judges and audience voting. The three top awardees were provided grants to advance their innovations.

The agencies continue to be supported in building out their ideas through engagement with business coaches and university-led incubators to foster replicability and organized peer groups for information-sharing, and project development.



### Workforce development:

Using a social enterprise model to enhance sustainability, the *Rebuilding Homes, Rebuilding Lives* program provides pathways to meaningful employment for low-income, unemployed and underemployed people with significant barriers to employment.

#### The six-month training program features:

- ✓ Hands-on/on-the-job training in the 'real' marketplace
- ✓ Compensation for trainees during the program
- ✓ Extensive wrap-around social services (case management)
- ✓ Eight hours weekly dedicated to self-improvement plans that include employment counseling, financial literacy education and assistance with housing, childcare and transportation



**Catholic Charities of Buffalo hosted the first C-Tech training program graduation. This pilot, launched in 2020, helps with job placement and connects students with service programs until they achieve employment and self-sufficiency.**