Planting Seeds of Hope
2014 Annual Report
Catholic Charities
Worcester County
Katie was sad and anxious saying goodbye to teachers and classmates at her graduation from Perkins School for the Blind fourteen years ago. At age 22 she faced the daunting journey of many new unknowns when she enrolled as a participant in Mercy Centre’s Adult Services Program. To her surprise, the Mercy Centre staff welcomed, nurtured and encouraged her to blossom. New seeds of hope were planted in Katie as she ventured more confidently into the adult stage of her life.

When Mercy Centre’s Job Coach learned of Katie’s delight in fragrant flowers of different textures and her interest in developing work skills, the Coach found a job placement at a local florist where Katie was given the opportunity to gain more independence. Today, at age 36, Katie is proud to say that she is a five year part-time employee of Danielson Flowers.

Katie continues to blossom at Mercy Centre especially as a choir member and when she plays piano during her nursing home visits for their elderly residents’ enjoyment.

Just like Katie, other young and older adults challenged with developmental and intellectual disabilities continue to be nurtured and encouraged by Mercy Centre staff so they also can thrive.

- 39 young and older adults were assisted to find and maintain competitive jobs through Mercy Centre’s employment services and job training.
- 36 adults received community based day services, which provide opportunities to participate in county-wide activities while developing a network of caring relationships.
- 36 adults enjoyed day habilitation services, which enhance a person’s ability to function independently by providing recreational and socialization activities, coupled with physical, speech and occupational therapy.
These men are the heart and soul of Crozier House," David Mulrooney should know, reflecting on his staff's journey during his thirty-five years as Crozier's counselor and then as its Administrator.

Each of David’s staff members initially came to Crozier addicted to drugs or alcohol, having self-doubt, experiencing despair and feeling desperate. Yet today, they celebrate over 100 years of sobriety among themselves. Somewhere along that journey each person discovered a seed of hope that was planted by David and others who have gone before him.

As David states, “They are living proof that a seed of hope can blossom to make life truly what it is meant to be.” They in turn are planting new seeds of hope by assisting other young and older men today in the struggle to conquer their addiction. They know personally and David has witnessed that “every man who enters Crozier has this same opportunity to flourish in time to make hope a reality in his life.”

Crozier House staff Scott, Mike, Ray, Rob, Teddy, Ed and Paul pause for a moment to celebrate their combined 108 years of sobriety while Crozier House Mascot, Baxter, joins in.

Catholic Charities staff in other programs have planted seeds of hope in additional ways:

- 109 men at Crozier House have continued in their pursuit of sobriety while an additional 4 men lived in the community through Crozier’s collaboration with the Worcester Housing Authority’s New Beginnings Program.
- 77 homeless parents and children found emergency shelter at Catholic Charities Youville House.
- 411 parents and children around the county benefited from the encouragement and instruction of parent aides while another 90 parents and children benefited from parenting workshops and focused family activities.
- 16 birth parents, adoptive parents and adopted adults were assisted on their personal journeys to explore their past in an effort to move into their future with clarity and resolution.
- 27,231 people received emergency and holiday assistance, food and help with budgeting skills to prevent homelessness and to decrease family stress.
- 411 parents and children found emergency shelter at Catholic Charities Youville House.
- 1,545 children and family members found clothing for all seasons at the Catholic Charities Boutique.
- 16 students challenged by intellectual disabilities achieved academic milestones and experienced their personal best through Mercy Centre’s final year of educational and summer programs.
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Maurice nurtures the growing process from seedlings. When Maurice Barry first learned of Catholic Charities Senior Aide Employment program back in the 1990’s little did he know that his dormant skills in the garden industry would be brought back to life.

Back then, being an older adult on a limited income with no job in sight, Maurice was given the opportunity to be retrained. He was assigned to a job placement that matched his talents and ultimately he was given a chance to obtain long term employment.

Now a sixteen year part-time employee in the maintenance department at Catholic Charities, Maurice continues to tend to our thriving flowerbeds, providing a special welcome for anyone who enters Catholic Charities seeking help, as he did some twenty years ago.

- 11 people coping with multiple sclerosis were assisted in their efforts to live independently through the Home LINKS program.
- 118 low-income older adults learned new job skills by working at 47 not-for-profit area agencies as senior aides.
- 3,269 people enjoyed Thanksgiving and Christmas dinners with the aid of 840 volunteers.
- 55 adult learners pursued their educational and life goals by improving their literacy while youngsters received childcare during their parents’ classroom sessions.
- 76 people participated in citizenship classes which led to 54 people becoming US citizens.
- 39 former refugees found help in resettlement to begin new lives in the United States. In addition, 51 refugees and asylees received case management services or enrolled in employment training.
- 126 immigrants and refugees presented legal documents that eventually will lead to their permanent residency and citizenship.
- 53 newcomers (asylees, refugees and immigrants) received physicals, lab work and medical documentation in their quest for US citizenship and permanent residency through a partnership of Catholic Charities and St. Luke’s Health Center.
- 4,697 neighbors accessed information and referral services to reach their personal goals.

Senior Aide Employment

Catholic Charities staff in other programs have planted seeds of hope in additional ways:

- 977 older and disabled adults maintained their independence by receiving home care services.
- 186 people found proper medical care and increased their healthcare knowledge with the help of the Health Outreach and Education Project and its workshops.
- 11 people coping with multiple sclerosis were assisted in their efforts to live independently through the Home LINKS program.
- 3,269 people enjoyed Thanksgiving and Christmas dinners with the aid of 840 volunteers.
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- 4,697 neighbors accessed information and referral services to reach their personal goals.

Maurice provides a year-round welcome for all who enter Catholic Charities.
Dedicated to…

Catholic Charities would like to thank our following employees who have continued to plant seeds of hope in people’s lives by carrying out our Catholic Charities mission for the last 15 to 45 years with dedication, compassion, commitment and professionalism. This list represents 1,182 cumulative years of service.

45 Years
Noreen Landry
Area Administrator, Whitinsville/Blackstone Valley-Greater Milford Area

43 Years
Thomas Czecowski
Job Coach, Mercy Centre Adult Services

40 Years
Donna Lyons
Program Assistant, Mercy Centre Adult Services

37 Years
Jacqueline Hager
Program Administrator, Family Support Services, Leominster Office

36 Years
Margaret Buzzell
Program Director, Mercy Centre Adult Services

Sister Theresa Khen Doan
Program Administrator, Refugee Resettlement

34 Years
Heather MacDonald
Senior Administrator, Mercy Centre, Homecare, Crozier House & Maintenance

33 Years
Esther DiPietro
Job Coach, Mercy Centre Adult Services

Lynn Wennerberg
Quality Assurance Coordinator, Mercy Centre Adult Services

32 Years
J. David Mulrooney
Program Administrator, Crozier House

31 Years
Susan Moriarty
Community Based Day Services Direct Care, Mercy Centre Adult Services

Jerry Beddes
IT/IS Manager, Accounting Department

Bruce Nelson
Senior Case Manager, Mercy Centre Adult Services

Lisa Genest
Area Administrator, South County Worcester Area

Jean Wilber
Homecare Aide, Homecare Program

Sheila Benway
Homecare Aide, Homecare Program

Elaine Koleshis
Regional Supervisor, Homecare Program

Charles Carelock
House Manager, Crozier House

26 Years
Madelyn Hennessy
Program Administrator, Literacy & Citizenship Programs

25 Years
Marisol Lara
Homecare Aide, Homecare Program

Edward Lindberg
Counselor, Crozier House

23 Years
Lori Bouvier
Parent Aide, Parent Aide Program

22 Years
Joanne Chester
Teacher/Coordinator, Literacy Program

Virginia Beauudy
Parent Aide, Parent Aide Program

20 Years
Joyce Hitchcock
Homecare Aide, Homecare Program

Joanne Brodeur
Homecare Aide, Homecare Program

19 Years
Hope Schmitt
Parent Aide, Parent Aide Program

Scott Eaton
Interim Program Administrator, Crozier House

18 Years
Lorraine Lancot
Homecare Aide, Homecare Program

Judy Zeh
Assistant Director, Catholic Charities

Patricia Drury
Homecare Aide, Homecare Program

Pauline Ludwig
Personal Care RN, Homecare Program

Deborah Wayyas
Homecare Aide, Homecare Program

Eileen Perini
Homecare Aide, Homecare Program

17 Years
Steven Tonken
Parent Aide, Parent Aide Program

Judith Whitman
Associate Director, Mercy Centre Adult Services

16 Years
Carol Adams
Homecare Aide, Homecare Program

Robert Evans
House Manager, Crozier House

Maurice Barry
Maintenance/Grounds Keeper, Worcester Area Office

Michelle Leblanc
Homecare Aide, Homecare Program

15 Years
Marion Blake
Homecare Aide, Homecare Program

Jodi Cntonio
Community Based Day Services Coordinator, Mercy Centre Adult Services

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On Call House Manager, Crozier House

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...planting seeds of Hope.
Catholic Charities cultivates the growth of the human soul in people who face daunting challenges in all phases of life. We are grateful to our Catholic Charities employees, board members, volunteers and donors for your commitment to plant seeds of hope in the lives of the people we serve. Thank you.
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*Board of Directors Member

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Mercy Centre & Home Care
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Mercy Centre Adult Services
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Refugee Resettlement
Scott Eaton, Interim Administrator
Crozier House
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South County Area
Madelyn Hennessy, Administrator
Literacy Program
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Susan Maedler, Administrator
Senior Aide & Youville House
Kenneth Michaud, Director
Youville House Family Shelter
J. David Mulrooney, Administrator
Crozier House
Cynthia Taberner, Administrator
Homeless Prevention & Emergency Services

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Raymond Delisle*
Catherine Loeffler, Diocesan Director*

*Ex-Officio Member
**Deceased

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Homeless Prevention & Emergency Services
To honor the memory of loved ones or to recognize those still with us, many donors have given generously. To all of our donors, we at Catholic Charities are grateful for your support, which will better the lives of many people in your community.

In Memory Of
Shirley M. Ahlquist
Judith Ann Archambault
William E. Aubuchon, Jr.
Walter & Helen Baron
Irene Beauchamp
Antoinette Bernier
Andrew T. Black
Eleanor Blake
Ann-Marie Blute
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Diane DiReda
Grace M. Down
Dunn & Twiss Families
Patricia M. (Connolly) Finnegan
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The Parents of Mr. & Mrs. Nolan
Katherine M. O’Connell
Sean O’Connor
Lois O’Connor
Joseph Palumbo
Dennis Perry
James & Thomas Petrelia
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Pope Pius XII
Richard Poole
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Lydia Scheier
David J. Siren, Jr.
Melanie Smith
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Richard F. Trainor
Carol Vessella
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In Honor Of
Jean Blake
Thomas B. Farrey III, Esq.
Marie Gosselin
Mark Kaczynski
Monica Kearney
Noreen Landry
Kelly O’Neill
Kay & Red Paladin
The Sandoli Family
Edward Ulman

Catholic Charities
of the
Diocese of Worcester

Audited Fiscal Report
July 1, 2013 – June 30, 2014
Local, State and Federal Government Revenue 7,968,128 - - 7,968,128
Partners in Charity 350,000 350,000
Service Fees 345,544 345,544
United Ways 162,367 162,367
Grants, Donations & Fundraising 232,201 66,814 299,015
Interest and Dividends 303,544 679 304,220
In-kind Donated Goods and Services 120,358 120,358
Other Income 41,096 - 41,096
Total 9,523,235 67,493 - 9,590,728

Net Assets Released from Restrictions
Satisfaction of Program Restrictions 57,484 (57,484) -
Total Revenues and Other Support 9,580,719 10,009 - 9,590,728

Services to People Challenged by Developmental Disabilities
Mercy Centre Special Education 1,621,560 - 1,621,560
Mercy Centre Job Training and Employment Services 422,834 - 422,834
Mercy Centre Community Based Adult Day Services 361,169 - 361,169
Mercy Centre Day Habilitation Program 627,145 - 627,145
Total 3,032,708 - - 3,032,708

Services Through Outreach to Parishes and Communities
Literacy Services 233,145 - 233,145
Crozier House for Men Recovering from Substance Abuse 532,706 - 532,706
Refugees Services 184,984 - 184,984
Bishop’s Thanksgiving and Christmas Dinners 36,714 - 36,714
Community Services Programs 584,825 - 584,825
Total 1,072,374 - - 1,072,374

Services to Frail and Vulnerable Elders
Home Care 2,304,206 - 2,304,206
Senior Aide Employment 768,040 - 768,040
Total 3,072,246 - - 3,072,246

Services to Families and Children
Adoption History and Search 32,685 - 32,685
Parent Aide and Education 282,274 - 282,274
Youville House Emergency Shelter for Families 564,303 - 564,303
Homeless Prevention 181,351 - 181,351
Total 1,060,613 - - 1,060,613
Management and General 1,084,691 - - 1,084,691
Total Expenses 9,822,632 - - 9,822,632

Change in Net Assets before Realized Loss and Unrealized Gain on Investments and Legacies and Bequests (241,913) 10,009 - (231,904)
Realized Loss on Investments (184,586) - (184,586)
Unrealized Gain on Investments 790,085 - 790,085
Legacies and Bequests 556,867 25,000 581,867 1,162,366 25,000 - 1,187,366
Change in Net Assets 920,453 35,009 - 955,462
Net Assets Beginning of the Year 5,401,617 357,255 2,675,253 8,434,125
Net Assets End of the Year 6,322,070 392,264 2,675,253 9,389,587

Service Costs by Category
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<th>Category</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Permanently Restricted</th>
<th>Total</th>
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<td>Local, State and Federal Government Revenue</td>
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<td>-</td>
<td>7,968,128</td>
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<tr>
<td>Partners in Charity</td>
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<td>350,000</td>
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<td>Service Fees</td>
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<td>345,544</td>
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<td>United Ways</td>
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<td>162,367</td>
<td>-</td>
<td>162,367</td>
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<td>Grants, Donations &amp; Fundraising</td>
<td>232,201</td>
<td>66,814</td>
<td>299,015</td>
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<tr>
<td>Interest and Dividends</td>
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<td>679</td>
<td>304,220</td>
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<tr>
<td>In-kind Donated Goods and Services</td>
<td>120,358</td>
<td>120,358</td>
<td>-</td>
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<td>41,096</td>
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Services to Families and Children
Adoption History and Search 32,685 - 32,685
Parent Aide and Education 282,274 - 282,274
Youville House Emergency Shelter for Families 564,303 - 564,303
Homeless Prevention 181,351 - 181,351
Total 1,060,613 - - 1,060,613
Management and General 1,084,691 - - 1,084,691
Total Expenses 9,822,632 - - 9,822,632

Change in Net Assets before Realized Loss and Unrealized Gain on Investments and Legacies and Bequests (241,913) 10,009 - (231,904)
Realized Loss on Investments (184,586) - (184,586)
Unrealized Gain on Investments 790,085 - 790,085
Legacies and Bequests 556,867 25,000 581,867 1,162,366 25,000 - 1,187,366
Change in Net Assets 920,453 35,009 - 955,462
Net Assets Beginning of the Year 5,401,617 357,255 2,675,253 8,434,125
Net Assets End of the Year 6,322,070 392,264 2,675,253 9,389,587
Did you know you can donate your car, truck, motorcycle or boat to Catholic Charities and help us help your Worcester County neighbors?

It’s quick and easy to do. Just visit our website to donate your vehicle online at ccworc.org or call 866-434-1131 to arrange a convenient pickup time and confirmation of your donation from Catholic Charities Donation Angel Program.

The car in your driveway can help us provide many services to children, families and elders in our community so that they may regain hope for a brighter future!