Dear Friends,

By now you have probably noticed the uplifting and contemporary logo on the cover of this Annual Report. We hope you will agree that this new logo perfectly represents the past year at Catholic Charities Worcester County: a year of enduring strength, exciting change, and thoughtful growth. With a strong focus on the foundational programs that sustain our work, and a commitment to meeting the evolving needs of our community, Catholic Charities looks forward to an even brighter future.

These past twelve months have seen us significantly increase our volunteer base, continue to build strong affiliations with our municipal, state and federal partners, and collaborate with many of our sister social service agencies. All of this was achieved through the hard work of our dedicated and talented staff; with the unwavering support of our board of directors, tireless volunteers and generous donors; and with the inspirational guidance of Bishop McManus.

We are excited to refine the model of wraparound services that we offer to the thousands of individuals and families – of every faith or no faith – who come to us in need. A path to self-sufficiency can only be realized by identifying the hurdles one faces in becoming less dependent, and then addressing those barriers to success with effective in-house programs and education, along with timely referrals to appropriate outside services. In the months ahead, we will be implementing new case management software that will further enhance our efforts on that important front.

We also recognize the urgency to help the thousands of residents of Worcester County who find themselves in the throes of drug and alcohol addiction. To that end, we hope to build on the outstanding work being done at the Crozier House, our six-month recovery program for men. The need for these services has never been greater, and we are committed to making a significant impact in the lives of those who struggle with substance abuse.

With your continued support, an expanded pool of volunteers, and robust state and local partnerships, we are confident that we will continue to provide services that enable the most vulnerable members of our community to restore their dignity, and live a life of self-sufficiency.

Thank you for believing in our mission.

Gratefully,

Timothy J. McMahon
Executive Director

J. Michael Grenon
2016-2017 Board President

Anthony D. Rozevicius
Incoming Board President

Inspired by the teachings of Jesus Christ and the Church and the pastoral leadership of the Bishop of Worcester, Catholic Charities is committed to meeting the needs of the poor, the homeless and the infirm and to enhancing the quality of life for all.

Catholic Charities will promote the gift and sacredness of life from the first moment of conception through all stages of human growth and development. It is committed to strengthening families and to serving individuals in need, regardless of racial, ethnic, cultural or religious origins, ability to pay, or mental, physical or developmental challenges.

Catholic Charities believes that every person has the right to life, housing, food, shelter, clothing, and health care, and that all should be enabled to participate in the decisions that vitally affect them.

While our resources are not unlimited, Catholic Charities will strive to advocate cooperatively with parishes and civic organizations, seeking support from private and public agencies, and encouraging and availing itself of the rich human resource which its volunteers and staff provide – to create a network of care throughout Worcester County in the “...promotion of justice for the poor and of Christ’s kind of love for them.”
Every day, thousands of individuals across Worcester County find themselves facing what must feel like insurmountable odds. They’re struggling to feed and clothe their children, pay their bills, afford their daycare, keep their jobs. They’re battling substance abuse, or fearing domestic abuse. With luck and maybe a little help they can keep a roof over their heads. Without it, they face homelessness.

Hundreds of those individuals will find their way to one of our four Catholic Charities Area Offices — and here, they’ll find hope. Their relief might begin with a few bags of groceries and diapers, gently used clothes for their kids or themselves, a backpack full of school supplies, or a payment made on their behalf to cover the rent or keep the utilities turned on.

At Catholic Charities, they are met with respect, and reassurance. And then the real work begins, and with it the opportunity to find a path to self-sufficiency.

Working with one of our case managers, clients are strongly encouraged to participate in financial education and budgeting workshops, where they learn to set and keep a responsible budget for their family. They might be enrolled in our Parenting Education program, where they’ll learn positive parenting techniques that decrease stress on kids and parents alike. The service plan they complete with our staff might include completing their high school education in our HiSet program, or exploring relevant career training or job opportunities that can help to move them towards a livable wage. For older clients, our Senior Employment Program may be a viable option. For those in need of behavioral healthcare or addiction treatment, information and in some cases referrals to appropriate providers are made. No matter the issue, at every step along the way our staff work proactively with their clients to build a plan that helps them move from uncertainty to stability.

Guiding these efforts are Catholic Charities’ Area Administrators. Maydee Morales, Brian Calnan, Noreen Landry, and Marie Kudron have a wealth of expertise across a broad range of social service arenas including emergency stabilization, shelter care, community health, and parenting education. They are all actively involved in the areas they serve – which include 62 cities and towns across Central, North Central, and South Central Massachusetts – working closely with administrators of Catholic Charities’ full complement of services, including the Crozier House sober living program, our Youville family shelter, the Mercy Centre for adults with developmental disabilities, the Senior Employment Program, Citizenship and Immigration Services, the Parent Aide program, and our Home Care services team.

The year ahead will bring the implementation of expanded case management technology across our agency, and new vocational training programs will be introduced. We’re excited about these changes, which will enhance our ability to achieve our founding mission: to serve the most vulnerable, walking alongside them on their path towards a secure and productive future.

We provided services to more than 19,450 individuals, children of all ages, and families last year.

We served and delivered 3,872 nutritious meals to homebound elders and those in need on Thanksgiving and Christmas last year, with the help of 584 volunteers.
“I couldn’t have done it without you.”

How many times have you said that to a friend, a family member, or maybe a colleague at work? At Catholic Charities we say it almost daily – to the outstanding volunteers who give so freely of their time, talents and treasure to make our programs the best that they can be.

Cindy Krull is but one example of the selfless commitment to service that is the hallmark of a Catholic Charities volunteer. A mother of six children, Cindy has faced more than her fair share of hard work and heartbreak in life. Her third child, a son named Danny, passed away at the age of just three months. Over the span of several years, Cindy was the primary caretaker for her ailing parents before their passing, and then tirelessly cared for and supported her husband through the more than seven years he battled the cancer that would eventually take his life.

Yet despite those incredible challenges, Cindy nonetheless put two boys and three girls through Catholic educations, shuttled all five to literally hundreds of ice hockey, baseball, soccer and field hockey practices and games, maintains a household, and works alongside her son at the trucking company he owns. With sons Kurt and Mike living nearby, daughters Kristina and Maria still in college, and Kelly a senior at Holy Name High School, Cindy’s life continues at a hectic pace that would leave most of us exhausted.

Yet each and every Tuesday over the past three years – in every imaginable kind of weather – Cindy has also organized, picked up, packed into her pickup truck, and delivered Catholic Charities’ weekly distribution from the Worcester County Food Bank. Together with a team of volunteers from St. John’s Parish in Worcester, Cindy has ensured that our Worcester-area food pantry shelves are well-stocked, so that vulnerable children and families in our community will not go hungry.

The depth of Cindy’s commitment to helping those in need is remarkable, yet fortunately for Catholic Charities she’s one of so many in our community who likewise answer the call to serve. We thank the college and high school students, interns, senior citizens, families, corporate sponsors and dedicated board members who tirelessly volunteer to support our programs and to advance our mission.

We couldn’t have done it without you.

“Service, above self”

“The greatest good is what we do for others.”

Mother Teresa

Individual and group volunteers ranging in age from 8th graders to senior citizens have performed **1,628 hours** of volunteer service at Catholic Charities since April of 2017.

**9** local organizations, **11** area schools and colleges, **19** event sponsors, and **18** parishes have contributed their time, talents and financial support in these volunteer efforts!
MEETING THE NEED: OUR SERVICES IN DETAIL

Our programs are designed to strengthen vulnerable families and individuals, regardless of racial, ethnic, cultural or religious origins, ability to pay, or mental, physical or developmental challenges. We serve 62 cities and towns across Central, North Central, and South Central Massachusetts.

Basic Needs and Emergency Assistance

Our four Area Offices – Worcester, Leominster, Milford/Northbridge and Southbridge – serve as hubs for a number of programs that provide for basic needs and financial assistance, as resources allow.

Case Management

No matter the issue that brings them to Catholic Charities, our Area Office staff focus on assisting individuals and families to address the risk factors that have resulted in food, housing, and socioeconomic insecurity. Our case management efforts are aimed at helping clients to stabilize their immediate circumstances, address any urgent safety or behavioral health concerns, learn to appropriately budget and manage their limited resources, plan for further education or a more stable job placement, and work proactively with the case manager to move along a path to self-sufficiency.

Food Banks and Food Assistance Referrals

At our Worcester and Leominster Area Offices, we operate walk-in Food Banks, which provide monthly food supplies to qualifying individuals and families. We encourage those who visit our pantries to select those items that are most appropriate for their family’s needs, and we make every effort to provide fresh fruits, vegetables and meats that assist them to prepare nutritious meals.

Our Southbridge office is co-located with a local food pantry that likewise assists individuals and families working with Catholic Charities, and in our Milford/Northbridge office we provide referrals to local food pantries and feeding programs that may assist our clients.

Supplemental Nutrition Assistance Program Outreach Project (SNAP):

Case workers at the four Area Offices provide outreach and enrollment assistance for new SNAP-eligible households, and also recruit existing clients for this benefit program.

Financial Literacy

We offer every individual or family that visits one of our Area Offices the opportunity to take part in both formal and informal financial literacy education. We offer a structured Financial Literacy curriculum in regularly-scheduled sessions, and we also provide one-to-one coaching around creating and maintaining a sensible household budget.

Clothing Closets

At each of our Area Offices, we provide gently used clothing, shoes and accessories for adults and children. Donations to our clothing closets are welcomed on a rolling basis.

Diaper Program

For many vulnerable families, the cost to keep a baby clean, dry and comfortable in disposable diapers is prohibitive, and state and federal benefit programs will not pay for diapers. Via private donations and a discounted buying agreement with Jet.Com, Catholic Charities is able to provide a limited supply of diapers monthly to families in need, depending on our available supplies. Donations of diapers or funding for discounted diaper purchases are gratefully accepted year round.

Housing and Utility Assistance

As funds allow, our Area Offices can provide limited financial assistance with rent, mortgage and utility bills. For those who qualify following a structured application process, our staff will make payments on behalf of the account holder, directly to the landlord or utility company.

Holiday and Special Assistance

Bishop's Holiday Dinners and Holiday Meal Delivery

With the assistance of hundreds of volunteers and sponsors, we provide more than 3,500 meals on Thanksgiving and Christmas Day. These meals are delivered to homebound elders and physically disabled individuals who would otherwise be alone on those important holidays, and are served to those with access to transportation at the Cathedral of Saint Paul in downtown Worcester.

Backpack and School Supply Drive

Thanks to the generosity of local parishes, retailers and individual donors, each year Catholic Charities distributes new school supplies and backpacks to hundreds of children in need across our service areas.

Parenting Education and Youth Services

Parent Aide Program

The Parent Aide Program provides in-home, intensive case management services to assist parents whose children are at risk of abuse or neglect. Parent Aides provide in-home parenting education, life-skills training, supportive intervention in crisis situations; and information, referrals and advocacy. Closed referrals are made to the program through the Department of Children and Families (DCF).

Project Chill

This after-school program provides violence prevention education to children and youth in a group setting, to assist them in managing difficult interpersonal behaviors. Topics addressed include bullying, anger management, accepting criticism, and developing pro-social interpersonal skills.

Parent Education Workshops & Activities

In our Area Offices, we provide group workshops and activities covering a range of parenting topics, including the stages of child development; positive behavioral strategies for infants, toddlers, adolescents and teens; health and safety issues; stress management; and other related topics.

Elder and Special Needs Services

Senior Employment Program

Our Senior Employment program provides employment, training and job search assistance to low-income mature workers. Participants must be 55 years-old and older, and provide up to 20 hours per week of community service work for which they are paid minimum wage, at non-profit and government agencies.

Multiple Sclerosis Program: Edward M. Dowd Personal Advocate Program

This program provides care management services to people with Multiple Sclerosis through a contractual agreement with the National Multiple Sclerosis Society - Greater New England Chapter. Case managers meet with clients in their homes, and work with them to create an individualized care plan which includes identifying available local services and resources, and assisting clients to navigate enrollment in those services.

Mercy Centre

The Mercy Centre provides a range of programming for adults age eighteen and older with intellectual and developmental disabilities. Mercy Centre emphasizes enriching these individuals’ lives through employment, training, skill building and a full range of activities. Each of the four programs foster participants’ self-esteem, independence and communication skills, and encourage frequent interaction with peers and community members. Mercy Centre programs include: Employment Supports, Group Supported Employment, Community-Based Day Support Services, and the Day Habilitation program.

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Think about your life at 8 years old, or perhaps of your children at that age. What might a typical day include? A bus ride or morning walk to school. Time spent on a playground or ball field with friends after school. Hopefully, dinner with your family and a warm bed at day’s end.

At the age of 8, Ram Sharma and his family were forcibly uprooted from their home in Bhutan, and moved to a refugee camp in eastern Nepal during a massive ethnic cleansing in Bhutan during the 1990s. The camps, operated by the United Nations High Commissioner for Refugees (UNHCR), became home to tens of thousands of refugees caught up in years of inter-ethnic conflict in the region. While living conditions in the camps were harsh – with sporadic outbreaks of cholera and malaria, persistent malnutrition, and violence – the intervention of humanitarian aid and international awareness led to some improvements beginning in 1995.

For Ram, one of those vital improvements was education. Over the course of nearly 20 years, Ram received instruction in English and other academic subjects in the camp, and eventually went on to become an English teacher himself, educating the younger refugees. After an unsuccessful attempt by the family to return to Bhutan and the subsequent loss of his father, the family was selected for sponsorship by Catholic Charities USA and resettled to the United States in 2011.

A total of 335 individuals received assistance and support through the Immigration Services program this year.

Our agency welcomed 134 immigrants and refugees from 32 countries across the world into our Citizenship Services and Education program last year.

The family was welcomed at Logan Airport in Boston by Kaska Yawo, a Refugee Resettlement specialist with Catholic Charities Worcester County. Starting on day one in their new country, the family could rely on Catholic Charities to help guide them through a maze of unfamiliar surroundings and customs. From finding a safe and affordable place to live, to learning to navigate traffic regulations, social norms and their finances, Kaska and the Catholic Charities team were a lifeline to the newly-arrived family.

Ram took full advantage of the agency’s robust Citizenship Services and Education program, and after diligent study became a citizen of the United States in 2014. Ram married his wife Rinku in 2015, and just six months ago the couple welcomed their first child, daughter Sanvi. Since 2012 Ram has served as President of the Bhutanese Community of MA in Worcester, where he gives of his time to assist other refugees, and at the same time maintain the culture and traditions of his birthplace. Recently Ram left his position as a technician at IPG Photonics in Oxford, and is currently completing training which will prepare him to purchase and operate a convenience store in Texas, where his family will relocate in the months ahead.

With courage, personal determination, and the significant support of Catholic Charities, Ram Sharma has achieved what we must never take for granted: the American dream of security, freedom, and the chance to build a life of our choosing.
My dear brothers and sisters in Christ,

It is always a distinct privilege for a bishop to witness the mercy of God at work in the charitable works done in the name of the Catholic Church. I have often noted to people that one of the first decisions Bishop Wright made as the first Bishop of Worcester in 1950 was to establish Catholic Charities for Worcester County. He wanted our newly established diocese to have charity at the heart of its mission.

In this annual report you will notice a quotation from the prophet Isaiah, “When you go through deep waters, I will be with you.” Isaiah (43:2) These are certainly reassuring words to those in need, knowing that God will never abandon them. For Catholics, it also has another meaning, for we believe that, by virtue of our baptism, we are the hands and the face of Christ to those we encounter. Like St. Teresa of Kolkota and so many of the saints, we bring God’s hope and mercy to those who need our assistance. Those in need should never find themselves alone.

Thank you for taking the time to allow us to share our story with you in this report. It is a story of hope, of mercy and most importantly of the unrequited love of Christ which we are invited to share in this world. May we never lose sight of our mission to support anyone in need – not because they are Catholic but because we are Catholic.

With every prayerful best wish, I remain

Sincerely yours in Christ,

Most Reverend Robert J. McManus
Bishop of Worcester

With Gratitude to Our Donors

The vital work that Catholic Charities Worcester County does in the community would not be possible without the generous support of individuals, corporate sponsors, and foundations. From gifts in memory of loved ones, to bequests, event sponsorships and grants, we are grateful to each and every donor who chooses to support our agency. All gifts made to Catholic Charities beginning July 1, 2016 through June 30, 2017 are acknowledged in a comprehensive list available on our website. Please visit www.ccworc.org to view the complete donor list, and thank you again for your generosity.

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Susan Maedler, Administrator, Senior Employment Program
Maydee Morales, Administrator Worcester Central Area
Paula Nicholson, Regional Supervisor, Homecare
Our comprehensive Finance Department *seamlessly interacts* with a multitude of state, local, and private funding streams — while processing **2,500 donation checks, 5,000 invoices, and 10,000 paychecks** each year.

### Service Costs by Category

- **Management and General**: $1,047,027 (10.9%)
- **Basic Needs/Emergency/Holiday and Special Assistance**: $588,613 (6.2%)
- **Services for Families and Children**: $1,328,663 (13.9%)
- **Services for Immigrants and Refugees**: $239,660 (2.5%)
- **Services for Individuals with Developmental Disabilities**: $1,698,796 (17.7%)
- **Services for Frail and Vulnerable Elders**: $3,872,211 (40.5%)
- **Substance Abuse Services**: $795,683 (8.3%)

### Total Costs

**$ 9,570,653** 100.0%

### Change in Net Assets

**$ 874,556** 10.9% 6.2% 13.9% 2.5% 17.7% 40.5% 8.3%

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**Adoption History & Search Program**

We provide assistance to those individuals who have relinquished a child for adoption through Catholic Charities, provide available background information to adoptees and if requested, assist with re-unifications (search) for both parties.

**Refugee, Citizenship and Immigration Services**

### Citizenship Assistance and Education Program

Our Citizenship Assistance and Education program offers classes for legal permanent residents seeking to pass the U.S. Citizenship Exam. Citizenship immigration counseling and application assistance are also available.

### Immigration Services

The Immigration Services team at Catholic Charities provides assistance with the various forms of immigration applications, including family-based immigration, adjustment of status, employment authorization, and other related immigration forms and procedures. We also provide referrals for immigration physicals.

### Refugee Resettlement Program

In our Refugee Resettlement program, we provide resettlement and case management services to newly-arrived refugees from dozens of countries across the world. We assist these individuals and families to secure housing, food, healthcare and basic needs. To further enrich the transition to their new country, we provide a cultural and community orientation, familiarizing individuals and families with the local education system, transportation resources and traffic regulations, financial institutions and services, and civic and service organizations that may be important resources.

### Refugee Case Management Program

We provide a range of case management services for newly-arrived refugees, asylees, second migrants, and other populations. These include federal cash assistance provided for employment-eligible clients, referrals to employment services, English as a Second Language (ESL) classes, and other vital services which help refugees to achieve self-sufficiency.

### Shelter Services

**Youville House**

The Youville family shelter provides safe housing and vital case management for homeless families, including single or two-parent families, and children from birth through the teenage years. The program offers education, counseling and service referrals that assist homeless families to achieve stability and transition to permanent housing in the community. Families must be Emergency Assistance (EA) eligible as determined by the local Department of Transitional Assistance (DTA) office, and referred for shelter through the Department of Housing and Community Development office within DTA.

### Substance Abuse Services

**Crozier House**

Since 1971, Catholic Charities’ Crozier House has provided structured and effective residential substance abuse treatment for males aged 18 years and older. Crozier is a voluntary, six month program during which residents work, pay rent, attend regular sessions with their assigned counselor, attend Alcoholics Anonymous and Narcotics Anonymous programs, and commit to remaining sober in the facility. Referrals are provided through other community substance abuse programs, acute detoxification units and transitional support services, clinical stabilization units and correctional facility.

### Volunteer Opportunities

Individuals of all ages and faiths are encouraged to provide their talents, skills and time to our various volunteer opportunities. Volunteers enhance our programs, provide hope to individuals in need, and increase resources for the communities we serve. The following are examples of opportunities: picking up food from the Worcester County Food Bank, working with guests in our food pantries, sorting donations in our clothing closets, organizing diaper drives, collecting household items for our newly resettled refugees, delivering and serving Thanksgiving and Christmas meals, and working with individuals with developmental disabilities.
Area Offices

Athol
12 Riverbend Street | Athol, MA 01331
978.249.4563

Crozier House
10 Hammond Street | Worcester, MA 01610
508.798.0191

Greenfield Homecare
91 Main Street, 2nd Floor | Greenfield, MA 01301
413.512.2017

Leominster
196 Mechanic Street | Leominster, MA 01453
978.840.0696

Mercy Centre
25 West Chester Street | Worcester, MA 01605
508.852.7165

Milford
126 Main Street | Milford, MA 01757
508.478.9632

Southbridge
79 Elm Street | Southbridge, MA 01550
508.765.5936

Whitinsville
9 Spring Street | Whitinsville, MA 01588
508.234.3800

Youville House
133 Granite Street | Worcester, MA 01604
508.753.3084

Worcester
10 Hammond Street | Worcester, MA 01610
508.798.0191

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