



**CATHOLIC
CHARITIES**

WORCESTER COUNTY



Inspiring a Way Forward



2018
IMPACT
REPORT

Dear Friends,

As we come together to celebrate another exciting year at Catholic Charities I am so grateful to be a part of an agency of people helping people. Our dedicated staff and volunteers give of their time and energy every single day to help and inspire the most vulnerable members of our community.

This year has been filled with inspiration and excitement as we continue to expand our foundational programs helping thousands of individuals and families of every faith or no faith, through their most difficult challenges. In this fast paced technological era of providing instant solutions, we at Catholic Charities realize that simply providing for basic needs is not enough. For sixty seven years, our agency has remained steadfast in providing long term solutions to issues such as homelessness, poverty, family crises, and substance abuse, and providing services for frail elders and children, and individuals with developmental disabilities.

During this past year we have made great progress expanding our model of wraparound services throughout Worcester County. We are excited to open our new office in Milford which will provide services to countless families. We are also in the process of purchasing a new facility for our emergency family shelter here in Worcester. For the past forty years Catholic Charities Youville House family shelter has provided case management and direct services for families who have nowhere else to turn. We have seen first-hand the tragedies that have resulted from the opioid epidemic. In response, Catholic Charities has made a commitment to provide a women's recovery program in Leominster addressing the lack of treatment services for women and the tremendous void of any services in this area of Worcester County.

We have also made progress with human service goals, adding professional staff who reflect the culture of our agency services and values, and the community we serve. This puts us in a better position to not only meet basic needs but to listen and develop a comprehensive plan to empower clients to help themselves.

All of this has been accomplished with tremendous help. We are so grateful for the long-term support of our programs through our municipal, state and federal partners. We have continued to develop strong and productive collaborations with educational and social service providers in the community, greatly enhancing our capacity to help those in need. We are also grateful for the firm commitment of our board of directors, generous donors, dedicated staff and volunteers, and for the invaluable guidance and support of our mission from Bishop McManus.

With your continued support, together we will "Inspire a Way Forward" in restoring hope and dignity for the individuals and families in our community that are most in need.

Gratefully,



Timothy J. McMahon

Timothy J. McMahon
Executive Director



Anthony D. Rozevicius

Anthony D. Rozevicius
Board President



My dear brothers and sisters in Christ,

St. Paul wrote “humbly regard others as more important than yourselves, each looking out not for his own interests, but also everyone for those of others.” (Phil 2: 1-4) These words inspired the first Bishop of Worcester to establish Catholic Charities of Worcester County in 1950, and continue to inspire all of us who work, volunteer, or support financially the many ways we assist people through Catholic Charities. True charity is at the heart of who we are.

The theme of this year’s annual report, “Inspiring a way forward,” also echoes the mission of the Catholic Church. This mission inspired people like Dorothy Day, Servant of God, to teach by example that we show our love for God by serving others. In so doing we bring God’s hope to tens of thousands of people throughout Central Massachusetts.

Hope is not a hollow sentiment. In 2017, Pope Francis wrote, “Hope is the virtue of a heart that doesn’t lock itself into darkness, that doesn’t dwell on the past, but is able to see a tomorrow.” Catholic Charities accompanies its clients on a road to a brighter future. It does so on behalf of all of us, moved by our Catholic faith, not because of our clients’ faith.

Thank you for your continued support of Catholic Charities. I invite you to review this report and be inspired by the good work made possible by people like you.

With every prayerful best wish, I remain

Sincerely yours in Christ,

Most Reverend Robert J. McManus
Bishop of Worcester

Inspiring a way forward: 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

Each day we provide assistance to individuals and families to address the risk factors that have resulted in food, housing, and socioeconomic insecurity. Our four Area Offices in Worcester, Leominster, Milford and Southbridge serve as hubs for a number of programs aimed at helping clients to stabilize their immediate circumstances, by providing for basic needs and financial assistance, as resources allow, and to plan for further education and more stable employment:

- Case management aimed at self-sufficiency
- Food Banks & Food Assistance Referrals
- Outreach & Enrollment for Supplemental Nutrition Assistance (SNAP Food Stamps)
- Clothing & Diapers
- Housing & Utility Assistance
- Financial Literacy Education



Catholic Charities celebrates its new office in Milford.

Holiday and Special Assistance

Bishop's Holiday Dinners and Holiday Meal Delivery

Each Thanksgiving and Christmas over the past 51 years, Catholic Charities has provided a warm meal and fellowship to homebound elders, people with disabilities, and those who would otherwise be alone on both holidays. Last year, with the assistance of hundreds of volunteers and sponsors, over 4000 dinners were provided via home delivery or served at the sit-down dinner at the Cathedral of Saint Paul in downtown Worcester.



Tim McMahon, Executive Director delivers The Bishop's Christmas dinners with a warm smile on a cold day.



Eden smiles with his new backpack filled with school supplies.

Backpack and School Supply Drive

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

Parenting Education and Youth Services

Parent Aide Program provides in-home, intensive case management services including parenting education, life skills training and supportive intervention in crisis situations to assist parents whose children are at risk of abuse or neglect.

Project Chill Program provides violence prevention education to children and youth in a group setting, to assist them in managing difficult interpersonal behaviors.

Parent Education Workshops are also provided in our Area Offices 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; and stress management.



Worcester Firefighters bring Joy to the Mercy Centre Crew.

Elder and Special Needs Services

Home Care Program staff help to maintain a disabled or dependent person safely and comfortably within the home setting by providing a variety of services which include homemaking, light and heavy chores, personal care, companionship, home health assistance, and supportive home health services. We provide these crucial and lifesaving services through our area offices in Worcester, Leominster, Milford and Southbridge and have expanded into Athol, Greenfield and our newest office in Shelburne Falls in meeting the needs of the elderly and disabled.

Our Senior Community Employment Service Program provides employment, training and job search assistance to low-income mature workers. Participants 55 years-old and older, provide up to 20 hours per week of community service work at non-profit and government agencies.

Multiple Sclerosis Program The Edward M. Dowd Personal Advocate Program provides case management services to people with Multiple Sclerosis through a contractual agreement with the National Multiple Sclerosis Society - Greater New England Chapter.

The Mercy Centre provides a range of programming for adults age eighteen and older with intellectual and developmental disabilities which include employment, training and skill building. The 4 programs include: Employment Supports, Group Supported Employment, Community-Based Day Support Services, and the Day Habilitation program.

The Adoption History & Search Program provides assistance to those individuals who have relinquished a child for adoption through Catholic Charities. We provide available background information to adoptees and if requested, assist with re-unifications for both parties.

Citizenship and Immigration Services

The Citizenship Assistance and Education Program provides classes, immigration counseling and application assistance for legal permanent residents seeking to pass the U.S. Citizenship Exam. This year we are very excited to receive recognition through United States Citizenship and Immigration Services which has provided federal funds to expand our citizenship program and further support the immigrant community in Worcester County.

ESL/Civics Classes are provided for any adult needing Basic English skills to further his or her education, increase employment opportunities, or as a prerequisite to our citizenship program.

The Immigration Services Program provides assistance with immigration applications, including family-based immigration, adjustment of status, employment authorization, deferred action for childhood arrivals (DACA), and other related immigration forms and procedures. We also provide referrals for immigration physicals.



Shelter Services

Catholic Charities Youville House is a family shelter that provides a combination of case management and direct services for homeless families. For more than forty years we have assisted families who have nowhere to turn after exhausting their resources and hope, by providing an emergency family shelter here in Worcester.

Substance Abuse Recovery Home for Men

Crozier House has successfully provided structured and effective residential substance abuse treatment for males aged 18 years and older since 1971. In response to the opioid epidemic we are excited to report that we are working diligently to expand this program and to provide a new Women's Recovery Program in Leominster addressing the lack of treatment services in this area.



Volunteer Opportunities

We welcome individuals of all ages and faiths to share their talents, skills and time. Volunteers enhance our programs, provide hope to those 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 arrived immigrants, delivering and serving Thanksgiving and Christmas meals, and working with individuals with developmental disabilities.





Dedication & Commitment

"I always knew I would be a volunteer. My mother was a volunteer and so I always knew when I was growing up that eventually I too would help." After raising four children, and working two careers, she felt blessed to be able to retire and wanted to share her time and talents to help those less fortunate. And for the past seven years, Mary Beddes has done exactly that. Two days each week she works at Catholic Charities providing emergency assistance helping countless families with food, clothing, diapers, personal care items, financial literacy, and community service referrals, all with a warm and friendly smile. And she doesn't stop there. Being a detailed-oriented person, with business acumen, Mary developed systems and assumed responsibility for program statistics and converting these to our new software system which is vital in tracking and identifying client needs and providing resources and referrals.

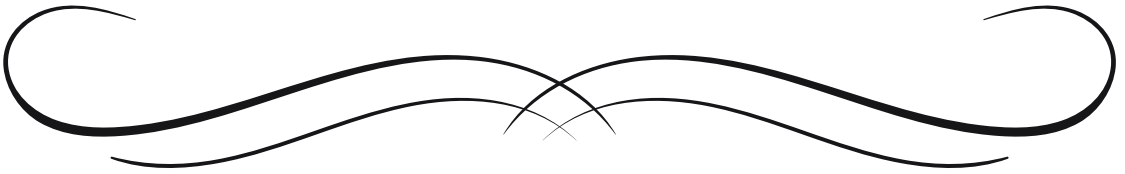
"All of the people we help are struggling in one way or another. There are some families who never needed help before so connecting them with services that are available, by helping them with where to go and who to ask, makes all the difference. Sometimes it is simply listening or providing a follow up call. The clients have such gratitude that somebody listened, and cared enough to call back." Restoring hope and dignity and inspiring a way forward for the individuals and families we serve would not be possible without the commitment of the many volunteers who serve each day. We thank all of our volunteers, college and high school students, interns, seniors, family and corporate sponsors and our dedicated board members who volunteer to support our programs and our mission. This could never be accomplished without your selfless generosity.



Remembering Heather

(1954-2018)

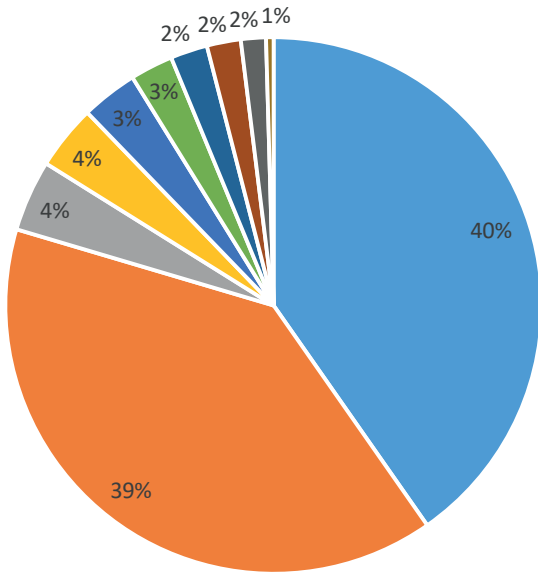
For 38 years Heather MacDonal inspired our way forward here at Catholic Charities. She will be dearly remembered as a social justice warrior, who shared a deep love and commitment to under served and vulnerable people. She believed deeply in our mission and directed and supervised many programs here at Catholic Charities including health care support services and The Mercy Centre for Developmental Disabilities. Please rest in peace dear friend!



With our Sincere 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, 2017 through June 30, 2018 will be acknowledged in a comprehensive list available on our website. Please visit www.ccworc.org to view the complete donor list. Thank you again for your kind generosity!

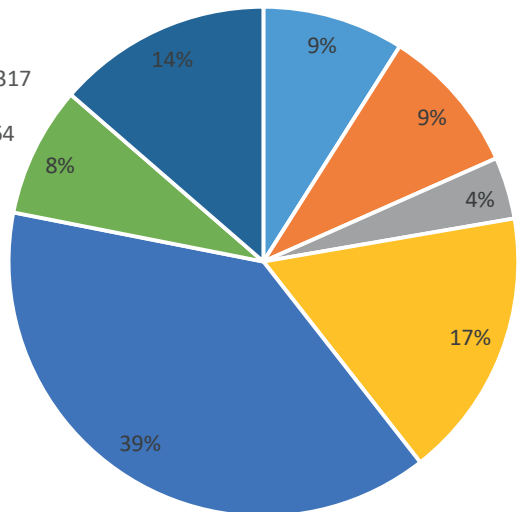
Agency Revenues, Gains and Other Support



| | |
|-------------------------------------|-----------|
| Federal, State and Local Government | 4,147,039 |
| Sub-Contract | 4,044,540 |
| Investment, Legacies and Bequests | 442,103 |
| Grants, Donations, and Fundraising | 401,021 |
| Partners In Charity | 350,000 |
| In-kind Donated Goods and Services | 266,051 |
| Service Fees | 229,788 |
| Interest and Dividends | 210,454 |
| United Way | 155,083 |
| Other Income | 46,641 |

Agency Costs of Providing Services

| | |
|---|-----------|
| Basic Needs/Emergency/Holiday and Special Assistance | 918,687 |
| Services for Families and Children | 957,414 |
| Services for Literacy, Citizenship, Immigrants and Refugees | 402,317 |
| Services for Individuals with Developmental Disabilities | 1,753,264 |
| Services for Frail and Vulnerable Elders | 3,950,713 |
| Substance Abuse Services | 846,371 |
| Management and General | 1,393,204 |



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Timothy J. McMahan

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Shelter

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Service Employment

Barbara Melanson, Regional Supervisor, Homecare

Cindy Mercedes, Administrator, Worcester Area

Maydee Morales, Director of Emergency Services

Paula Nicholson, Regional Supervisor, Homecare

Laura Powell, Administrator, Parent Aide

Danishka Valdes, Administrator, Greater Milford Area

Kaska Yawo, Administrator, Immigration

Our Mission

To meet the needs of the poor, the homeless and the infirm, and to enhance the quality of life for all, Catholic Charities draws on the inspiration from the teachings of Jesus Christ and the Church and the pastoral leadership of the Bishop of Worcester.

AREA OFFICES

Athol Homecare

12 Riverbend Street
Athol, MA 01331
978.249.4563

Crozier House

10 Hammond Street
Worcester, MA 01610
508.860.2216

Greenfield Homecare

91 Main Street, 1st 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

200 Main Street
Milford, MA 01757
508.234.3800

Shelburne Falls Homecare

114 State Street
Shelburne Falls, MA 01370
413.489.3045

Southbridge

79 Elm Street
Southbridge, MA 01550
508.765.5936

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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Diocese of Worcester.**

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