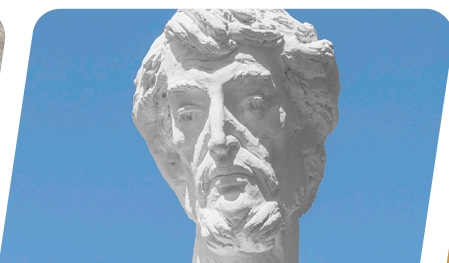




ANNUAL REPORT 2019-2020





ANNUAL REPORT
2019-2020

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A message from the President of the Board of Directors



For Catholic Charities, the second half of fiscal year 2019-2020 will always be remembered by the agency's rapid response and real-time solutions we provided in the face of the challenges of so many due to COVID-19. Catholic Charities' ability to meet these urgent needs is a testament to years of strength, support and stewardship from the agency and our supporters through God's grace.

Understanding and responding to emerging crises is what the agency has done for more than 110 years. And that experience gives the agency a unique combination of knowledge, skill and wisdom to know what needs to be done and how best to do it.

Very early in the pandemic the Catholic Charities team moved from identifying need to answering it. They rapidly created the tools to continue practical support and kept their focus on restoration – to health, shelter and stability.

I'm so proud of the work Catholic Charities has done throughout these challenges for the service and care of our distressed brothers and sisters in southwestern Pennsylvania.

Right now, we don't fully understand the ripple effects of the pandemic. We can't yet see the outer edges and don't know the additional challenges to come. We do know this: Catholic Charities will be there for those in most need. Our predecessors were there for our grandparents, our great-grandparents, and when our children face fresh struggles of their own, we will continue the tradition of excellence in caring and be there for them, too. In fact at Catholic Charities, we feel honored to be able to serve.

Because we understand that crises don't wait until a better time, we are always prepared. The following pages reflect our expertise, achievement and care.

Thank you for all you do in support of Catholic Charities and our mission!



Steve Blanco

President, Board of Directors

Catholic Charities, Diocese of Pittsburgh

A message from the Executive Director

“ When Catholic Charities began fiscal year 2019-2020, our vision differed wildly from our ultimate reality. We had fresh plans and goals. We looked forward to another solid year of achievement on behalf of those we serve.

Then the pandemic hit and its impact was significant. Though COVID-19 redirected our original intentions, we found great success. My team, whom I knew to be good, was, in fact, exemplary in meeting the increasing needs of those reaching out to us. And those needs have been profound.

With encouragement and financial assistance from our supporters, we have:

- Healed the sick and scared, keeping our Free Health Care Center open for the most vulnerable.
- Eased anxiety and depression, expanding our counseling programs through tele-therapy to all eligible Pennsylvanians even as we sheltered in place.
- Created atmospheres of trust and love, as team members left their own homes to quarantine at our residential shelter for men without homes of their own.

We are now preparing for the reality that the economic impact of COVID will challenge us at even greater levels. Our role will be critically important.

We are already assisting clients at rates we have not seen since my tenure began 14 years ago. We anticipate calls for help continuing to rise with requests at unprecedented dollar figures. Many factors will impact our neighbors' ability to meet the costs of housing, health care and other basic necessities. Playing catch-up will be unrealistic for many burdened by months of accumulated bills.

Whatever tomorrow brings, we remain committed to responding with compassion, healing and hope – as we always have. We know we sit safely in the hands of a merciful God and we show up every day ready to do His will and be part of the solutions.

Thank you for the solutions you make possible and may you be blessed.



Susan Rauscher
Executive Director

Catholic Charities, Diocese of Pittsburgh

Susan Rauscher

CATHOLIC CHARITIES

As we opened our past fiscal year, we had no idea what was coming. As we closed it, we knew with support we would be strong enough to handle whatever came next.

Loyal support and refreshed affirmation of vision have meant that even as we've navigated uncharted paths, we've stayed true to our mission and our passion.

This confirmation of what we've long known is a truth we've shared with clients, patients and consumers for more than 110 years – with support, strength increases despite pressure. Together, we are greater than the sum of our parts. Together, we are strong.

We didn't end our year where we had anticipated. There were many moments we had to pivot and many times we had to build on the fly.

Our funding has taken a hit as traditional sources of income have disappeared, even as the numbers of people we serve have increased.

There were many moments we had to pivot and build fresh muscle to leverage strength.

Who is Catholic Charities?

We're the support for southwestern Pennsylvania when families and individuals face their greatest challenges. We provide solutions and build stability.

Inspired by Jesus' teachings and focused on lasting solutions, we serve our communities' critical needs with compassion, healing and hope.

The need is now. Catholic Charities is already in motion.

Areas of Focus

- Homelessness and Housing Assistance
- Pregnancy and Parenting Support Services
- Health Care for the Uninsured and Underinsured
- Counseling
- Senior Services
- Basic Needs

Areas of Service

- Allegheny County
- Beaver County
- Butler County
- Greene County
- Lawrence County
- Washington County



27,079
Total Clients



352,486
Total Acts of Service

↑26%

COVID RESPONSE

Some will say COVID-19 changed everything. Certainly, the pandemic introduced fresh complexities, further complicating the lives of those we serve and bringing many new people to our doors. It reminded us of the importance of quick intervention to mitigate complex patterns of despair that can last generations.

COVID may have hijacked our original plans, but it didn't derail our commitment to provide solutions and build lasting stability. And it won't. We know the need is greater than ever. So is our passion.



CASE MANAGEMENT

Helping our clients find greater stability often means providing supportive and intensive case management.

Incentive to Goal is a program that allows us to partner with program participants to meet urgent needs even as they build the foundation for long-term – and sustainable – success. With their case workers, our clients develop personalized service plans with specific goals and corresponding strategies. A companion incentive plan, created in parallel, identifies tangible resources to serve as incentives to encourage and celebrate efforts and successes.

Terri

We met Terri when she came to our Welcome Center in search of housing assistance. Very quickly, we learned her housing situation was likely the result of many other challenges, including mental health issues.

Through case management, we were able to assess her needs more fully. With her case worker, Terri came to the understanding that her inability to stay in one place long was directly tied her issues of anger management and an inability to

develop relationships based on trust. With that acknowledgement, she was able to develop a strong plan of action to find – and maintain – safe housing. We were able to help her with resources to clear previous delinquent utility bills to give her a fresh start.

Today, she is in a new apartment and is working hard to develop coping skills to help her enter into new relationships from a position of health rather than fear.

Case Management Services

- Personalized Case Management
- Supportive Case Management
- Intensive Case Management
- Person-centered Counseling
- Family Christmas Plan



252
Total Clients



2,156
Total Acts of Service

COVID RESPONSE

Our caseworkers found innovative ways to assist those in desperate need of immediate attention, including no-contact delivery of essentials – even while providing intensive case management for those working to become more stable.

What's Next >>

This approach is the foundation of our service delivery model. Though the initial investment is sometimes more expensive than one-time financial assistance, experience teaches us that without a broader understanding of the multiple issues most of our clients face, that “one-time assistance” becomes an inter-generational crutch that drains agency resources and does nothing to empower the distressed. The easy fix is often the most expensive and dismissive over the long term. Our plan is to ensure every client with whom we work receives an invitation to the tools that will better their chances of bettering themselves.

COUNSELING

We offer accessible, low-cost, high-quality counseling for families, couples and individuals who otherwise might not be able to receive services. Experienced, licensed therapists are available to meet in person or via tele-therapy.

We also provide a free-of-charge classroom program for children in elementary school to learn coping skills. The goal is to help them with emotional upheavals and challenges, including the separation/divorce of parents, grief and other forms of loss. We believe coping skills learned at this age can impact an individual's ability as an adult to successfully navigate difficult and challenging circumstances that come to us all.

Colleen

Counseling at Catholic Charities means treating the whole person – not just a set of challenges or circumstances. We know optimum health requires emotional and physical care.

Many of our patients suffer from anxiety and depression with numbers increasing in the wake of COVID-19.

Those were the issues that brought Colleen to us. She wanted help in defeating what had become debilitating panic attacks, depression and relationship problems. A complete physical examination did not reveal a root cause, so we began to work with her to tackle what she felt were her biggest concerns: on-going grief and a lack of communications skills. Over time, she

learned to challenge negative thoughts. She also began practicing progressive relaxation, which helped regulate her moods and reactions.

Still, her anxiety and depression continued.

Outwardly, she did not appear to be a candidate for poor eating habits, but an assessment with her therapist revealed a diet almost exclusively of caffeine, sodas and sugary foods. As Colleen learned more about the links between diet and mental health, she improved her nutrition. After several months of ongoing care and improved nutrition, she no longer experienced panic attacks and began to enjoy real happiness in her relationships.

Psychoeducational Programs

- Anger Management
- Co-parenting
- Trans-parenting
- Parenting Classes
- Reunification
- Coping for Children



178
Total Clients



2,498
Total Acts of Service

**Counseling
for individuals,
couples,
& families**

COVID RESPONSE

In the early months of the fiscal year, we began developing a framework to provide tele-therapy. The pandemic accelerated our timeline, and within days of the initial stay-at-home orders from the state, our team had transitioned 100 percent to tele-therapy. This safe, high-quality therapy is now available to any eligible Pennsylvania resident.

What's Next >>

Mental and emotional health needs have increased substantially as COVID-generated crises ripple through our communities. Our tele-therapy options are a strong start, but we recognize many underserved populations still do not have immediate access to the support they need. We continue to work on innovations to bring skilled professionals to those who cannot come to us or don't have the ability to join tele-therapy.

Additionally, we know that many children grow into adults never having developed the coping skills necessary to navigate life's challenges. We are working to expand our programs for children who are already experiencing traumatic events by teaching them the coping skills necessary to process their emotions and responses through healthy outlets. We hope to reach as many children as possible in order to keep them from being ordered by future courts into our anger management program as adults.



PREGNANCY & PARENTING

Catholic Charities supports struggling parents – regardless of financial status – with free and confidential assistance, including life-affirming counseling, pregnancy to toddler parenting education and tangible childcare items, such as diapers, baby equipment and clothing.

We recognize that regardless of economic background all parents struggle. Our goals are to provide hope through teaching normalized parenting skills and helping families establish healthy patterns of behavior to create happy, strong and less stressful homes for children.

Staff and volunteers help program participants, including soon-to-be parents and those raising toddlers, identify current needs for immediate relief and develop action plans to prepare for future goals and challenges.

Mary

When we met Mary, Children and Youth Services had determined her situation to be high-risk, meaning she was unable to safely meet the needs of her month-old baby. Drug addiction issues caused her to lose custody, and the baby's father was unable to help as he was in prison.

Family court stipulated that to regain custody of her child, she was required to enter a drug rehabilitation program and to learn parenting skills. Catholic Charities provided weeks of

ongoing parenting education and supportive counseling. We also ensured she was engaged with our community partners that provided rehabilitation care – and we made certain she had transportation to attend those sessions.

Within months, Mary regained custody of her child. We continue to serve her today. She receives supportive counseling as well as tangible assistance, including formula, clothing, bottles, wipes and diapers.

Pregnancy & Parenting Services

- Counseling
- Pregnancy Testing
- Life Skills Education
- Baby Care Items
- For Separated or Divorced Parents: Co-Parenting and Trans-Parenting Education



743
Total Clients



25,548
Total Acts of Service

COVID RESPONSE

Babies aren't very good at waiting and when they're hungry, need diapers or other basic supplies, they shouldn't have to. Today, we provide essential goods to babies and their families through no-contact delivery. Supporters can join us by selecting goods from one of our new Amazon Wish Lists to offer tangible help.

What's Next >>

Agency-wide, our largest group of clients – more than 2,500 – are single-parent, female-led households, who lack the background or personal support to provide environments to raise children to their healthy potential. We began a partnership with United States Conference of Catholic Bishops to map life-affirming resources available to all parents in the counties we serve. This work continues. We are exploring fresh ways to better reach those who are unable to access needed care.



HOUSING & HOMELESSNESS

Every problem is worsened significantly for those who have nowhere to call home. Those without shelter frequently have many issues that need to be addressed, but providing or identifying available places of safety is often the most urgent need. We offer two specific programs to care for those who struggle with homelessness or are in danger of becoming homeless. In Allegheny County, our St. Joseph House of Hospitality provides housing and case management for older men who have been homeless or are in immediate danger of homelessness. This residence is the only outreach program of its kind in southwestern Pennsylvania, providing single room units, meal preparation (almost 36,000 meals this year alone) and ongoing case management to those who make St. Joe's their home.

Our Butler County Outreach serves as the first point of contact for all those without homes or for those living in shelters in Butler County. Through this outreach we operate three homeless programs that offer shelter, assistance with temporary housing, and assistance to individuals to help find permanent housing. All of these programs provide corresponding casework utilizing our Incentive to Goal model.

Samuel

Samuel, 57, moved into St. Joseph House of Hospitality when his only income was a monthly welfare check for \$205. Two months after his arrival, those funds were cut. Despite having brief periods when he was able to live with his daughter, he had been essentially transient for two years, living at times on the streets. He wrestled with alcoholism, depression, anxiety and additional medical issues. After a few weeks at St. Joe's, Samuel decided to follow his caseworker's urging and get serious about his recovery from alcoholism, participating in Alcoholics Anonymous.

As part of his individualized service plan and with assistance from federal aid, Samuel enrolled in classes at the Community College of

Allegheny County as a full-time student. He also became active in St. Joe's Resident Volunteer program, helping to maintain the grounds and working in the on-site vegetable garden. His caseworker helped him apply for Social Security Income disability benefits. Once approved, he used a portion of his lump sum check to help his family and placed a deposit on his own apartment. Samuel continues to pursue his college degree and to volunteer with his church where he has been active with youth ministry and summer camps.

He says that his goal is to graduate from college, become a drug and alcohol counselor and be known as St. Joe's most successful resident.

Housing and Homeless Services

Allegheny County:

- St. Joseph House of Hospitality

Butler County:

- Rental Assistance
- Emergency Shelter
- Permanent Supportive Housing



1,125
Total Clients



33,270
Total Acts of Service

COVID RESPONSE

Our team at St. Joe's sacrificed staying in their own homes during the early days of the pandemic. Instead, they chose to live 24/7 for three months with the men they serve, providing emotional stability and structure.

What's Next >>

With rising unemployment rates and decreasing ability among many individuals and families to pay rent, we anticipate increased numbers of those without safe shelter. We are paying special attention to those most at risk, including the elderly and struggling families. In part, we're assisting with home weatherization, so they can remain in safe housing while meeting their other bills. For those already in shelters, we are providing unlimited bus passes to allow employed and unemployed adults ease of access to places of business and job interviews.

We are expanding creative outlets in our arts therapy program to the men at St. Joe's to include music to continue their exploration of past traumas and find healthy ways to continue self-isolating on site.

BASIC NEEDS

Catholic Charities helps individuals and families meet the most basic of basic needs such as food and rental and utility assistance for residents in southwestern Pennsylvania living within 200% of the Federal Poverty Guideline. We also serve the most vulnerable among us including those experiencing domestic violence, high-risk homelessness, seniors, women in a crisis pregnancy situation and those who need relief after a disaster – or an ongoing pandemic. As part of this outreach, we provide safe shelter during daylight hours with our Warming Centers in Allegheny County, which are operated seven days a week from December through March for anyone who needs relief from the cold.

Danielle, Brittany, Tyler and Jonah

Danielle, a mom with three children, came to our Welcome Center after her home had been condemned. The family had nowhere to live. Allegheny County Outreach staff worked to move up her move-in date to a Section 8 approval through the Mayor of Pittsburgh's office. Catholic Charities assisted with the

security deposit and first month's rent as well as providing the family with emergency food assistance. Danielle entered our Incentive to Goal case management program and continues to work on employment goals and financial literacy skills.

Basic Needs Services

Catholic Charities helps meet basic needs such as essential supplies, rental and utility assistance for residents in Southwestern Pennsylvania living within 200% of the Federal Poverty Guideline.



2,352
Total Clients



12,185
Total Acts of Service

COVID RESPONSE

COVID's impact will continue long after containment of the pandemic. Rising unemployment means more and more people will be unable to provide basic necessities for themselves. Many people now coming to us are new to seeking assistance. We will continue help with utility assistance, offer no-contact delivery of essential items and provide daytime shelter. In fact, as of December 2020, we opened our second daytime warming station in partnership with Divine Mercy Parish.

What's Next >>

Our Basic Needs Assistance program has been our flagship program for more than 100 years. However, it's hard to claim success when you recognize clients are returning year after year, with no significant progress – still cycling in the grips of poverty. These observations led us to the creation our Incentive to Goal case management approach and our holistic treatment philosophy. We plan to continue to designate significant resources to efforts designed to minimize barriers to success, break cyclical poverty and guide our clients to greater stability.



SENIOR CARE

Challenges, Options in Aging serves as the Area Agency on Aging for Lawrence County. Challenges provides a wide range of programs and in-home supportive services for older adults who desire to remain living in their own homes. Our care managers provide support to them and peace of mind to their families. Challenges also operates two innovative senior centers in Lawrence County. Center services include daily recreational, health and wellness, social and educational activities. Additionally, Challenges serves as advocates for those living in long-term care facilities as well as older adult protective services to eliminate risky situations and ensure the safety of older adults.

Janice

For more than 18 months, Janice has not lived at home with her husband – nor has she been in her own surroundings for more than an hour at a time. It's a sacrifice the two made together while she cares 24/7 for her 94-year-old father at his own home. Suffering from dementia and requiring constant attention, he is unable to be by himself, and Janice dreads the thought of relocating him to a nursing home. Neither does she want to cobble together a string of support personnel unfamiliar to her dad.

Although she does receive some help for bathing him and getting him to doctors' appointments, it hasn't been enough – not for her father and not for herself. She was enormously relieved when she discovered the Caregiver Support Program, administered through Challenges. The program means Janice has been connected with a single care giver, who can provide one-on-one care for her father and much-needed respite for herself.

Senior Care Services

Catholic Charities gives seniors and their families information about community resources and connects them to parish-based volunteers who can assist them with emergency basic needs.

Challenges: Options in Aging

- Challenges: New Castle Center
- Challenges: Ellwood City Center
- In-Home Services



201,380
Total Acts of Service



2,418
Total Clients

COVID RESPONSE

For many months we were unable to provide the on-site meals, exercise classes and companionship seniors had come to rely on at our two Lawrence County sites. In addition to posting online exercise videos, the Challenges teams delivered meals to house-bound seniors. All protective and case management services continued through tele-sessions.

What's Next >>

Both centers in Lawrence County have cycled through openings and closures over the course of the pandemic. As an at-risk population, seniors have shouldered the brunt of isolation, leading to further physical, social and emotional complications. We anticipate having greater insight into the impact of COVID on this population over the coming months and will adjust our service approach and programming as warranted.

FREE HEALTH CARE

Catholic Charities Free Health Care Center provides free dental and medical care for those who find they have a barrier to accessing care because of being uninsured or underinsured. Under-insured adults are those who have some health insurance, but still cannot afford the medical and/or dental care they need and/or essential prescriptions, such as medications to control high blood pressure or diabetes.

Volunteer providers treat routine issues and identify serious problems, creating treatment plans to foster health.

Emily

When Emily arrived at Catholic Charities Free Health Care Clinic in early September, she was tired. She hadn't been feeling well for a while. Recently, her memory had been failing, which fatigue only compounded. She quietly explained she needed help. This is often where our volunteer physicians begin – where a patient's hopes have dimmed. In addition to processing bloodwork, which revealed untreated hypothyroidism, our team worked to ensure she understood how valued she is. She grew secure enough to share that she had not been able to meet her own health needs, and a personal issue had been worrying her.

Within four business days, we prescribed medication to address her debilitating hypothyroidism; helped find ways to decrease her medication cost; scheduled overdue gynecological and mammogram appointments; examined her eyes and immediately ordered glasses; and arranged counselling for emotional and mental support. During a recent follow-up visit, she was animated, talkative and amazed at how rapidly her needs had been met.

Free Health Care Services

- Primary Care Visits
- Treatment Plan
- Screenings
- Therapy
- Specialty Care
- Care Coordination



494

Total Clients



1,158

Total Acts of Service

COVID RESPONSE

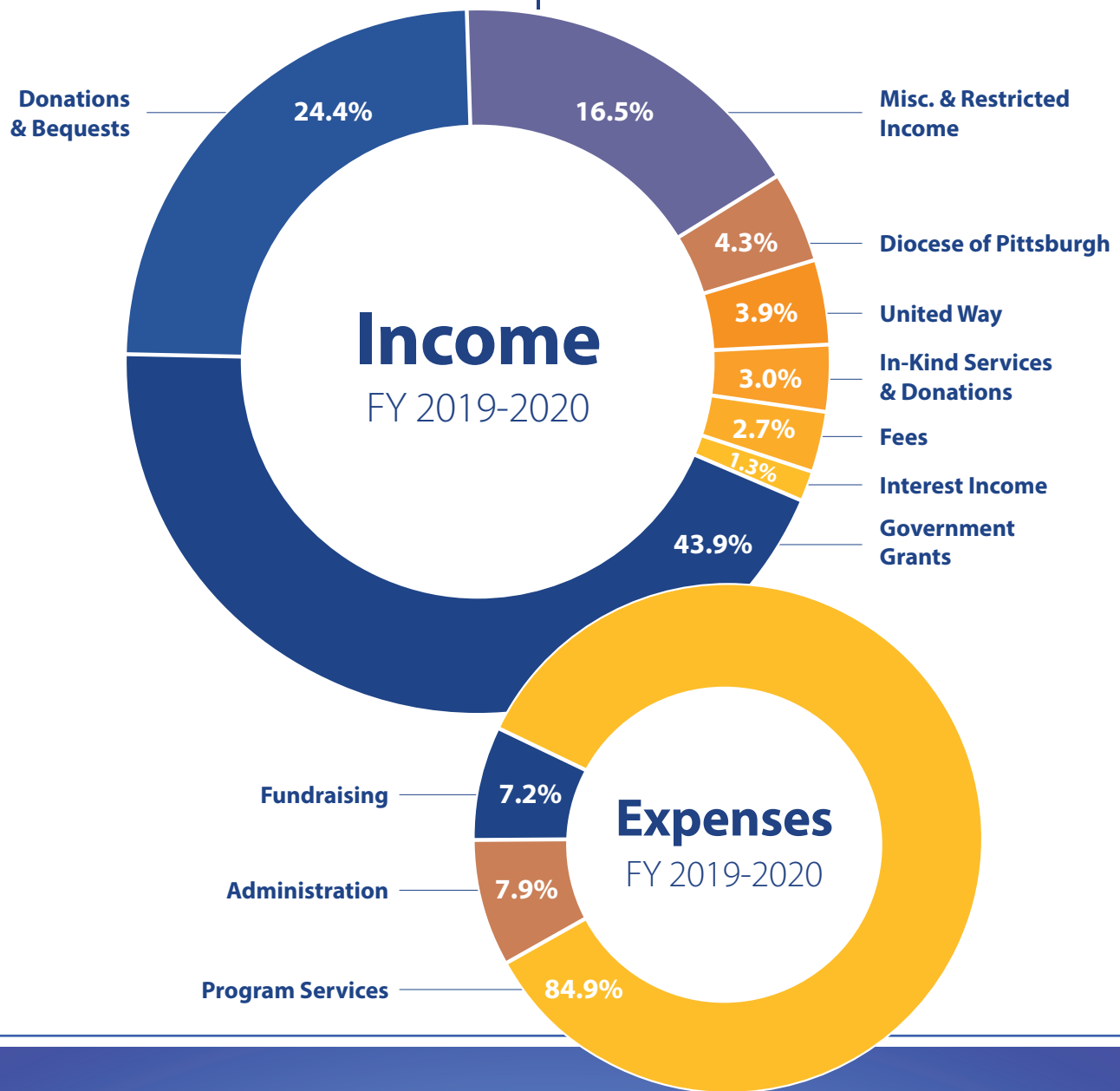
Our medical department remained opened throughout the pandemic to provide safe primary care, freeing our region's health care systems to concentrate on COVID-19 treatment.

Our dental team used their state-mandated closure to increase safety for patients in a COVID-19 reality. They developed new procedures and protocols and purchased enhanced sanitizing equipment.

What's Next >>

New partnerships with health systems and other providers are expanding the clinic's ability to help patients focus on preventive care to minimize the financial burden of those who find themselves in a medical or dental crisis. We are fostering healthier individuals who will find greater success in their own lives and limit the burden on our health care system.

FINANCIAL REPORT | CATHOLIC CHARITIES PITTSBURGH



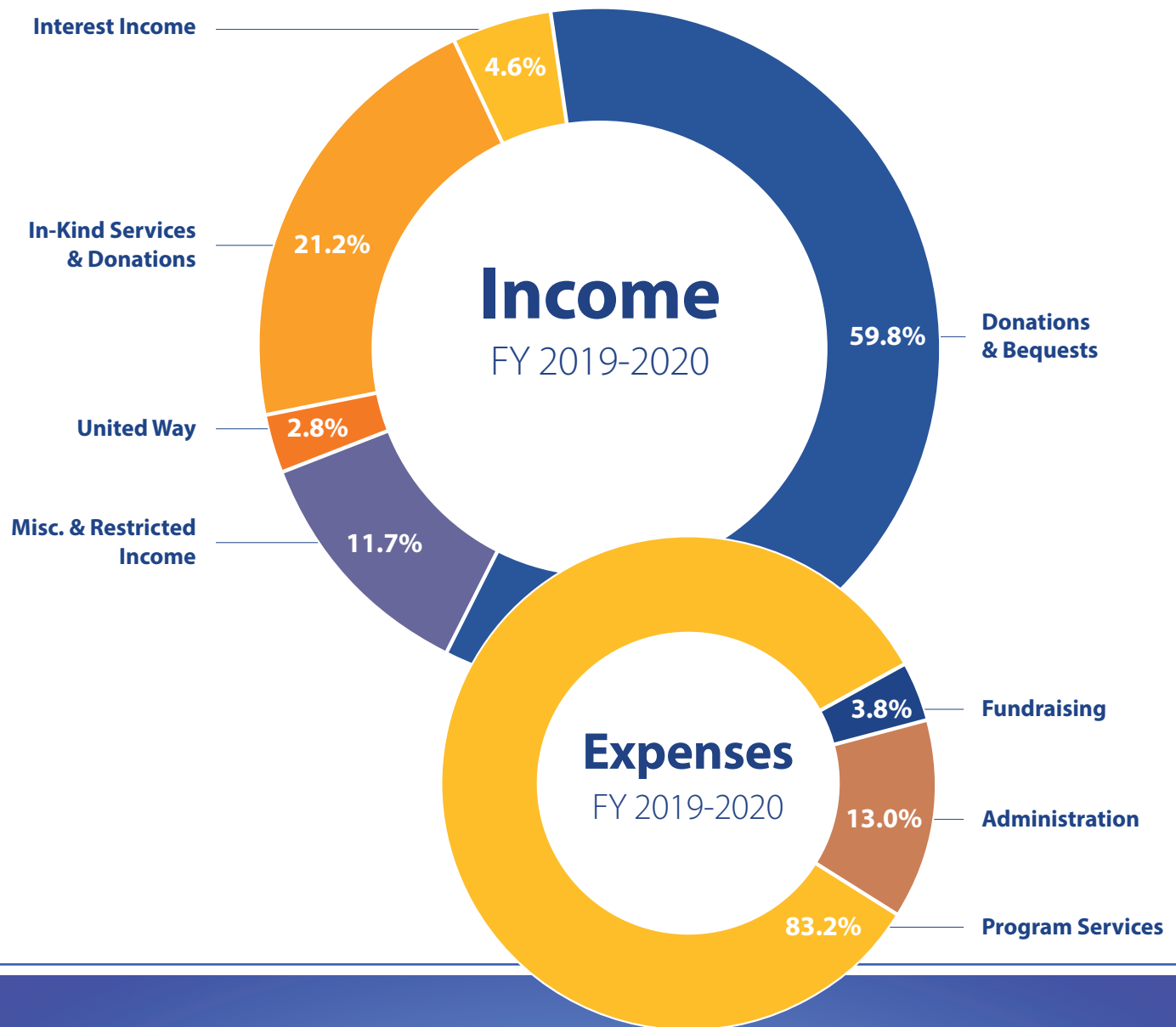
Income

Government Grants	\$4,439,725
Donations & Bequests	\$2,468,658
Miscellaneous & Restricted Income	\$1,674,929
Diocese of Pittsburgh.....	\$430,898
United Way	\$393,862
In-Kind Services & Donations	\$303,014
Fees	\$276,860
Interest Income	\$134,157

Expenses

Program Services	\$8,216,943
Administration	\$762,790
Fundraising	\$701,815

FINANCIAL REPORT | FREE HEALTH CARE CENTER



Income

Donations & Bequests	\$755,122
Miscellaneous & Restricted Income	\$147,592
United Way	\$34,758
In-Kind Services & Donations	\$268,002
Interest Income	\$57,563

Expenses

Program Services	\$1,050,768
Administration	\$164,497
Fundraising	\$47,772

Administration and County Outreach

Main Administration and Office of Development and Communications

212 Ninth St.
Pittsburgh, PA 15222
412-456-6999

Allegheny Country Outreach

212 Ninth St.
Pittsburgh, PA 15222
412-456-6999

Beaver County Outreach

276 East End Ave.
Beaver, PA 15009
724-775-0758

Butler County Outreach

120 W. New Castle St.
Butler, PA 16001
724-287-4011

Greene County Outreach

72 East High St.
Waynesburg, PA 15370
724-627-6410

Lawrence County Outreach

6 North Mill St.
New Castle, PA 16101
727-658-5526

Washington County Outreach

311 S. Main St.
Washington, PA 15301
724-228-7722

Program Sites

Catholic Charities Free Health Care Center

212 Ninth St.
Pittsburgh, PA 15222
412-456-6911

Challenges: Options in Aging

2706 Mercer Rd.
New Castle, PA 16105
724-658-3727

1405 Woodside Ave.
Ellwood City, PA 16117
724-752-9435

St. Joseph House of Hospitality

1635 Bedford Ave.
Pittsburgh, PA 15219
412-471-0666

Member

Chair

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Vicar General and General Secretary

Very Reverend Lawrence D. DiNardo, BG, JCL

Diocesan Liaison to Catholic Charities

Anna B. Torrance, Esq.

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Reverend Nicholas J. Argentieri

Reverend Joseph A. Carr

Reverend J. Francis Frazer

Reverend Michael J. Stumpf

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Amy Cervone,
Administrator, Challenges:
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Kathleen Zamperini,
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