



Love
**IS OUR
EVERYDAY
STANDARD**

ANNUAL REPORT 2020-2021

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DD, MSEd**

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FROM THE PRESIDENT OF THE BOARD



“

*... each act of
service is
performed by a
team that draws
from a deep well
of compassion.*

”

The conclusion of fiscal year 2020-2021 also marks the closing days of my service as President of the Board of Directors of Catholic Charities, Diocese of Pittsburgh. With the support of strong board engagement and the

firm commitment of the agency's team to extraordinarily high standards, it has been an honor to guide the organization through a period of extraordinary challenge.

The agency has long been regarded as a stalwart in direct care and a faithful partner to those interested in transforming their lives through improved economic, emotional and physical health. Recent months have also reminded our communities how nimble Catholic Charities is as well. They understand that those who need help will always be among us. They also know that the ways in which distress and pain manifest can quickly change. It's why they've never used a cookie-cutter approach. And never will.

Like the rest of the world, southwestern Pennsylvania is experiencing a profound shift in economic realities and challenges to the established order. Rising numbers of those in emotional crisis or seeking help to meet basic needs are early indicators of these changes. No doubt there will be other ways individuals and families will bear these challenges. Although the agency does not chase trends, it is carefully examining current offerings, auditing effectiveness, and assessing room for growth and areas of unmet need in our communities.

In this way, it is operating as it has always done: seeking first to understand and then positioning itself to serve in the most effective, thorough manner possible.

Finally, these types of reports rightly focus on financials and facts and statistics. I invite you to remember, however, that each act of service is performed by a team that draws from a deep well of compassion. They see their work as relational, not transactional. I also ask you to keep in mind that each person they serve has a name, dreams and hopes of moving forward in strength. The support Catholic Charities receives enables these connections and in a very literal way improves our communities for all of us.



Steve Blanco
President, Board of Directors
Catholic Charities, Diocese of Pittsburgh

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Deputy Executive Director

Bethany Young
Director of Development

FROM THE EXECUTIVE DIRECTOR



“
*Love is our everyday
standard.*
”

Fiscal year 2020-2021 has been the most demanding Catholic Charities, Diocese of Pittsburgh, has faced during my 12-year tenure.

We understood as we moved into a second year of pandemic response that ongoing adjustments to services and programs would be likely. We also anticipated an increase of first-time applicants, especially in the areas of housing and emotional care.

We were right.

What was staggering, however, was the magnitude of basic needs assistance. During the first six months of the fiscal year, we invested almost our total year's budget in direct assistance for our neighbors who needed food, a way to pay the rent, baby formula, diapers and clothes. You'll see those numbers represented in the pages of this report, but I hope you'll also read about Cole who is only one example of what our neighbors have been facing.

Today, even as life has become incrementally better, many of our clients, consumers and patients are continuing in crisis, managing economic, physical and emotional stressors. Experience tells us that trauma can manifest years after an initial experience, and so we anticipate continuing to serve at an increased capacity – likely in new ways.

What will not change – and never will, regardless of circumstance or crisis – is our simple plan of action. We:

Welcome any person in distress regardless of their background or story

Prioritize immediate need – especially those at risk of harm

Work to reframe every urgent need that comes before us as an invitation to partner with us for long-term stability

Our other non-negotiable? Love. Through its power we have met the needs of southwestern Pennsylvania during the Spanish flu and polio epidemics and the collapse of the steel industry. We've helped people as the region has cycled through seasons of unemployment and hard times, answering physical and emotional needs.

We continue today and we'll be here tomorrow.

Our work is compassion, healing and hope. Love is our everyday standard.



Susan Rauscher
Executive Director
Catholic Charities, Diocese of Pittsburgh

LEADERSHIP TEAM

Marion Ahlers

Director of Marketing and Communications

Marissa Barr

Regional Director-Southern Region

Amy Cervone

Administrator, Challenges: Options in Aging

Amber Crowe

Regional Director, Northern Region

Kathy Echement

Director of Special Projects and Board Relations

Sr. Irene Ellis

Regional Director, Central Region

Kathleen Emro

Director of Operations, Free Health Care Center

Michael Lamb

Medical Director

Frank Parise

Dental Director

Eden Safar

Program Director

Kathleen Zamperini

Director of Counseling

2020-2021 ANNUAL REPORT:

This past year, in partnership with Divine Mercy Parish, Catholic Charities of Pittsburgh hosted two daytime winter warming stations in response to increased numbers of street homeless who had no safe place to avoid frostbite and hypothermia. Our teams maintained COVID-compliant safety protocols, served meals and offered winter wear for those who had none. Between December and March, the sites served more than 3,929 people.

The warming stations are just one of the ways Catholic Charities addresses basic needs in southwestern Pennsylvania. Basic needs are the main things people need in order to function in this world: safe shelter, ready access to food, functioning utilities and baby supplies, such as formula, diapers and clothes

Our main work recently has been to address urgent need. Our greater goal, however, is to translate those immediate needs into invitations to partner for long-term stability.

COLE'S STORY

For those with no place to go, the cold is a special kind of loneliness, numbing the body first and then the mind until it's easy to believe you could never be valued again. After years struggling with addiction and time in prison, Cole recognized he needed to make a decision.

Was he going to come in from the cold? Or was he going to let the streets become his permanent address?

It took two weeks of daily visits for warmth and food for Cole to decide there was more to his life than simply surviving until the next day. He didn't know how much was at stake, however, until he accepted an

invitation to live at St. Joseph's House of Hospitality, Catholic Charities' home for older men. There he received a private room, three daily meals, clean clothes and personal support as he worked to build himself back up.

But there was a snag. To stay, he needed proper identification. The good news was the information was safe with his family in New York. The bad news was they were estranged. He had not spoken to his mother in 30 years. There were others, too. How could he face his 30-year-old son? They hadn't spoken in 25 years.

Catholic Charities bridged the gap and made communication possible. Today, Cole speaks with his family every day. He's proud to know he's a grandfather, and he's moved in with his sister who has inspired him to enroll in barber school. A year from now, he intends to open his own business.



Relief, meals, companionship — we're honored to help those with urgent need. And for those who are interested, no matter the weather — we stand ready to help them walk out of the cold permanently.

AREAS OF FOCUS

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



AREAS OF SERVICE

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

COUNSELING

We offer individual, couples and group therapy for those navigating emotional challenges. This year, we saw an increase in activity that included returning clients and those who wanted to increase the frequency of their sessions. During the first half of the year, we saw as many people as we did the entire previous year. Many have struggled with anxiety, depression and grief over loss – including jobs, income and family members. In addition to one-on-one sessions and group counseling, we will continue to offer tele-therapy, available to all qualifying clients.

Individual Clients Served

250

Acts of Service

2,607

Areas of Service

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

PREGNANCY AND PARENTING

Because the challenges of raising healthy, stable families are universal, we offer our free and confidential Pregnancy and Parenting program in each of the six counties we serve. We provide counseling, free pregnancy tests and life skills education for women who are pregnant, possibly pregnant and parents with children under the age of two. We had more clients participate this year with basic baby supplies – diapers, formula, clothes – in higher demand.

Individual Clients Served

1,296

Acts of Service

4,654

Areas of Service

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





HOUSING AND HOMELESSNESS

We offer practical assistance to those who are homeless or at risk of losing their home, providing emergency shelter, rental assistance and residential housing. In Butler County, there has been an increase in clients who are literally homeless with no place to go for overnight accommodations. In comparison, formerly we budgeted approximately three to four rooms a night for those in immediate need. At the close of the fiscal year, we were providing 25 to 30 rooms nightly.

Individual Clients Served

1,449

Acts of Service

25,187

Areas of Service

Emergency Shelter

Rental Assistance

Residential Housing

BASIC NEEDS

We meet basic needs such as essential supplies and rental and utility assistance. This year in addition to one-on-one assistance, we opened a second daytime warming station in partnership with Divine Mercy Parish, providing meals and clean winter wear at both locations. For the senior population we serve in Lawrence County, we expanded our meal delivery service for those who rely on meals from Challenges: Options in Aging, which was closed at times due to state-mandated Covid restrictions.

Individual Clients Served

4,776

Acts of Service

5,376

Areas of Service

Essential Supplies
Rental and Utility Assistance

SENIOR CARE

We give seniors and their families information about community resources and connect them to parish-based volunteers who can assist them with emergency needs. Additionally, we respond 24/7 to suspicions of elder abuse, neglect, exploitation or imminent risk. Although the two recreational centers we operate for social, physical and emotional health purposes for our senior clients faced temporary closure because of Covid-related risks, we continued to respond to urgent need and connected with our clients through social media, offering fitness videos.

Individual Clients Served

1,743

Acts of Service

62,000

Areas of Service

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

FREE HEALTH CARE CENTER

Catholic Charities Free Health Care Center provides medical and dental care to adults 19 and over who are uninsured and underinsured. New and expanded partnerships on the medical side has translated to more volunteer providers and enhanced specialty care, including ophthalmology. Not having to face state-mandated pandemic closures, the dental team scheduled more than 1,200 appointments, answering a surge of need.

Medical Patients Served

487

Dental Patients Served

739

Areas of Service

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

CASE MANAGEMENT

By necessity, much of the focus this past year has been triaging immediate need. Regardless, we have also seen an uptick in clients agreeing to partner with us in case management. With a dedicated case manager to provide guidance and accountability, clients work toward life-changing goals to create positive, sustainable futures. Clients learn key skills such as financial literacy, emotional intelligence and personal network development.

Individual Clients Served

416

Acts of Service

2,692

Areas of Service

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

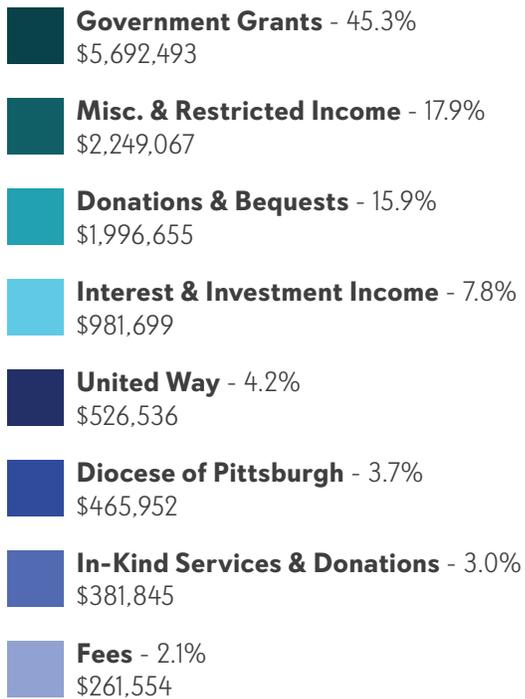


FINANCIAL REPORT

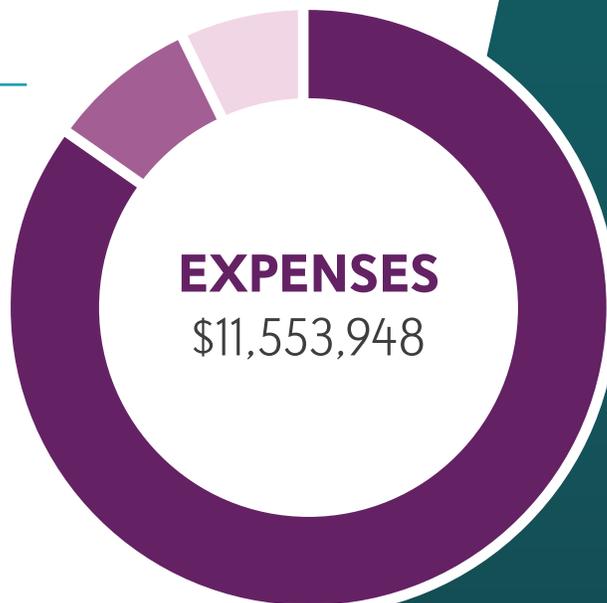
Catholic Charities Pittsburgh

FY 2020-2021

Income - \$12,555,801



Expenses - \$11,553,948

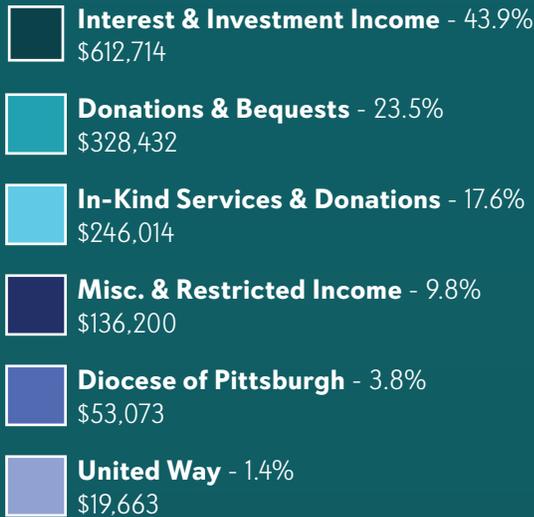


FINANCIAL REPORT

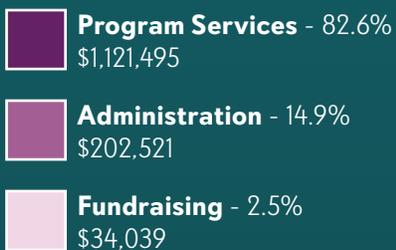
Catholic Charities Free Health Care Center

FY 2020-2021

Income - \$1,396,096



Expenses - \$1,358,055





Catholic Charities, Diocese of Pittsburgh
212 Ninth Street, Pittsburgh, PA 15222