



# ONE heart one HOPE

2010 CATHOLIC CHARITIES ARCHDIOCESE OF NEW ORLEANS ANNUAL REPORT





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*Archbishop Gregory Aymond, Catholic Charities staff and other local church representatives visited the Louisiana coast shortly after the oil spill in the Gulf of Mexico.*

Dear Sisters and Brothers in the Lord,  
*"Moving hope forward."*

This is the adopted motto of Catholic Charities Archdiocese of New Orleans. The pictures and stories that follow are mere representations of those words in action. Catholic Charities has enabled the local Catholic Church, partnering with many other people in the community, to aid thousands of the area's most vulnerable people with needs ranging from housing, to job service, to education, to counseling and so much more. Our dedicated staff puts our Catholic social teaching into action daily, and that same dedicated staff brings hope every day to those in need.

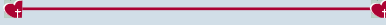
We are a people of hope. We are a people of service. We have been given instructions to go forth and share the "good news." Today, that good news of Jesus is the work of Catholic Charities. I am proud to recognize our staff and thank them for their sacrifices over the past year to fulfill Catholic Charities' mission.

As you read on, please keep in prayer those we have been humbled to serve in the past year and those whose generosity has made this ministry possible. Please keep me and the staff in prayer too as we work daily to meet our goal of "moving hope forward."

Wishing you God's blessings, and with gratitude for your participation in the work of Catholic Charities, I am

Gratefully in Christ,

Most Reverend Gregory M. Aymond  
Archbishop of New Orleans



## “YOU DON’T KNOW THIS, BUT...”

It’s a phrase we often hear when we’re out in the community. It’s immediately followed by a story. The details of the story vary. “I adopted my daughter through Catholic Charities”; “You all gutted my grandmother’s house after Katrina”; “My son attends your Head Start Center at St. John the Baptist”; “My family learned English and became U.S. citizens through Hispanic Apostolate Community Services”; “My elderly parents receive a monthly food box from Food for Families/Food for Seniors”.

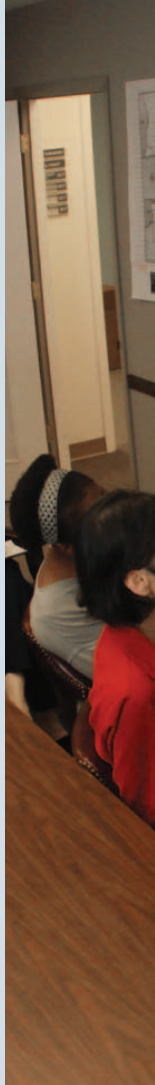
The conversations are sometimes prompted when we hand out a business card or someone sees our familiar Catholic Charities pin with the **heart logo** or we’re wearing one of our **signature red shirts**. With **43 life-sustaining programs** that address so many aspects of need, it is not uncommon for us to encounter a person who has received services themselves or knows someone who has.

In the five years since Hurricane Katrina, we moved hope forward by offering help. In the aftermath of the storm and the grueling recovery, we have:

- **Provided \$55 million dollars in direct assistance**
- **Distributed 250 million pounds of food with our affiliated ministry Second Harvest Food Bank**
- **Provided 335,000 nights of shelter through our homeless programs**
- **Provided counseling to 900,000 people**
- **Gutted or rebuilt 3,200 homes through our Operation Helping Hands program and our sister agency Providence Community Housing**
- **Welcomed 25,000+ volunteers to help rebuild and revitalize our city**

As we write this letter, we are deeply involved in providing help and hope for thousands of fishermen and their families in Southeast Louisiana who are suffering from another disaster. You can read more on our response to the oil spill on pages 6-7 and keep up with our progress on [www.ccano.org](http://www.ccano.org).

Our lives are made immeasurably richer through the **hope and bravery** we see daily in the lives of those we serve. We believe that by offering hope, we offer much more than a bed for a homeless family,







counseling for a troubled person, care for the elderly or even repainting a house for a hurricane survivor.

Our mission reminds us that we are impelled by the love and teaching of Jesus to offer life giving programs and bring help to the hopeless. Your help makes this possible. Your help is our hope.

*Gordon R. Wadge*  
Gordon R. Wadge  
Co-President & CEO

*James R. Kelly*  
James R. Kelly  
Co-President & CEO

# The oil spill in the Gulf of Mexico

## AN UNPRECEDENTED DISASTER

When the Deepwater Horizon oil rig exploded on April 20, no one knew just how much oil was leaking into the Gulf of Mexico or how big a threat the leak could be to the culture of the Gulf Coast. We prayed for the eleven men who lost their lives. We didn't know then that the explosion might cause many to lose their way of life.

Shortly after the explosion, when the Gulf Coast and the world learned how potentially devastating the spill could be, we got to work. Archbishop Gregory Aymond and a response team from Catholic Charities and our affiliated ministry Second Harvest Food Bank visited coastal communities to assess what fishing families needed on May 1.

Because there are several Archdiocesan churches on the coast, Catholic Charities was able to partner with pastors and parishioners to set up five oil spill relief centers at those sites: St. Bernard Catholic Church in St. Bernard, St. Thomas Catholic Church in Pointe A la Hache, St. Patrick Catholic Church in Port Sulphur, Mary Queen of Vietnam in New Orleans East, and St. Anthony Catholic Church in Lafitte. We have a presence at four additional counseling and referral sites in the affected areas.

BP saw how quickly and effectively we went into action and donated \$1 million to fund our efforts. We established a model of emergency services similar to what we developed after Hurricane Katrina: direct assistance (including food vouchers from local grocers and food boxes from Second Harvest), crisis counseling and case management.





Our counselors and case managers hear many similar stories from fishermen and their families. They are angry and afraid: they just want to go back to work, doing what they've done their entire lives. They're having trouble making ends meet and many aren't trained or qualified for any other type of work. Many fear that their rich family traditions of building generations of fishermen are over. Most have never received any social assistance, and are embarrassed now that they have no other choice.

As of the time of this report's publication, the oil leak in the Gulf has been stopped, but the need has not. Catholic Charities has served 22,260 people\* in coastal fishing communities and plans to continue as long as necessary.

Catholic Charities remains a forever responder dedicated to the needs of our community. As the needs in our community evolve, so will our services.

*\* Many individuals and families have received multiple services from Catholic Charities.*





## READY FOR DISASTER

One of the hard lessons we learned from Hurricane Katrina is that preparedness is the key to survival - not just for individuals, but for businesses and non-profit agencies as well. For an early responder like Catholic Charities, being prepared for an emergency means being able to help victims efficiently and effectively.

The emergency preparedness procedures we put into place for hurricanes have enabled us to move quickly when faced with other disasters such as the oil spill in the Gulf of Mexico.

"Because of the work we do throughout the year, we have strong relationships in place with churches, non-profits







and governmental agencies,” said Colleen D’Aquin Bosley, Regional Director of Preparedness and Response for Catholic Charities and the Archdiocese of New Orleans. “That has enhanced our ability to react and respond as we did to help the fishermen after the oil spill.”

Another key component of our plan has been the Matthew:25 training we offer to church parishes throughout the Archdiocese. Matthew:25 is an emergency preparedness and response training program for all hazards, but is focused on hurricanes in particular. It enables individual congregations to offer disaster planning and response as a ministry to parishioners and the wider community.

“The end result is that parishes are much better prepared for any kind of disaster, especially hurricanes,” said Samantha Pichon, Associate Director of Emergency Management for Catholic Charities. “In four years, we’ve established ministries and trained personnel in 75% of the parishes in the Archdiocese.”

Catholic Charities’ expertise in disaster response has carried us far beyond the boundaries of the Archdiocese of New Orleans. In partnership with the disaster response team from Catholic Charities USA, our team responded to the flooding in Iowa in 2007, the 2009 tsunami in American Samoa and the January 2010 earthquake in Haiti.

## VOLUNTEERS: THE VERY DEFINITION OF HOPE

The students painting this brilliant turquoise home in the Mid-City neighborhood of New Orleans are from Immaculata University in Pennsylvania. They are representative of a much larger group: 25,000+ volunteers of every faith and background who have come to New Orleans since Hurricane Katrina to gut, rebuild and repaint homes through our Operation Helping Hands program.

"We love coming to New Orleans. We usually end up with a waiting list of students wanting to make the trip," said Assistant Director of Campus Ministry Jessica Morrell. This is Immaculata's ninth volunteer trip to New Orleans. The school sent two van-loads of supplies just a month after Katrina struck and returned in January of 2006 to gut houses. They've been back numerous times and estimate that they've sent 100 different volunteers.

"The work of the Immaculata students and volunteer groups like them brings hope to the city. It has a ripple effect beyond the

homeowner who is the recipient of the rebuilding services," said Kevin Fitzpatrick, Interim Director for Operation Helping Hands.

"A group like this working has an energizing effect on an entire neighborhood. People stop all the time and thank our groups for coming. That volunteers still care enough to come

here and help five years later - that is the very definition of hope."

Check out our weekly progress update at [www.ccno.org/operation-helping-hands/](http://www.ccno.org/operation-helping-hands/)



# FROM CLIENT TO VOLUNTEER

In addition to losing their home, Gloria and Anthony Cole had a tough evacuation experience during Hurricane Katrina. At first, there was just a lot of wind, and the damage didn't look too bad. Then the levees broke and the water started to rise.

Gloria and Anthony stayed for a week helping rescue people, rolling people up to the roof to get them onto the helicopters and out of the city. On the seventh day, it was the Coles' turn to get on a helicopter that took them to Mississippi. They later settled in Texas before moving back to New Orleans.

Like 200,000 other homes in our community, their home had flooded. The team from Operation Helping Hands worked hard to help the Coles move back home. When the Coles ran out of money to work on their house, Operation Helping Hands obtained gap funding to help with the specialized work and the materials and used volunteers to do much of the unskilled work at the house.

The volunteers' goal was for Anthony to be able to move into his house before a terminal illness took his life. Unfortunately, as the volunteers were finishing his home, Anthony passed away.

Gloria offered to volunteer with us as a way to give thanks for Operation Helping Hands helping to finish her house. Gloria shared her cooking talent with us, helping to cook for hundreds of volunteers who worked to rebuild homes across the city each day. She has cooked homemade New Orleans specialties such as red beans and rice, fried chicken, ribs, potato salad and desserts like brownies and her famous "Ooie-Gooie Cake." Food, faith and family are the values Gloria shared with her volunteer family at Operation Helping Hands.







## COUNSELING IS KEY

**B**ernice Ladreyt's struggle with mental illness goes back to her childhood. She was diagnosed with depression and anxiety when she was only ten years old. She overcame her problems to earn two college degrees and successfully held down a full-time job until 2000, when her father and younger brother died within three months of one another.

But even then, Bernice was able to effectively battle her mental illness with counseling and medication for five years - until Hurricane Katrina struck.

"Katrina took away my support system. My two good friends left, my family moved away and the facility where I always got my treatment closed down for good," Bernice said. She struggled with crippling anxiety after the storm. "Katrina took everything away."

Bernice eventually found help through another agency, but they didn't offer individual counseling, which she needed to function.

*Bernice was able to effectively battle her mental illness with counseling and medication for five years – until Hurricane Katrina struck.*



When she found Catholic Charities Counseling Solutions, she found a permanent place to obtain the mental health services she needed. The sliding scale fees are made possible by generous donations and United Way funding.

Following a program set out by her counselor, Julie Lamy, Bernice has kept a journal that she often reviews. She says that helps her combat her depression and anxiety. She is able to work as a volunteer at Children’s Hospital and feels hopeful about her future.

“The help I’ve received through Catholic Charities is very good. It helps a lot. I needed someone to talk to one-on-one,” Bernice said.

Bernice’s counselor Julie has regularly spoken out for mental health awareness, even appearing on television (Julie is pictured below on Fox 8), and runs stress workshops at local Catholic Church parishes.



## HOPE IS ON THE MENU

**H**annah Campos and Tyisha Toussaint stand side by side, chopping onions and bell peppers for gumbo they'll make for the patrons of Café Hope. They're both fairly new to cooking, having only completed about four of the six weeks of the Café Hope program, but they are both inspired by their new jobs.

"Before I worked at Café Hope, I could cook simple things like pasta," Tyisha said. "Now I want to be a chef. My favorite thing to cook is stuffed bell peppers."

Hannah aspires to be a baker and has excelled at making the café's desserts like tres leches cake, bread pudding, and a chocolate concoction called "swamp cake."

Café Hope, our new affiliated ministry on the Hope Haven campus in Marrero, is a restaurant that trains at-risk youth like Hannah and Tyisha for restaurant and hospitality jobs while providing mentoring and life skills courses. Students undergo classroom instruction in the early mornings and late afternoons, and spend the middle of the day cooking, serving Café Hope customers, and cleaning up.

"The students rotate every two weeks between the front of the house and the back of the house so they get experience in serving and cooking," said Chandler August, the students' manager. "The kids do everything."

The Café Hope students impress Chandler with their progress every day. His first graduating class of six Café Hope students has already moved on: four of the students are employed in restaurants and two are enrolled in Delgado's culinary program.

Café Hope is open for lunch Monday-Friday from 11-2 and is located on the Hope Haven campus at 1101 Baratavia Blvd, Marrero, LA. Please join us for great food and a great cause.

*"Before I worked at Café Hope, I could cook simple things like pasta," Tyisha said. "Now I want to be a chef."*

ONE heart  
one HOPE







## THE FIRST STEP TO CITIZENSHIP

For many, it is a first step toward citizenship or a better job in a new country. We offer English as a Second Language (ESL) classes to non-native English speaking adults, immigrants, and new residents who want to learn the language of the country they have chosen to call home.

ESL classes have been offered by Catholic Charities as part of Immigration and Refugee Services since the 1970s. Thousands of people have embarked on new lives with hope because they are able understand the language.

"We can understand a lot of English, but we don't know how to talk. We're scared to talk in front of people," said Frank Morel, an ESL student. Morel is a foreman for a construction crew and used to struggle to make himself understood on the job. "I have to talk to different people and it's difficult for me to understand. This class helped me a lot. I can go to meetings and talk to people. I'm not scared."

Libia Arboleda is in the U.S. legally and is going through all of the proper channels to become a citizen. This class is preparing her to take the U.S. Citizenship test in 2012.

Her eyes twinkled as she struggled to choose just the right English words. "The education of hearing English spoken makes me a better listener and helps me to understand." Achieving citizenship will fulfill a dream for Libia and perfecting her English will enable her to contribute to her new country.

Since Hurricane Katrina, 2,562 people have completed Catholic Charities ESL classes. This year alone, 740 people are enrolled in classes to gain a better command of the English language.



## LIFE BEGAN AT FIFTY

After 38 years of constant drug and alcohol abuse, it might have seemed to most people that Lori McMillan was a lost cause. She had been in and out of jail, used drugs like crack cocaine, heroin, and methadone for years, and had lived on the streets. "I was a zombie - like the walking dead," Lori said of her years on hard drugs.

In 2006 when she turned fifty, Lori found Catholic Charities Voyage House and her new life as a sober and productive person began.

"I was able to participate in the 12-step program while I was here, because I had a sober place to be," she said. "I didn't know anybody who didn't do drugs when I came to Voyage House and I didn't really have anywhere to live. I was able to focus on my sobriety here. I had a shelter where I was able to live life on life's terms."

Lori lived in Voyage House for sixteen months, receiving one-on-one and group therapy weekly where she learned the skills she needed to cope with her addictions. She has lived in her own apartment for the past two and a half years and still receives therapy from Voyage House.

"Catholic Charities saves a lot of lives here," Lori said. Currently, there are fifteen women living and receiving treatment at Voyage House and seventeen women like Lori who live independently but still participate in therapy.

Lori works as a housekeeper at a local restaurant and takes classes at Delgado with the hope of one day becoming a substance abuse counselor like the women who helped her to get sober. "My biggest goals are to stay sober, live one day at a time, and be a blessing in someone's life instead of a curse," she said.





## A FAITHFUL FRIEND

CLAIRE BERNARD OF THE MARIPOSA FOUNDATION

**A**s we look back at these five post-Katrina years, we cannot help but reflect on the good that has come from a time of hardship. One of our blessings has been the outpouring of generosity, kindness and help from people all over the country. This has resulted in new friends and supporters with whom we may never have crossed paths had it not been for the storm.

One such friend is Claire Bernard of the Mariposa Foundation in New York City. Soon after Hurricane Katrina laid waste to the city of New Orleans and the surrounding region,



Claire and her family reached out to Catholic Charities. Claire wanted to assess the situation personally and came down to New Orleans on a fact-finding mission.

Catholic Charities staff members drove Claire through the Ninth Ward, Tremé and Lakeview and she saw for herself the extent of the damage and the work that we were already doing to help families recover. Claire shared our message of hope with her family and they have been generous donors and supporters ever since.

A few weeks into the oil spill in the Gulf of Mexico, Claire paid us another visit. She flew along the coast to see the spill up close and visited with families at the oil spill relief centers set up by Catholic Charities to help local fishermen.

After her visit, Claire's reflections were published on VanityFair.com. Not only is she a supporter, but she's our advocate as well. She appealed to her readers to get behind our efforts. On Catholic Charities oil spill response: "The nonprofit community has been crucial to rebuilding after Hurricane Katrina...And it's because of these organizations' experiences with Katrina that the operations are so effective now."

Friend, donor, advocate: Claire Bernard has stood by us through the Katrina recovery and beyond.

*"The reason I have supported Catholic Charities for the last five years is because of the way in which the organization does its work. Food vouchers are bought from local stores to support the community, and it gives people a means to continue shopping at their neighborhood spot."*

— Claire Bernard

**ONE**heart  
**one**HOPE

## THREE SUPER RAFFLES

The 2009 Saints season was unlike any other. Saints Owner/Executive Vice President and 2009 Archbishop's Community Appeal (ACA) chairperson Rita Benson LeBlanc decided to help us make the 2009 ACA unlike any other.

Once the Saints made it to the NFL playoffs, Rita donated a set of Super Bowl tickets for us to raffle to support the ACA.

Our first winner, Marlene Himel of Violet, LA (pictured at right with Catholic Charities Co-President Gordon Wadge) was drawn at a special celebration. The raffle drawing included visits from longtime Saints announcer Jerry Romig, Saints mascot Gumbo, and children dressed in Saints gear from our nearby St. John the Baptist Head Start Center.

Once the Saints beat the Arizona Cardinals, Rita sent us another pair of tickets to raffle. Our second raffle sold out, so Rita donated a third pair to raffle.

The winners of our second and third raffles, Ingrid Laffont and Treva Lee, both of New Orleans, were thrilled to be able to attend the big game. Ingrid even cried when she picked up her tickets because, like many New Orleanians, she'd been waiting for this day her whole life and didn't think she'd be able to attend.

The three raffles brought in \$207,400 to finish out the 2009 ACA, the annual fundraising campaign to support the work of Catholic Charities.



## CATHOLIC CHARITIES PROGRAMS

ACCESS Pregnancy & Referral Centers  
Adoption Services  
After School Assembly  
Alpha House Adult Day Health Care Center  
Baronne Street Transitional Housing  
Beyond Shelter  
Bridges to Self Sufficiency  
CARE Center  
Catholic Charities School-Based Counseling Program  
Ciara Community Services  
Ciara Permanent Housing  
Community Centers  
Community Staffing Services

Cornerstone Builders  
Counseling Solutions - Metairie  
Counseling Solutions - St. Charles  
Counseling Solutions - St. John  
Crescent House  
Deaf Action Center of Greater New Orleans  
Food for Families/Food for Seniors  
Foster Grandparents  
Greenwalt Adult Day Health Care Center  
Harmony House Supervised Visitation Program  
Head Start Centers  
Hispanic Apostolate Community Services  
Immigration & Refugee Services  
Independent Living Skills Program (ILSP)



Jefferson CARE Center  
 New Directions Adult Day Health Care Center  
 New Orleans Family Justice Center  
 Office of Justice & Peace  
 Operation Helping Hands  
 Padua Community Homes  
 Padua Home & Community-Based Services  
 Padua Pediatric  
 Project Rachel  
 Project SAVE  
 Sexual Assault Program  
 Sojourner Truth Neighborhood Center  
 St. Vincent Maternity Clinic  
 Summer Witness

Therapeutic Family Services  
 Voyage House

**Affiliated Ministries:**

Café Hope  
 PACE Greater New Orleans  
 Second Harvest Food Bank of Greater  
 New Orleans & Acadiana

**Sponsored Ministry:**

Providence Community Housing

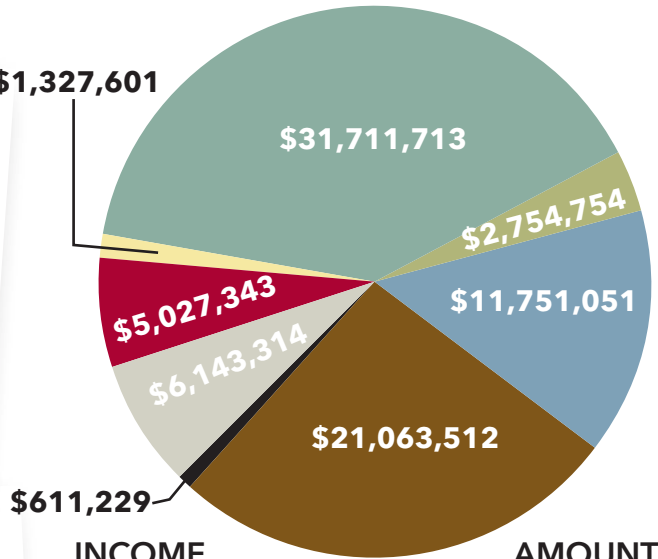
**To learn more about these programs,  
 please visit [www.ccano.org](http://www.ccano.org)**



# – INCOME –



\$1,327,601



\$611,229



## INCOME

## AMOUNT

Contributions	\$6,143,314
Private Grants	\$5,027,343
United Way	\$1,327,601
Public Sources	\$31,711,713
Program Service Fees	\$2,754,754
Government food grants	\$11,751,051
Donated Goods and Services Received	\$21,063,512
Other	\$611,229

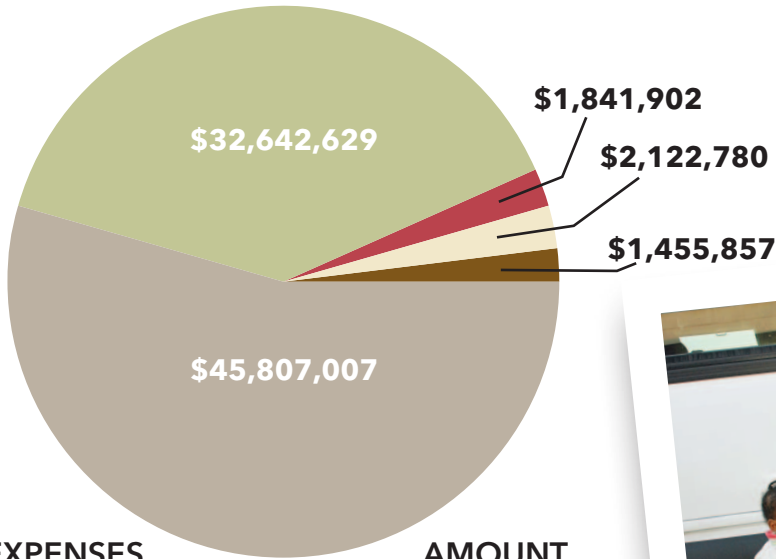
## TOTAL

**\$80,390,517**



**94%** of expenses are spent on program services, care, and goods.

# – EXPENSES –



EXPENSES	AMOUNT
Program Services	\$45,807,007
Donated Food, Goods and Services	\$32,642,629
Depreciation	\$1,841,902
Management & General	\$2,122,780
Fundraising	\$1,455,857
<b>TOTAL</b>	<b>\$83,870,175</b>



- (a) Unaudited fiscal year ended June 30, 2010
- (b) Program services amount does not include 805,363 commodity food boxes distributed by Food for Families/Food for Seniors with a retail value of approximately \$40,268,000
- (c) A portion of current year expenses were covered by grants from prior years.

In order to save costs during these difficult economic times, we have listed our generous donors online at: <http://www.ccano.org/2010-donors/>



**Catholic Charities**  
Archdiocese of New Orleans

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