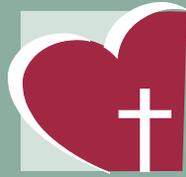


Marque Medical
 Emergency Grant
 Deaf Action Center
Cornerstone Builders
 North Shore Pastoral Center
Adoption Services
 Project SAVE
 Food for Families/Food for Seniors
Isaiah 43
 Adult Day Health Care
 Office of Justice and Peace
Disaster Response Services
 PACE Greater New Orleans
 Parish and Community Ministries
Ciara
 English as a Second Language
Voyage House
 Health Guardians
 Homeless Services
 Pregnancy
 Citizenship Classes
 Therapeutic Family Services
JustFaith
Head Start
 Padua Community Services
 Catholic Campaign for Human Development
PACE: Parish Social Ministry
 Workforce Development
 Program of All Inclusive Care for the Elderly
Refugee Services
 Catholic Relief Services
 St. Vincent Maternity Clinic
 Catholic Charities School-Based Counseling
 Beyond Shelter/Bridges to Self-Sufficiency
 Early Head Start
 Immigration Services
Counseling Solutions
ACCESS
Project SAVE

2017 ANNUAL REPORT



Catholic Charities
Archdiocese of New Orleans



OUR MISSION

*Respecting the dignity and potential
of each human person,
Catholic Charities Archdiocese of New Orleans
collaborates with the wider community
to serve those in need. Impelled by the love and
teaching of Jesus Christ, we offer life-giving programs,
advocate for the voiceless and empower
the poor and vulnerable to foster a more just society.*

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Archbishop of New Orleans

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President and CEO

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Dear sisters and brothers in Christ:

In today's society we are confronted daily with challenges to our faith. We are bombarded with messages that seem to separate us from God rather than draw us closer to him. For some the world may even seem dark and hopeless.

As Catholics we are a people of hope. For many in our city and beyond Catholic Charities Archdiocese of New Orleans is a light bringing God's love and compassion to those most in need. The prophet Micah gives us these words,

**He has shown you, O mortal,
what is good.
And what does the Lord require of you?
To act justly and to love mercy
and to walk humbly with your God.**

– Micah 6:8

Catholic Charities models this for us and gives each one of us the opportunity to put God's words into action through the ways we are involved with their ministries. I am grateful every day for the way in which Catholic Charities serves in the name of Jesus Christ to our sisters and brothers who find themselves the stranger, the outcast, and the voiceless.

May we all pray for the grace to allow God to work in our lives that we may act justly, love mercy, and walk humbly, with God.

Wishing you God's blessings, I am,

Sincerely in Christ,

Most Reverend Gregory M. Aymond
Archbishop of New Orleans



Dear Friends of Catholic Charities Archdiocese of New Orleans,

Thank you for your role in Catholic Charities Archdiocese of New Orleans' ability to offer life-giving programs, advocate for the voiceless, and empower the poor and vulnerable to foster a more just society. Through this report, I invite you to learn more about the work we have accomplished together over the past year. Inside you'll find not only the impressive numbers of individuals Catholic Charities has served with recognition of the generous contributions of the many who give, but the actual stories of our brothers and sisters in Christ whose lives you've touched.

In reflecting on this year's theme, the Year of Grace, actual grace, granted by God, for the performance of salutary acts, is apparent in each of the 30 programs assisting those in need in communities throughout the eight civil parishes of our archdiocese. This push that God gives to a person for acts of faith and charity can be seen as Catholic Charities extends grace to individuals in the form of needed nutrition to new mothers and seniors, in the shelter given to men, women, and children experiencing homelessness, in the assistance and hope granted to families recovering from unexpected disasters, and in the welcoming of and advocacy for marginalized groups as they attempt to make a better life for themselves and their families. As Catholic Charities Archdiocese of New Orleans' mission statement states, these good works are, "Impelled by the love and teaching of Jesus Christ." This inspiration to do good is imperative to the betterment of our community and we thank you for being a part of it.

Perhaps more interesting, is the application of God's sanctifying grace, or His uncompromised, unrestricted loving favor, to the work of Catholic Charities. We try to remember this as we serve individuals and families of all religions, races, ethnicities, countries of origin, and economic backgrounds. As staff of Catholic Charities, we attempt to see the face of Jesus in each and every client served.

Please know that this work is not possible without you. "Since we have gifts that differ according to the grace given to us, let us exercise them: if prophecy, in proportion to the faith; if ministry, in ministering; if one is a teacher, in teaching; if one exhorts, in exhortation; if one contributes, in

generosity; if one is over others, with diligence; if one does acts of mercy, with cheerfulness" (Romans 12:6). Your role in this work is important as we are all, "One body in Christ" (Romans 12:5).

We are most grateful to God for the abundance of grace we received during this past year. We give thanks to God and to you for your continued prayers and support.

May God bless you and your family,



Sr. Marjorie Hebert, M.S.C.
President & CEO





Catholic Charities recently underwent a year-long strategic planning process that utilized the feedback of volunteer leadership, staff, community partners and donors. The plan, titled Inspire, Innovate, Empower, will lead us through fiscal years 2018 – 2022 and is comprised of five priority goals. Stay tuned for more information on how we fulfill these for the community!

MISSION

Impelled by the love and teaching of Jesus Christ, while respecting the dignity and potential of all people, we collaborate to offer life-giving programs, advocate for the voiceless and empower the vulnerable to foster a just society.

VALUES

- Dignity through Respect*
- Service through Love*
- Justice through Advocacy and Empowerment*
- Unity through Prayer*

- GOAL 1:** Ensure that Catholic Identity is an all-inclusive component of thinking, acting and serving as we fulfill the mission of Catholic Charities
- GOAL 2:** Develop a comprehensive poverty reduction program using Catholic Charities and other partners/programs
- GOAL 3:** Assure that all client groups served by Catholic Charities receive high quality services from CCANO or are referred to a leading provider
- GOAL 4:** Expand CCANO's financial capacity to reduce poverty and improve self-sufficiency.
- GOAL 5:** Adopt a standard protocol for providing disaster relief services with minimal impact to core program execution

Holiday Cheer for the residents of Padua

For over ten years, the Happy Santas have brought holiday cheer to Catholic Charities' Padua House program. Perched atop the Drago's Seafood Restaurant firetruck with sirens blazing and in a L'Auberge limousine filled with Santa bags, they arrive escorted by Plaquemines Parish Sheriff's deputies, ready to fulfill Christmas wish lists for Padua residents and clients.

The Happy Santas come together each year, dressed in full Santa costumes and armed with sacks of gifts for Padua Community Services residents and clients. Each receives a bag full of gifts customized to their special needs. The Santas also bring tokens of thanks for the staff who provide loving care and help make Padua a special place.

In addition to traditional holiday presents, this year the Happy Santas left a lasting gift to the residents of Padua House. Construction is underway on a remodeled bathroom, complete with new plumbing, cabinets and custom bathing tables. In prior years, they have built a much-needed deck and walkway, allowing the residents to enjoy outside activity and fresh air.

Catholic Charities' Padua Community Services provides a broad scope of services in and around the New Orleans area including specialized care for children and adults with disabilities as well as housing and care for the intellectually and developmentally disabled ages birth to 35 who are medically fragile.

"Our visit to Padua House is the most anticipated event of the year," said David Blich, founder of Happy Santas. "We look forward to bringing Christmas cheer to Padua residents and clients to ensure they have a joyous holiday."

"Everyone looks forward to this fun and heartwarming gesture of love each year," said Sr. Marjorie Hebert, President and CEO of Catholic Charities Archdiocese of New Orleans. "We are grateful to the Happy Santas for the happiness and hope they bring to Padua's clients and residents."



For more information about our Padua program, please visit: www.ccano.org/padua

Bringing Relief to New Orleans East

On February 7, 2017, an EF-3 tornado devastated New Orleans East. Catholic Charities Archdiocese of New Orleans (CCANO) was on the ground later that same day offering counseling, distributing food in collaboration with Second Harvest Food Bank and helping those affected begin their journey to recovery.

In the six weeks that followed, Catholic Charities case managers conducted intake and assessments for more than 400 individuals and families. This process involves documenting the unmet needs of each client, which allows them to be prioritized by the severity of their needs and level of vulnerability.

Additionally, CCANO housed and provided intensive case management to more than 30 individuals, all of whom were elderly, disabled or families with young children, whose homes were uninhabitable due to the storm's damage. Catholic Charities also offered 1,190 hours of disaster case management and facilitated 80 hours of volunteer labor.

Catholic Charities is now functioning as part of a cooperative body of nonprofits, faith based and community organizations and government agencies making up the Long-Term Recovery Group (LTRG). The group's goal is to provide permanent disaster-resistant housing to replace those destroyed and re-establish a healthy, functioning and self-sustained community.

CCANO's role will be to continue providing disaster case management for individuals and families affected by the tornado whose needs have not yet been met through the usual recovery process.

Four months after the storm, Catholic Charities held a Peace Prayer Walk through Resurrection of Our Lord Parish, which sits in the heart of the tornado-ravaged neighborhood and has served as a makeshift headquarters for recovery efforts. The walk brought community members and neighbors together to promote peace and celebrate the progress they've made in returning their homes and neighborhoods to the way they once were.

On the six month anniversary, the Long-Term Recovery Group held a resource fair at Resurrection of Our Lord Catholic Church. The fair offered school supplies for children and families and allowed community members with unmet needs to better understand the resources available to them.

Thank you to all who supported our recovery efforts! In addition to those who volunteered their time, we received over \$149,500 in donations and grants to help us bring aid and relief to those affected by the tornado. With your support, we have helped, and will continue to help, hundreds in need in our community.





CATHOLIC CHARITIES IN THE CHURCH PARISHES

Catholic Charities Archdiocese of New Orleans' Parish and Community Ministries program provides resources, assistance and development to parishes in the Archdiocese of New Orleans to better care for people in need in their communities. Case managers work to connect those in need to available resources, programs and ministries within Catholic Charities and through our vast network of community partners.

Recently, the program was chosen to become a Benefits Enrollment Center through the National Council on Aging, which is designed to provide a benefit check-up for individuals and families who are receiving Medicare to ensure they're receiving all other benefits for which they are eligible. The program creates a community-wide system of benefits access.

Parish and Community Ministries case managers see clients both by appointment and walk-ins at a variety of locations throughout the Archdiocese of New Orleans including New Orleans East and the North Shore.

Each client receives a Benefits Enrollment Checkup, which uses a computer program to offer a comprehen-



sive look at their financial situation and determine what services they are eligible to receive. The case manager then connects the client to these services through other Catholic Charities programs or referrals to additional community resources. Many Parish and Community Ministries clients are in crisis and looking for a lifeline. Case managers help them get back on their feet and on the road to self-sufficiency.

Parish and Community Ministries' services include:

- Medicaid Applications
- Employment Services
- Food Stamp Applications
- Emergency Assistance
- Budgeting
- Health and Social Services Referrals
- Housing Referrals

Empowering a New Beginning

On the surface, Cynthia and her husband had it all – successful jobs, a nice house and two cars. Her husband owned a barber shop and Cynthia worked full time. They are the parents of two beautiful daughters.

Below the surface, things weren't as ideal. Cynthia was a recreational smoker of marijuana. One day, her supplier brought her something he thought she might like better. Cynthia was hesitant but eventually agreed to try the new mystery drug. Unknowingly, Cynthia tried crack.

Over time, she became addicted. While her husband was at work and her children were at school, she would leave work to smoke in their empty house. When her paycheck began running short, she started selling odds and ends to pay for her addiction. "I was selling anything...anything I could...just to get that high," she admits. "I needed it daily."

Selling odds and ends turned into selling precious jewelry, televisions and appliances. When her husband noticed things disappearing, he confronted her. She felt

guilty lying to him about her addiction, but she needed the money.

She became noticeably emaciated, and her children were teased about their drug addicted mother, but she couldn't stop.

When a family member died, she was too high to attend the funeral. When her youngest daughter graduated high school, she was too high to make the ceremony. When her oldest daughter had a baby, she left the hospital to take drugs and was too high to return.

Even still, she couldn't stop.

It wasn't for lack of trying. Cynthia checked into rehabilitation facilities three separate times and graduated from each one. After graduating from one program in Alabama, she was clean for three months.

But once she returned to her home, which now had no power and virtually no possessions, she reverted to her old ways. Her husband of 30 years left her and a drug dealer moved into the house. Her daughters became estranged as they watched their mother struggle.





Cynthia hit a turning point shortly before Hurricane Katrina. With the hope of getting her life in order, she turned to Catholic Charities Archdiocese of New Orleans' Voyage House, which provides permanent supportive housing to homeless women struggling with substance abuse and other issues.

Unfortunately, this time turned out the same as those before. Cynthia quickly returned to a life of sleeping on friends' couches, begging for money to buy drugs and constantly seeking a high. "I wanted a hit at all costs," she says.

Finally, after a drug deal nearly turned deadly for Cynthia, she knew it was time to make a change and she needed it to be real this time.

"I was sick and tired of being sick and tired," she says of herself at the time. "I couldn't look at myself, but what could I do?"

She got a ride to her daughter's house but her daughter refused to let her in. She broke down crying and begged her daughter, "Please, I'm ready."

In need of housing, counseling and more, Cynthia was referred to Voyage House for the second time. "I ended up in the same room, same bed as the first time I tried to go there, but I was ready this time," she says.

Cynthia worked with the staff at Voyage House for about a year getting clean and taking

steps to mend her relationships. In her time there, she developed positive relationships with the other women in the program. They were open, honest and nonjudgmental, which allowed Cynthia to speak about her addiction without fear of ridicule or disdain.

As she worked through her issues, Cynthia's true personality began to shine. She became a natural leader, organizing events including a Mother's Day fashion and talent show, which allowed the women to spend time having fun with their families and heal.

She pushed the other women to get involved in the program's different activities and to make changes in their own lives as she was making in hers.

Voyage House's Administrator, Alecia Blanchard, was there for Cynthia from the day she checked in to the day she moved into her own apartment. She continues to check on her regularly and marvels at her progress.

"We know these women may be broken and feel like there's no hope, but we see the greatness that lives inside of them," Blanchard says of her work at Voyage House. "We're always open to help someone who wants to help themselves, and Cynthia wanted to help both herself and her family. She's operating now from that place of greatness inside of her, and she has so many good things."

Drug-free for over 10 years, Cynthia now has a part-time job, an apartment and a car. To her, the most important thing she's regained in her sobriety is her family's respect. "I wouldn't trade this lifestyle I have now. I have respect from my children and my grandchildren. I'm glad I get to be here for them," she says, smiling.

Cynthia has friends and family that are still addicted but she doesn't shy away from them. Instead, she tells them her story. "If you put your mind to it, you can do it, too," she says of those struggling. "I hope maybe I'm an inspiration."

To learn more about Voyage House, please visit: www.ccano.org/voyage-house/

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Providing Help. Creating a Spirit of Hope.

On March 11, 2016, historic floods devastated the North Shore and surrounding areas. Catholic Charities Archdiocese of New Orleans (CCANO) case managers were on the ground offering crisis counseling, food, water and cleaning supplies as soon as the flood waters receded.

Long term, CCANO's Disaster Case Management Program (DCMP) continued to work with individuals and families who were impacted by the flooding. Serving as a single point of contact, case managers help households return to a state of self-sufficiency by assisting families in identifying their unmet needs, presenting these needs to groups providing assistance to victims and coordinating with volunteer groups for home repairs.

Catholic Charities' case managers also connect clients like Teresa to needed services, provide referrals to the appropriate agencies and access government benefits, mental health services, housing home repairs, transportation and other essential services.

On that March day, Teresa watched the local news and nervously waited for the water to rise around her house. Her subdivision was bordered by the Pearl River and Gum Bayou, an area notorious for flooding.

Teresa's anxiety grew and she worried about getting to safety before the water got too high. Having lived through Hurricane Katrina and other floods, she knew to pack her van and get her pets, clothes and other belongings to high ground as soon as possible.



Teresa left her home and headed for a hotel, where she waited for the flood waters to recede. When they did, the damage was extensive – four feet of water in the house and five in the garage. All of the exterior doors swelled and buckled. All of the appliances were damaged or destroyed. The wooden floors had buckled, and black mold quickly spread.

FEMA funding for hotel assistance was ending, and she hadn't received funding from the insurance company to repair her home, so Teresa turned to Catholic Charities' Disaster Case Management Program for help. She was desperately in need of a case manager to guide her through the recovery process.

Teresa and her CCANO case manager met with FEMA on July 18, 2016. Together they worked diligently to set recovery goals. However, after beginning repair work on her home, Teresa's goals changed. Instead of continuing repairs, she decided to sell her home and purchase a new trailer.

Today, Teresa lives in her trailer in the same park as her daughter and granddaughter, and she couldn't be happier! Teresa shared with her case manager that she's thankful for the help she received and knows she couldn't have recovered without the assistance of Catholic Charities.

COVENANT HOUSE: Head Start's Newest Site

On August 15, 2016, Catholic Charities Archdiocese of New Orleans opened a new Early Head Start program at Covenant House. While the program is open to all families who qualify, the Covenant House partnership specifically fills a critical need for care and services for the children of homeless parents who have turned to Covenant House for help and support.

The Catholic Charities Early Head Start program at Covenant House provides quality care, comprehensive early childhood education, and health, nutrition and social services for 20 children ranging in age from six weeks to three years.

"Head Start programs provide the foundation for a healthy child and family," said Sr. Marjorie Hebert, President and CEO of Catholic Charities. "The first few years of a child's development are crucial to their well-being and future success. This is especially true for children who have experienced trauma, like homelessness, in their young lives. Through the Covenant House

partnership, we can provide a head start in life for the children in our care and be attentive to the needs of the parents and families who are a part of their lives."

Catholic Charities' Early Head Start program helps parents care for their infants and toddlers through early, continuous, intensive and comprehensive child development and family support services. Individualized care and learning experiences help children grow socially, emotionally, physically and cognitively.

Children receive health and developmental screenings, nutritious meals, oral health and mental health support. Moreover, Early Head Start supports parents by connecting families with comprehensive services such as medical, dental and mental health services to ensure that children are receiving the services that they need.

Together, Catholic Charities and Covenant House are providing a full continuum of care and services to young homeless families – mother and child – with a two generation best practice approach.

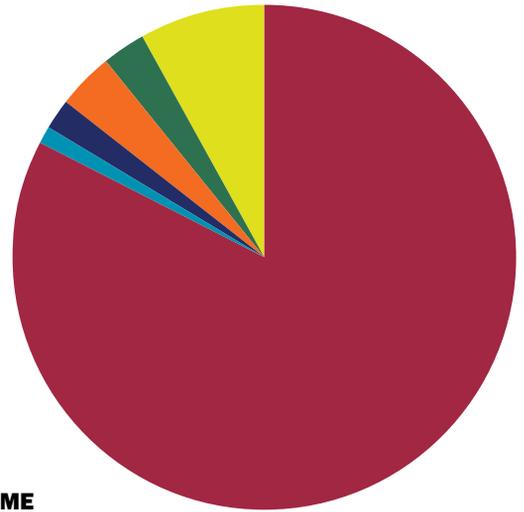
"Offering a safe, structured and enriching learning environment fills a tremendous need for homeless children and their parents," said Jim Kelly, Executive Director of Covenant House New Orleans. "A homeless parent who knows their child is in good care can begin to focus on getting their life in order and work towards self-sufficiency. The Early Head Start program at Covenant House is key to providing the comprehensive care that mends and strengthens families in need."

"Our Head Start programs provide opportunities for children and families to rise from poverty and become successful citizens in their communities," said Sr. Marjorie Hebert. "Children who participate in Head Start are less likely to engage in unhealthy behaviors in life such as substance abuse, teen pregnancy or committing violent crimes. Our students are also more likely to graduate high school and go on to college."

To learn more about all five of our Head Start Centers, please visit:
www.ccano.org/head-start-program/



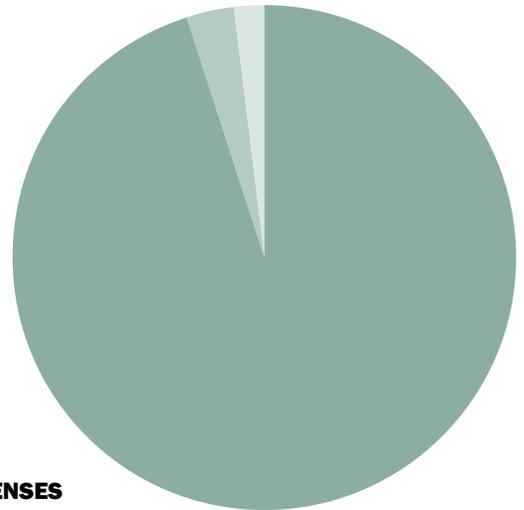
INCOME



INCOME	
Donated Goods and Services Received	\$ 437,787
United Way	\$ 874,946
Program Service Fees	\$ 1,725,105
Private Grants	\$ 1,236,828
Contributions	\$ 3,677,078
Public Sources	\$ 38,127,836
TOTAL	\$ 46,079,580

EXPENSES

95%
of expenses are spent
on program services,
care and goods.



EXPENSES	
Program Services	\$ 40,949,958
Management & General	\$ 1,410,864
Fundraising	\$ 745,280
TOTAL	\$ 43,106,102

- (a) Unaudited fiscal year ended June 30, 2017
- (b) Program services amount does not include 667,341 commodity food boxes distributed by Food for Families/ Food for Seniors with a retail value of approximately \$33,367,050
- (c) A portion of current year expenses were covered by grants from prior years.



In the 2016-17 year, Catholic Charities Archdiocese of New Orleans

assisted **76,631** men, women, children and families:

56,999 seniors and new moms across our state received food and nutrition through Food for Families/Food for Seniors.

1,990 immigrants and refugees received guidance, counseling and assistance through Immigration and Refugee Services.

270 formerly incarcerated men and women obtained employment and hope for a new life with Cornerstone Builders.

1,158 new and expectant moms received support and care through ACCESS Pregnancy and Referral and St. Vincent Maternity Clinic.

559 adults enrolled in our ESL (English as a Second Language) program.

182 individuals in domestic abuse situations were given legal assistance through Project SAVE.

442 children had access to quality early childhood education through our Head Start centers.

311 deaf people received **4,847** hours of sign-language interpreting through the Deaf Action Center.

687 people impacted by a natural disaster received comfort and long-term assistance through our Spirit of Hope Disaster Response program.

98 children and young adults in need were given mentors through our Isaiah 43 and Cornerstone Kids programs.

206 adults received assistance through our Counseling Solutions program.

14,115 volunteers gave Catholic Charities **231,508** hours of volunteer service.

177 homeless men and women received a total of **1,602** nights of shelter with Homeless Services.

434 seniors received medical and social services through our PACE and Adult Day Health Care programs.



Catholic Charities
Archdiocese of New Orleans

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PACE: Parish and Community Services
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