



*Our
legacy
of caring
for all*

2018 Annual Report
Catholic Charities Archdiocese of New Orleans



Dear sisters and brothers in Christ:

“Remind us to work with loving hearts and steadfast hope” is a message from the Catholic Charities Archdiocese of New Orleans Mission Prayer.

This hope, born of our faith in Jesus Christ, is what rallies us to live each day as He wants of us: to love one another and do unto others as you would have done unto you. Catholic Charities acts as the deliverer of that hope for thousands of people and their families. Homeless families, children needing adoption or a mentor, severely disabled men and women, the hungry, and those impacted by mental health challenges are relying on Catholic Charities to act as their beacon of hope in their suffering. This annual report seeks to highlight some of the efforts made in the community over the past year of “hope in action”. Our staff of over 500 dedicated employees works tirelessly to put our Catholic social teaching into action daily.

Love is what drives us, and hope is what sustains us. It is through His love that we experience the hope that our world will become a better and more equitable place for all. By working together to make our community more vibrant and safe, we live the command of Jesus Christ. I am proud to recognize our staff and thank them for their sacrifices over the past year to fulfill the 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. I lift you to the Lord in thanksgiving. Please keep the staff and me in prayer as we look toward the future of love and hope.

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

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Dear Friends of Catholic Charities Archdiocese of New Orleans:

How fortunate were we to be able to celebrate the Tricentennial of the founding of our great city? New Orleans has seen its share of trials and tribulations, but we are a resilient people who manage to survive through sheer grit and our faith that all will be well. A mission of the Catholic Church that has run concurrently with the history of our city is the mission to care for the most vulnerable amongst us. The heritage of Catholic Charities goes as far back to the Ursuline Sisters who were sent in 1727 to care for the city's sick. This care is rooted in our call to answer Jesus's message of caring for one another.

1 Corinthians 3:11 says, “for no one can lay a foundation other than that which is laid, which is Jesus Christ.” This foundation is what Catholic Charities Archdiocese of New Orleans stands upon as we look forward to the future and the changing world and respond to the ongoing needs of our community.

This annual report highlights three of the thirty programs of our organization: Counseling Solutions, PACE, and Volunteer Services. You will read about the collaborations we have to make a deep dive impact on opioid abuse and mental health, innovative care for seniors, and engaging members of the community through volunteer service in our work. In addition, we have been working with the City of New Orleans and in partnership with other agencies to move homeless families and individuals into safe and stable housing.

Thank you for the support you have given to Catholic Charities Archdiocese of New Orleans. Without you, our work would not be as impactful as it has been and needs to be for the future of New Orleans.

God bless you,



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



Volunteers

make a Difference

Studies show that volunteerism can positively impact an individual's physical and mental health. At the same time, these individuals are also positively impacting not only the individuals and organizations they're serving, but also society as a whole.

In this fiscal year, 11,268 individuals offered 232,078 hours – an equivalent of \$2.8 million – of their time to numerous Catholic Charities programs and clients.

The most common volunteer activity is teaching and/or tutoring with Catholic Charities' English as a Second Language (ESL) and Citizenship program. Many of these volunteers are current Tulane students fulfilling their service learning requirements or former Tulane students who enjoyed the program so much they continue to volunteer well after their college years.

We also have opportunities for pro bono attorneys; mentors with our Immigration and Refugee Services, Isaiah 43 and Cornerstone Kids programs; administrative roles with Padua, Greenwalt Adult Day Health Care Center and other programs; foster grandparents; and the Catholic Charities and ACCESS Boards of Directors.

Other volunteers share their

own unique talents with Catholic Charities' clients, including a senior citizen dance group and a woman with her therapy dogs.

Our annual Archbishop Hannan Community Appeal, which raises undesignated funds that allow Catholic Charities to respond quickly and effectively in

times of need, is also volunteer-driven.

Volunteers range from high school students to retirees and serve for a variety of reasons. Some were adopted through Catholic Charities' Adoption Services as infants and seek to return the favor as adults. Some connect to the faith-based aspect of the agency, and some learn about CCANO through the numerous fairs and community events staff attend.

Still some see current events in the news, whether in our backyard or hundreds of miles away, and simply want to help in any way they can. "There are current and timely opportunities, and people just want to make a positive out of something negative," Emily Stieber, Associate Director of Volunteers, says of these individuals.

For Catholic Charities and those we serve, the impact of these volunteers is immense and irreplaceable. "I like to call our volunteers the icing on the cake," shares Shannon Murphy, Director of Volunteers. "We're limited by budget and staff constraints, but they allow us to offer so much more."

As we celebrated the Tricentennial anniversary of the City of New Orleans, United Way of Southeast Louisiana and Hands On New Orleans challenged residents to offer 300 volunteer



hours this year. Each project that recorded 1,000 volunteer hours would receive a \$1,000 stipend. Catholic Charities' English as a Second Language program far exceeded this goal and has logged 3,400 hours and counting last year!

Stieber and Murphy believe that these volunteers and the work they're doing are the future of our city – the next 300 years and beyond.

Specifically, volunteers like sixteen-year-old Pelarr Edwards bring hope that these volunteers will allow New Orleans' next 300 years to be even better than the last.

Pelarr, a student at St. Mary's Dominican High School, is a Boys Hope Girls Hope scholar. Boys Hope Girls Hope of New Orleans helps academically motivated children and teenagers rise above tough circumstances and/or disadvantaged backgrounds to become successful in high school, college and beyond.



Part of the program's standards require students to complete an extra 100 community services hours annually in addition to whatever their Catholic schools require. This year, Pelarr decided to complete some of these service hours through Catholic Charities' SERVE program.

SERVE, which stands for Students Engaging in Reflective Volunteer Experiences, allows high school students to serve in a variety of capacities in our community and spend time reflecting on the greater impact of this service.

This summer, Pelarr had the opportunity to serve for one week at Catholic Charities' Greenwald Adult Day Health Care Center, which provides full day center services to individuals with Alzheimer's and one week at Ozanam Inn, an area homeless shelter.

"I had done things *for* people before, but I had never had the chance to do any work *with* people – to do things that affected them directly," she says explaining how her experiences with SERVE were different than her past volunteer work.

She also enjoyed meeting people with similar motivations and who also enjoyed the thrill of serving others.

"I'll definitely be back next summer," she shares, smiling.



PACE



Expands Service Area and Adds New Leadership

PACE (the Program of All Inclusive Care for the Elderly), an affiliated ministry of Catholic Charities Archdiocese of New Orleans, has a simple goal: to allow frail, elderly individuals to age in their own homes and communities instead of institutions like skilled nursing facilities or assisted living facilities.

To enroll, participants must be 55 years of age or older, need nursing home level care and currently have Medicaid and Medicare. Each participant typically has multiple comorbidities, chronic diseases or conditions, and is about three times sicker than an average Medicare enrollee. Participants can spend anywhere from one to five days per week at PACE.

Once enrolled, the medical, social and other services participants

receive are not only vast, but also specialized to meet each individual's every need.

In the last year, PACE has hired new leadership that has not only revitalized and revamped their current services, but also expanded their offerings. They've focused their efforts on adhering as closely as possible to the national PACE model,

refocusing their culture and promoting growth.

Antonio Dias, Executive Director of PACE GNO, has been with the organization for a little more than a year. He brought 25 years of experience in the health care world, 20 of them specifically with the PACE program. He began his PACE journey at a pilot program in the Bronx, which has since become the largest in the country.

Around the same time, Ryan Barbe came on board as the Quality and Compliance Manager. He works to ensure services provided by the PACE staff are of the highest quality and in full compliance with the Centers for Medicare and Medicaid Services (CMS) and the State of Louisiana.

Kurt Wootan, Director of Finance, is a veteran of the PACE program, having



worked at PACE GNO in the past. “Once I was exposed to the program, I loved it. I was looking for a way to get back,” he says of his work now. Also reprising his role as a PACE employee after a brief hiatus is Andrew LeDuff, Director of Transportation. He echoes Wootan’s sentiments about the program’s ability to draw you in, saying “If you do something you love, you’ll never work a day in your life.”

Tom Vaughn, Director of Marketing and Enrollment, has worked diligently to make PACE a visible resource within the community, specifically at senior living facilities and other places with populations that meet PACE’s enrollment requirements. Due in part to these efforts, PACE GNO’s enrollment has topped 180 individuals for the first time in the history of the program.

Lynette Gordon, Director of Clinical and Day Center Services, is responsible for all center services and works to ensure the participants’ medical and other needs are being met.

To best evaluate their medical needs, each participant is required to see Dr. Lobna Ali, PACE’s Medical Director, at least monthly. Dr. Ali is a Geriatrician and an assistant professor of geriatrics at LSU. She completed her fellowship at a PACE program in Ohio and believes the PACE model is an exemplary form of care for the geriatric population.

In order to assess and best serve each participant, PACE has also expanded their on-site staff to include a full-time doctor, nurses, nurse practitioners, CNAs, dieticians, home health aides, physical therapists, occupational therapists, social workers, a chaplain and more. Dr. Ali believes hiring the additional staff, which in turn allows the program to offer more services on-site has allowed them to interact more with the participants, catch changes in their medical or mental states faster and give them better, more holistic care.

The program also offers transportation not only from the participants’ homes to and from PACE, but also to and from any necessary outside appointments.

The group takes what is known as an Interdisciplinary Team (IDT) approach. They meet to discuss the medical, psychosocial and physiological aspects of each patient’s needs. Family members

are invited to participate and be a part of their loved ones’ care.

“This model of care is comprehensive, unique and better lends itself to positive outcomes,” Dias believes.

The PACE staff have also instituted a number of new initiatives to better care for the overall well-being of their participants. The Wellness Program combines physical and occupational therapy in what the participants call “the gym.” The program has seen phenomenal results including wheelchair-bound individuals regaining the strength to walk, individuals with hip and knee replacements back on their feet within days and even a fully bed-ridden participant beginning to walk again after just six months in the program.

PACE also offers Skills to Care, a program aimed at supporting participants’ caregivers and educating them on how to best handle and cope with dementia. It is the staff’s hope that this program will ease some of the caregivers’ daily burdens and help prevent caregiver burnout.

While the medical services are the most important aspect of the care PACE participants receive, it is not all business at the center. Participants take field trips to Café du Monde and other area restaurants, celebrate holidays and birthdays, play bingo and fill their days with countless other activities.

As it has been shown to increase bal-

ance and reduce the risk of falls among the elderly, Tai Chi is offered to participants. The center even adopted two kittens to begin offering pet therapy!

Volunteers from local hospitals, high schools, colleges and other organizations are also a welcome and regular presence at the center.

In addition to these exciting offerings, PACE has also grown in a physical sense by reopening the Hope Haven at St. John Bosco PACE Center on the Westbank, joining the Shirley Landry Benson PACE Center at St. Cecilia which has been open on the Eastbank for eleven years.

Last year, the center reopened for two days each week, which was expanded to a full five days in April of 2018. The staff believes this expansion was vital as these services are in high demand on the Westbank. Previously, participants who lived on the Westbank utilized PACE’s transportation services to take them from their homes to the Eastbank center.

Now, these participants can utilize these same services at a location closer to their home, cutting down transportation time and allowing them to be closer to their loved ones.

The 2018 fiscal year was the most profitable in PACE GNO’s history, which has the staff excited for the program’s future. “PACE GNO has a focused strategic plan to grow to a more vast geographic area,” Dias shares.





Care and Compassion for the Struggling

Catholic Charities' Counseling Solutions is a professional counseling program available to individuals and families of all faiths. A staff of caring and compassionate licensed mental health professionals provide help to children, adults and families dealing with depression, anxiety, grief, trauma, anger, chronic mental health issues and more.

To expand our service area and better serve our community, Counseling Solutions added a Jefferson Parish location in Gretna in 2017, joining our New Orleans, Boutte, Slidell, Covington and LaPlace locations. We also began offering services, resources and referrals to opioid users

and abusers in the wake of the growing crisis.

Drug use, abuse and addiction is an epidemic that is unfortunately on the rise in our society. The opioid crisis continues to grow, with an estimated 33,000 opioid-related deaths in the United States in 2015. Louisiana has not escaped this trend, with deaths due to drug overdose overtaking homicides in New Orleans in 2016, according to the Orleans Parish Coroner.

The number of opioid overdose deaths is currently more than five times higher than it was in 1999. Each day, approximately 115 people die due to opioid overdose.

In order to educate community members on the signs, side effects and consequences of this epidemic and offer treatment options and resources to those struggling, Counseling Solutions is partnering with the Substance Addiction Ministry to host a series of forums entitled "You Are Not Alone."

Through these forums, our goal is to help families and community members to learn more about this crisis and to better understand the causes, signs, consequences of opioid use and abuse, as well as treatment resources for individuals coping with addiction and their loved ones.

Convocation 2018: Inspire, Innovate, Empower

Over 330 employees of Catholic Charities Archdiocese of New Orleans gathered on October 26, 2018 in Kenner for a staff convocation day. Inspired by our 2018-2022 Strategic Plan, guest speakers led the group in reflection on the importance to INSPIRE, EMPOWER, and INNOVATE in their day-to-day work.

After Sister Marjorie Hebert welcomed attendees, The Most Reverend Bishop Fernand J. Cheri opened the day with what inspires each Catholic Charities employee in his or her ministry - love. He reminded the audience that, "Love doesn't run out. Love is the one essential gift that characterizes the community worthy of the name Christian." While the tasks to reduce poverty might seem insurmountable, it is the love of the clients, the community, and the purpose-driven work that keeps us going.

Speaking on empowerment, Leah Chase of legendary Dooky Chase Restaurant referenced her history as a successful woman in

a male-dominated field. Her experiences taught her to continue to hold on to hope and love through unity, community, and faith. She encouraged staff members to lift up coworkers so that they can continue to serve the community and advocated for CCANO staff to learn more about others and mix together as beautifully as her signature gumbo. Staff members should remember to first empower themselves and their coworkers so that they may better empower the individual clients they serve.

Sr. Donna Markham, OP, PhD, President & CEO, Catholic Charities USA challenged staff members to think outside the box and find creative solutions to problems with pre-existing resources. CCANO employees address a myriad of issues in under-resourced communi-

ties and populations. They are the most knowledgeable of what our clients need and what obstacles stand in the way. The hurdles faced in eradicating poverty can actually guide us to find fresh new ways to look at the problems besides the tried and true methods of the past. An organization will fail if employees simply continue historical patterns and habits because of convenience or ease.

To close out the day, four CCANO employees spoke about their experiences in the organization and how they stay motivated by witnessing the spirit of the clients they serve. Ben Wortham, Program Director of Health Guardians, detailed how he continued with Catholic Charities despite graduating with the impression he would work in sports business. He shared that the meaningful work

and mentorship of organization leaders encouraged him to serve the community. Wortham said, "For 5½ years, Dr. Rigamer has been my boss, my mentor and my leader. He really instilled a confidence in me and in our whole team."



YOUR Generosity in Action (FY 2018)

In the 2017-18 year, Catholic Charities Archdiocese of New Orleans assisted

77,226 men, women, children and families:

55,463 individuals across our state received food and nutrition through Food for Families/Food for Seniors.

2,026 immigrants and refugees received guidance, counseling and assistance through Immigration and Refugee Services.

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

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

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

232 adults received assistance through our Counseling Solutions program.

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

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

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

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

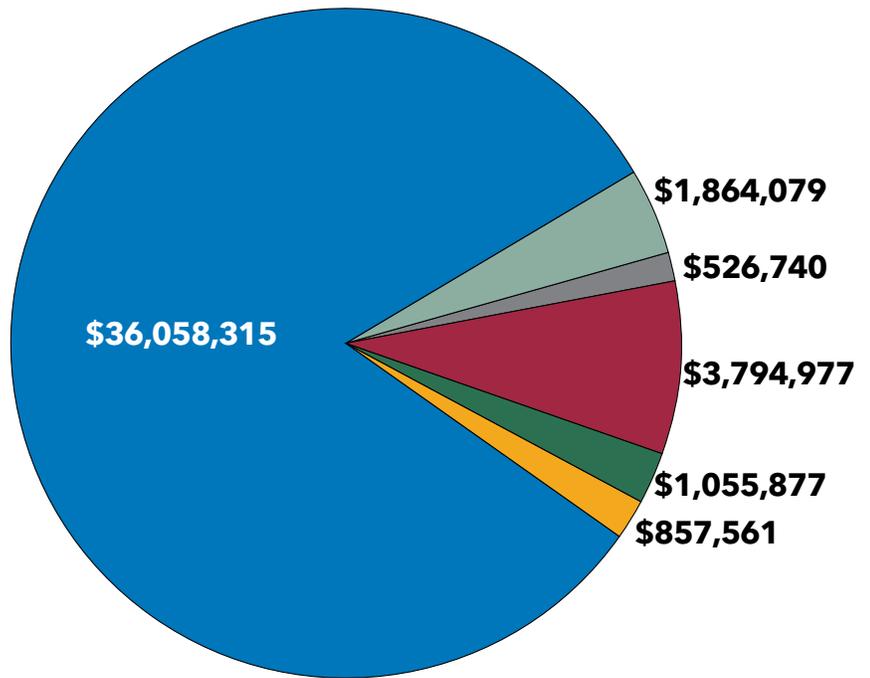
332 deaf people received **4,099** hours of sign-language interpreting through the Deaf Action Center.

86 homeless men and women received assistance to transition to housing.

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

11,268 volunteers gave Catholic Charities **232,078** hours of volunteer service.

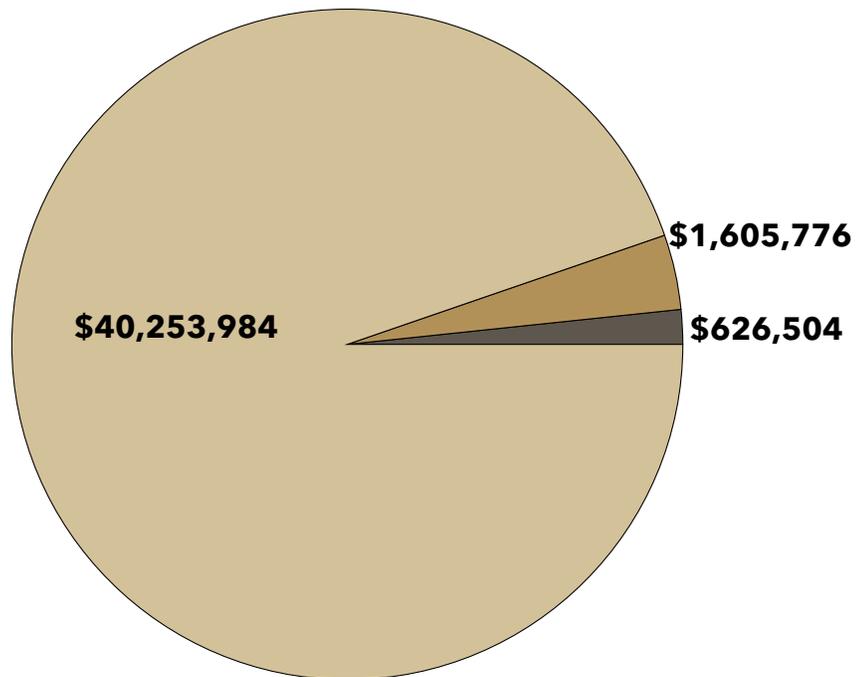
INCOME



OPERATING INCOME	AMOUNT
Contributions.....	3,794,977 ■
Private Grants	1,055,877 ■
United Way.....	857,561 ■
Public Sources.....	36,058,315 ■
Program Service Fees	1,864,079 ■
Donated Goods and Services Received	526,740 ■
TOTAL	\$44,157,549

EXPENSE

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



EXPENSES	AMOUNT
Program Services.....	40,253,984 ■
Management & General	1,605,776 ■
Fundraising.....	626,504 ■
TOTAL	\$42,486,264

(a) Unaudited fiscal year ended June 30, 2018

(b) Program services amount does not include 664,304 commodity food boxes distributed by Food for Families/Food for Seniors with a retail value of approximately \$33,215,200

(c) A portion of current year expenses were covered by grants from prior years.

CCANO in the News

COUNSELING SOLUTIONS

Throughout the year, Counseling Solutions was featured in several publications and news outlets for programs addressing opioid abuse and mental health issues. WWL, WDSU, WBOK, WVUE Fox 8, WLAE-TV, WWL-AM, AHIV-FM, The New Orleans Advocate, The New Orleans Advocate: St. Tammany, nola.com, Experience New Orleans, New Orleans Chamber all picked up stories about the significance of Counseling Solutions' work.



Summary: Health care and addiction recovery professionals provided information on opioid use and abuse and addiction treatment resources at the Opioid Abuse Forum. The speakers included Dr. Mark Taliancich, Clinical Director of the Counseling Solutions program at Catholic Charities Archdiocese of New Orleans. The forum was sponsored by Catholic Charities and the Substance Addiction Ministry of the Archdiocese of New Orleans.

HEALTH GUARDIANS

On March 16, nola.com showcased Health Guardians for their work providing medical services, particularly to homeless populations, in an article titled, "New shelter to open for New Orleans' homeless, but advocates want more services" by Katherine Sayre. The article reached over 1,000,000 people and was shared 125 times.

Excerpt: "Catholic Charities' Health Guardians program intervenes with frequent emergency room users, many of them homeless, by getting them to doctor's appointments, filling prescriptions and helping find counseling and transitional housing, among other assistance. One of the program's "pa-

tient navigators," a licensed social worker, will be assigned to the low-barrier shelter when it opens."

HOMELESS SERVICES

The biggest story of the year was the Jeff and Melissa Bezos announcement that Catholic Charities Archdiocese of New Orleans would receive a \$5 million grant award from their new foundation, the Day One Families Fund, to assist in the fight to eradicate homelessness in New Orleans. There were over 200



media hits with an estimated reach of over 50 million people highlighting the expansion of CCANO's preexisting services over the course of four years to homeless families.

Excerpt: "Today, Catholic Charities Archdiocese of New Orleans announced it has been selected to receive a \$5 million grant from the Day 1 Families Fund. This grant will be used to pursue solutions to end family homelessness in New Orleans with a strong focus on providing housing as well as social services, skills training, and job support to assist families in transitioning to and remaining in permanent housing..."

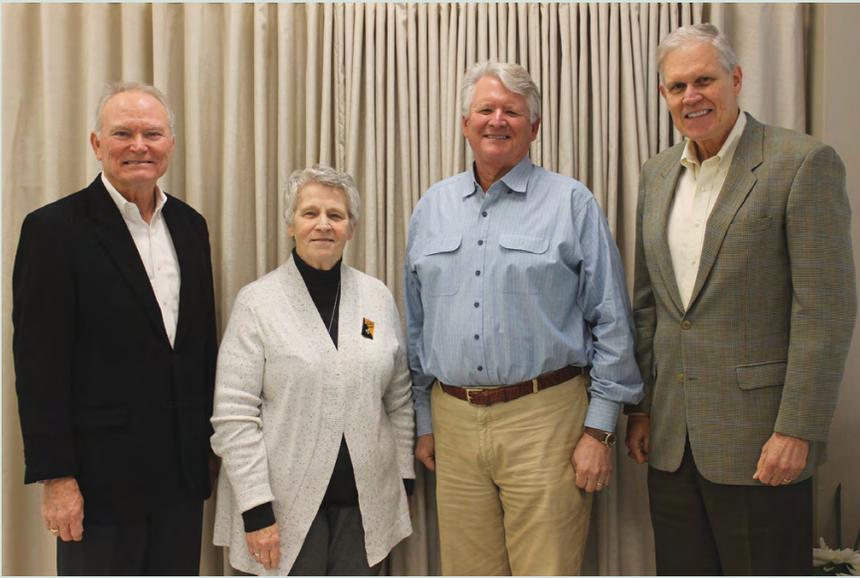
IMMIGRATION & REFUGEE SERVICES

Gillian Egan wrote about CCANO's Immigration & Refugee Services programming in *Mondaq* in an article entitled, "United States: Lighting A Path for Immigrant Children in New Orleans," in February. Egan has a strong connection to this work as a New Orleans associate who represents a pro bono CCANO client.

Excerpt: "Catholic Charities Archdiocese of New Orleans (CCANO), through its immigration outreach, assists these children in navigating the legal process, and Proskauer lawyers represent children as pro bono clients through this program. A large number of child immigrants have been or are being assisted in seeking SIJS or asylum status by associates in the New Orleans office... The ongoing relationship between Catholic Charities and Proskauer gives associates the opportunity to run cases, develop client relationships, make appearances in court, and most importantly, make a difference in the lives of those in need."



Photo by Chris Granger, NOLA.com | The Times-Picayune



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Archbishop of New Orleans

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Called to Share the Journey

In the Scriptures, Jesus calls us to, above all, love our neighbors as ourselves. Pope Francis has echoed this call by asking us to love not only our neighbors who live near us, look like us or sound like us.

He has called us to love migrants and refugees from thousands of miles away – migrants and refugees whose lives are in danger and need our help and prayers.

The United States Conference of Catholic Bishops (USCCB), Catholic Charities USA (CCUSA) and Catholic Relief Services (CRS) have answered this call with their Share the Journey Campaign.

The campaign is actively working to create a world where immigrants, refugees, migrants and all of our neighbors from every corner of the world can be treated fairly and welcomed with open arms.

To learn more about the campaign and how you can participate, visit www.sharejourney.org.



Share the Journey 
#sharejourney

Stay connected





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CREDIBILITY • INTEGRITY • ACHIEVEMENT



OUR 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.