WASHINGTON

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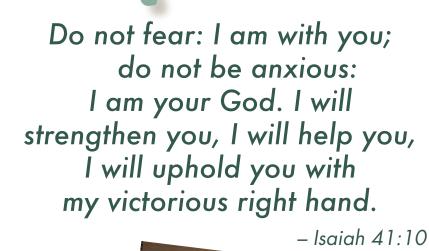
PLAQUEMINES



atholic Charities Archdiocese of New Orleans provides hope, help and loving care for the most vulnerable and needy in the eight civil parishes of the Archdiocese of New Orleans. We work to be the hands and heart of Jesus Christ for our brothers PONTCHARTRAIN ST. JOHN THE BAPTIST and sisters in need. Through our

ministries, programs and community partnerships, we provide a comprehensive ST. CHARLES network of social services that connects clients to resources and acts as a springboard to self-sufficiency for those struggling. We offer support that empowers individuals, families and

communities to grow and thrive.





In the 2013-2014 year, Catholic Charities **Archdiocese of New Orleans assisted** 89,028 men, women, children and families:

- 64,268 seniors and new moms across our state received food and nutrition through Food for Families/Food for Seniors
- 1,042 immigrants and refugees received guidance, counseling and assistance through Immigration and Refugee Services
- 670 new and expectant moms received support and care through ACCESS Pregnancy and Referral and St. Vincent Maternity Clinic
- 440 children had access to quality early childhood education through our Head Start centers
- 336 homeless men and women received a total of 15,232 nights of shelter with Homeless Services
- 283 deaf people received 6,979 hours of sign-language interpreting through the Deaf Action Center
- 221 children and teens received support through Catholic Charities School-Based Counseling
- 211 seniors received medical and social services through PACE
- 54 formerly incarcerated men and women obtained employment and hope for a new life with Cornerstone Builders
- 14 children found families through Adoption Services



Our Impact

- Charity Navigator awarded us a 4 out of 4-star rating as an efficient, ethical and open charity. As one of only 21 non-profit agencies in Louisiana to meet rigorous standards to become accredited by the Council on Accreditation, we work hard to provide compassionate, professional care to the poor and vulnerable.
- We embrace the poor and vulnerable no matter who they are. We serve people regardless of religion, age, race, ethnicity or economic status.



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.

Our Vision

- dignity through respect
- service through love
- justice through advocacyand empowerment
- unity through prayer



My sisters and brothers in Christ:

Jesus said, "Whatever you do for the least of my brothers and sisters, you do for me." (Matthew 25:40). Today and every day we are blessed through the ministry of the staff and volunteers and commitment of donors that Catholic Charities Archdiocese of New Orleans is providing help and creating hope for "the least" of our sisters and brothers in the New Orleans community.

As the official social service agency of the Catholic Church in New Orleans, Catholic Charities' daily mission is to be the face, hands and heart of Jesus Christ to all those we encounter. Through the many social service apostolates of the agency, we are able to serve the community as Jesus calls us to, with love and compassion.

As our city and our world face constant and ever-changing challenges, our prayer is that we can be a source of hope. Our programs support the life and human dignity of the unborn, the elderly and the disadvantaged and encourage parents and youth to be peaceful and positive in interactions with one another and the community. We work every day to create a community that gives respect to the life and dignity of all people.

Pope Francis consistently reminds us that to be followers of Jesus we must reach out to the poor and do so in a radical way. He provides for us not only words but a true example of caring for others and being a voice for those whose voice is not heard.

Thank you for your commitment to the mission and values of Catholic Charities Archdiocese of New Orleans. May God bless you and your family in the coming year!

Sincerely in Christ,

Gregory M. Aymond

Archbishop of New Orleans

Photos by Frank Methe, Jr., Cheryl Dejoie-LaCabe, Anna Toujas and Catholic Charities staff and friends. Special thanks to the Clarion Herald.

artners in Mission

"We take to heart the mantra that, 'to those that much has been given, much is expected'. The expansiveness of the programs offered by Catholic Charities, coupled with limited overhead, make us feel that donations to CCANO are prudent. More of the capital raised gets to those less fortunate which is invaluable. Catholic Charities also offers many wonderful avenues for effective and fulfilling volunteering."

– Jennifer and Mason Couvillon 2014 Archbishop Hannan Community Appeal (AHCA) Chair-Couple



Our Leadership

Most Rev. Gregory M. Aymond, *Archbishop of New Orleans*

Board of Directors

Tommie A. Vassel, *Chairman*Michael O. Read, *Vice Chairman*Lloyd A. Tate, *Treasurer*Michael F. Hulefeld, *Secretary*Sr. Marjorie Hebert, M.S.C., *President/CEO*

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Do not neglect
hospitality,
for through it
some have

entertained angels.

unknowingly

- Hebrews 13:2



We are called to act with justice.

We are called to love tenderly.

We are called to serve one another, to walk humbly with God.

From We are Called by David Haas

Dear Friends of Catholic Charities Archdiocese of New Orleans,

How are you called? The lyrics above are from one of my favorite hymns. In reflecting on my first full year as President and CEO of Catholic Charities, this song immediately came to mind. Catholic Charities is truly called to be the hope and provide the help for the poor, the vulnerable, the lost and the needy. Every day, the people of Catholic Charities are answering the call to be the hands and heart of Jesus here on earth.

We are truly called to act justly. Whether it is advocating for a victim of domestic violence through Project SAVE or providing access to English as a Second Language classes for immigrants and refugees, we give strength, confidence and a voice to those who are marginalized or unable to speak for themselves.

We are indeed called to love tenderly. When a caregiver shares a smile with one of our disabled brothers and sisters of Padua Community Services or when we are able to provide support for our parents and youth through Isaiah 43 Parenting and Mentoring, we enfold those in need in Jesus' loving embrace.

We are certainly called to humbly serve. In all 108 church parishes in the Archdiocese of New Orleans, at least one (or more!) Catholic Charities program has been present to provide assistance to someone in need. With over 500 employees across our many diverse programs and services, it is our daily mission to continue to evolve our ministries as a source of support for our parishes in meeting the needs of those who are struggling.

Yes, we are truly called by name. And we will continue to answer that call through our love, through our services and through the people we serve. By being a supporter of our work, you already share in our answering the call to service. For many, Catholic Charities Archdiocese of New Orleans is the voice of hope and the hand that gives help. We thank you for your continued support and prayers.

God bless you,

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Sr. Marjorie Hebert, M.S.C.

President/CEO









Empowering the Voiceless: Project SAVE

Elyria Chambliss with her children (left to right) John, Aaliyah and Jiron.

lyria Chambliss is a hard working ✓mom. Her three children, Aaliyah, 11, John, 6, and Jiron, 9, bounce energetically around the play room at the New Orleans Family Justice Center. When asked to gather for a photo, all three children eagerly gather in close to their mom for the snapshot. After several silly faces and poses, the family comes together for a nice smile. Elyria beams as she embraces her children. It's hard to imagine that this family photo might not have been possible a short while ago. Elyria is a survivor of domestic violence. In the process of trying to separate from the abusive situation, her custody rights to care for her kids were in jeopardy. Elyria not only needed to stand up for her own well-being but also needed to be a voice for her children. With no one to turn to and without the means to afford an attorney, she went to her first court hearing alone.

Elyria recalled, "The first time I went to court, I felt so uncomfortable. I didn't have a chance to voice my opinions to let the judge know my side and what was actually going on."

Thankfully, Elyria was connected with the legal team at Project SAVE. "Once I got in touch with Project SAVE, they helped me in a big way."

Project SAVE (Stopping Abuse through Victim Empowerment) provides free emergency legal assistance for victims of domestic violence. Staff attorneys assist with legal orders to keep survivors of domestic violence safe and to protect their rights. These legal services include temporary restraining and protection orders, temporary child support and in

Elyria's case, assistance with maintaining custody of her children.

With attorney Joan Miller at her side, Elyria was able to find the courage and strength she needed to speak up for herself and her kids. "Next time I went to court, I felt like I had a voice. It felt wonderful to know I had that support."

The help doesn't stop after the court proceedings end. Project SAVE works hand in hand with the New Orleans Family Justice Center to provide full-circle support for the survivors and their families. Elyria

and her children were also able to receive on-going counseling through this program.

"The staff at Project SAVE gets the job done!" Elyria said.
"They gave me the chance to be with my kids again."

Whether making big strides like helping clients get custody of their children or providing an open ear to listen and offer support, Project SAVE is advocating for survivors like Elyria, helping them find their strength and their voice to speak up for themselves and their families.

443

were assisted by
Project SAVE providing
2,402 hours of legal
services this past year.

women and families



Elyria Chambliss (center) with Joan Miller (left) and Allyson Tuttle (right) of Project SAVE.

Darthers in Mission

"Growing up in this area and seeing the good works that Catholic Charities did, there was a big trust there that we could make an impact by working with Catholic Charities... You know when you're supporting Catholic Charities, good things are going to come from it."

– David Blossman President, Abita Brewing Co. and Catholic Charities North Shore Advisory Board Member

Fostering Peace Makers of Our Time: Isaiah 43

ngroup of adults and kids stand in a circle at St. David Parish Hall in the Lower 9th Ward. They are instructed to grab the hand of someone they are not standing next to until their arms end up crisscrossed through the center of the circle. "Now, it's your job to get untangled without letting go of the hands you're holding!" Sr. Salvatrice Murphy, Assistant Program Director of Isaiah 43 Parenting and Mentoring Program, explains to the group. Laughter and a flurry of discussion erupt as adults and kids twist and turn around one another as they try to untangle themselves. Eventually, they realize it's only by working cooperatively and listening to one another that they are able to unravel the circle again.

The group is gathered for a mentoring workshop for the Isaiah 43 Parenting and Mentoring Program. These small lessons are at the heart of Isaiah 43 which strives to engage our youth in positive experiences and provide support and development for parents. Each month, volunteer mentors and mentees come together for an evening of fun and fellowship in addition to one-on-one activities and outings between mentor and mentee pairs. Among this group are mentor Monica Alicino and her mentee partner, Jyra Phillips, age 14. Monica and Jyra have been paired together for a year through Isaiah 43.

"My favorite thing about working with Monica is the one-on-one activities," said Jyra, who is one of ten brothers and sisters. Monica, who came from a family of 11 siblings can relate.

"This program allows us to give attention to one instead of always something in a group. I have a lot of favorite things about working with Jyra," Monica said, "It's great for me to be able to see Jyra grow up and transition. She'll be going to high school next year and I'm excited for all the



Jyra Phillips and Monica Alicino, Isaiah 43 Mentor pair.

new things she will experience!"

In addition to mentoring, Isaiah 43 also hosts parenting workshops where parents and caregivers of young children can improve their communication skills, learn nonviolent discipline techniques and just find support in one another. In providing these resources for both parents and youth, this program strives to counteract the culture of crime and violence in our city. Since launching in 2011, Isaiah 43 programming is now in a dozen church parishes throughout the Archdiocese of New Orleans. As the daily headlines continue to fill with stories of murder and violence, this program continues to take a proactive role in strengthening our families and fostering

"There is a need for a program like this

future peacemakers in our communities.



Isaiah 43 Program Director Kristina Gibson leads a parenting workshop.

in New Orleans and it's great to see that the Catholic Church wants to be involved in stemming the violence in any way possible," Monica said. "Giving kids the opportunity to be involved in something other than street life makes a big difference."



Last year,
38 volunteer
mentors worked
with our youth.
1,470 parents
received support
through
Isaiah 43 parenting
workshops.

I have called you by name: you are mine... You are precious in my eyes and honored, and I love you.





Rejoice in hope, endure in affliction, persevere in prayer.

- Romans 12:12









So faith, hope, love remain, these three; but the greatest of these is love.

- 1 Corinthians 13:13









In every way I have shown you that by hard work of that sort we must help the weak, and keep in mind the words of the Lord Jesus who himself said, "It is more blessed to give than to receive".

- Acts 20:35





Providing Help, Creating Hope









Catholic Charities
Archdiocese of New Orleans

Providing Help, Creating Hope

Lord, make me an instrument of your peace,
Where there is hatred, let me sow love;
where there is injury, pardon;
where there is doubt, faith;
where there is despair, hope;
where there is darkness, light;
where there is sadness, joy;

O Divine Master, grant that I may not so much seek to be consoled as to console; to be understood as to understand; to be loved as to love.

For it is in giving that we receive; it is in pardoning that we are pardoned; and it is in dying that we are born to eternal life.

Peace Prayer of St. Francis of Assisi,
 Catholic News Agency, http://www.catholicnewsagency.com/

For the needy
will never be
forgotten, nor will
the hope of the
afflicted ever fade.

- Psalm 9:18



Open your mouth
in behalf of the mute, and
for the rights of
the destitute;
Open your mouth,
judge justly, defend the
needy and the poor!









Caring for the Vulnerable: Padua Community Services

Padua House in Belle Chasse. Jordan giggles and gives the most joyous smile as her dad rubs her back and gives her a kiss on the cheek. As often happens during the summer months in South Louisiana, suddenly the skies begin to gray and a rumble of thunder is heard in the distance. Freddie pushes his daughter's wheelchair back toward Padua House as the first few sprinkles of rain start to make it through the oak covered walk way. It was a nice, but brief trip for some fresh air before the afternoon storm.

Freddie makes it a point to try and visit his daughter daily at Padua House, a residential facility of Padua Community Services which provides a home and specialized care to persons with disabilities. She has been a resident at Padua House for over 8 years.

"When she was born, seeing her in the hospital was hard," Freddie said. "They didn't think she was going to make it. We just prayed for her. The doctors told us she wouldn't live past 3, then 7, then 15. She'll be 26 this year."

Jordan has Cerebral Palsy and was born with a hole in her skull. At Padua House, the staff provides the 24-hour care

Jordan needs. During the weekday, Jordan attends New Directions Adult Day Health Care Center, a Padua facility providing daily socialization and recreation for persons with disabilities. She always has a big smile when a visitor stops by.

Jordan was at a facility for children in Shreveport until she aged out of that program. Luckily, there was an opening at Padua House. Freddie is relieved knowing his daughter is



Freddie Dorsey with daughter Jordan at Padua House.

able to continue to get the care she needs into adulthood. Padua House is also closer to the Dorsey family home which allows for more visits and more time together. "Everybody in the family is able to see her now by the convenience of this location," Freddie said.

Due to her delicate condition, Jordan continues to experience sporadic, sometimes life-threatening complications. With the help of Padua Community Services and faith in God's plan for Jordan, Freddie said, "I know that life decisions are left to the Big Man above, so I count on that. I just

do everything I can do for Jordan while I'm here and while she's with me. Whatever happens, I'll never have to say, 'I wish I could have done this for her'." He appreciates the security knowing that Jordan is being well taken care of at Padua House. "The staff that takes care of the kids has been great. I know I couldn't do this without their help."

This year,
Padua Community Homes and
Padua House provided a home for
57 vulnerable adults and children.

Padua Community Services
In-Home Care provided **74,139** hours
of care to persons with disabilities
in their homes.

If someone who has worldly means sees a brother in need and refuses him compassion, how can the love of God remain in him?

– 1 John 3:17

Sartuers in Mission

"St. Elizabeth's Guild was founded it the 1950s to help support the St. Elizabeth's orphanage and the girls in residence at the facility.

Through the years and the many changes in the way the system cares for the children in need, St. Elizabeth's Guild continues its commitment to the children's programs of Catholic Charities. The Guild and its members dedicate time, talent and wealth to these children."

– Diann Sanborn President, St. Elizabeth's Guild



Navigating a Path to Self-Sufficiency:

Health Guardians

ichael Francis dribbles a basketball across a freshly painted court at Ciara Independent Housing on Dante Street in New Orleans. Michael recently helped the residents map out and paint the boundary lines of this new court. Once ailing and homeless on the streets of New Orleans, Michael stands proud and healthy with a bright outlook on the future after being connected with Catholic Charities Health Guardians.

"I had worked all my life. I had never dreamed that I would be homeless. Never," Michael said. He was working as a building engineer when he was diagnosed with a congestive heart condition that found him seeking care in the local emergency room more often than not. Due to his deteriorating health, he lost his job. Unable to pay his rent and his bills, he eventually found himself sleeping on a bench on Canal Street.

With the help of social workers at the hospital, Michael was connected with Michael Francis the Health Guardians staff at Catholic Charities. Health Guardians is a new model of care for those with chronic medical issues. Patient Navigators help clients understand, access and manage their health care, while also providing them full-circle case management and support. Health Guardians gave Michael a place to stay, clothing and helped get him medicine for his heart.

"You can't explain it, it's like you're being saved. These people actually saved my life," said Michael. Michael now has an apartment of his own and looks for ways he can give back to his community and help others who might be struggling like he did. "Homelessness can happen to anybody," he said. Through Heath Guardians, Catholic Charities is working to ensure that others like Michael have the support and the resources they need to manage their healthcare and get back to a state of self-sufficiency and stability.

Michael said, "When I say if it weren't for the Health Guardians I wouldn't be here today, I mean that."



Michael Francis at Ciara Independent Housing.

This year,
Health Guardians
helped
186 individuals
navigate a path to a
healthier, better life.

Speaking the Language of Hope and Help:

ESL with Catholic Charities

Paige Royer holds up a paper with a cartoon scene of a beach to her class.

The scene depicts a humorous line drawing of a muscled character flexing on a beach. "Can anyone describe what's going on in this picture?" Paige asks her class of about 15 adult students.

Slowly, hands rise as the students offer up descriptions of the character and the scene. "He looks very strong," one remarks. "He is trying to impress the girls!" says another. The students chuckle together as they share more descriptions and discuss the picture. This exercise seems like a very simple one; however, Paige's students are all non-native English speakers. "Very good conversations!" Paige tells the class with a proud smile.

Since 2012, Paige has volunteered to teach English as a Second Language (ESL) classes with Catholic Charities. Education brought Paige to New Orleans, but not initially for ESL. Her son was just starting

at Loyola University, when Hurricane Katrina hit in 2005. After seeing the work that needed to be done in New Orleans in the aftermath of Katrina, Paige's whole family moved from the New York area in 2006 to join in the recovery efforts.

Having taught ESL at Kean University in Union, New Jersey, Paige felt she wanted to return to ESL in New Orleans. "I've always been a word nerd!" she said jokingly. "I had looked around for ESL programs in New Orleans and I got the feeling that Catholic Charities had the best program. I liked the



ESL teacher, Paige Royer, with her class.

way so many classes are offered and I love the people who run the program. They're just so on the ball and they give you a lot of support."

Each year, Catholic Charities English as A Second Language program assists hundreds of adult learners from over 30 countries improve their English skills. Adult students enroll each semester to attend evening group classes and one-

on-one tutoring at five sites throughout the Archdiocese of New Orleans.

"I know my students work a lot of long, hard hours often doing thankless jobs." Paige said. "Sometimes, I see their eyelids fluttering in class and I can tell they're so tired, but even so, they do a good job making it to class. You know the students are there because they want to be."

The Newcomb College site at Tulane University where Paige teaches transforms into an international hub weekday evenings with many classes and numerous tutoring sessions found scattered throughout the four story complex. Students of all languages come together to learn, to communicate and to listen to one another. Paige says, "My students come to class not just for the language help, but because they want to see each other. Invariably, by the end of a semester, we become a pretty tight knit group."

Commitment from both the student and the numerous volunteer tutors and teachers make this such a successful program, creating confident and articulate students while helping them forge paths to success in the U.S.

through Catholic Charities ESL programs this past year at 5 sites throughout the Greater New Orleans area.



Collaborating to Care: **Partners in Ministry with** our Church Parishes

// ith numerous programs and ministries serving the 8 civil parishes of the Archdiocese of New Orleans, we look to our local Catholic church parishes to help us assess the needs and address the struggles of the people we are called to serve. In order to continue to create and evolve our ministries to

meet the real challenges of the people of the archdiocese, we are working hand-in-hand with local pastors to document the existing impact of Catholic Charities on the parish level. From this, we will be exploring ways to improve the capacity of parishes to become more effective in their social ministry including charity, advocacy and global solidarity.

"Catholic Charities is acting as a catalyst and collaborator," said Tom Constanza, Director of the Office of Justice and Peace with Catholic Charities and a member of the CCANO

team overseeing this parish development and outreach. "It starts with one-on-one outreach to our pastors."

"It's been wonderful to get the feedback and hear firsthand from the people in the parishes where they most see a need for services we could provide," said Craig Marinello, Director of the North Shore Region for Catholic Charities and also a member of this parish outreach team. "On the North Shore, our meetings with deacons, pastors and those in ministry always yield deeper understanding of how Catholic Charities can better lend our support and services."

From our initial assessments, we are looking into ways to provide not only social services but also ways we can connect our social ministries to the pastoral

ministries, working to provide nourishment for the body and the

soul through our collaborative work. "The feedback from our parishes has been exciting," Constanza said. "It allows us to act as the connecting piece that brings community resources, governmental agencies and our local parish ministries closer together to better serve those who most need our help."





12,412 volunteers from across our archdiocese gave **215,439** hours of service across our many programs and ministries in 2013-2014.



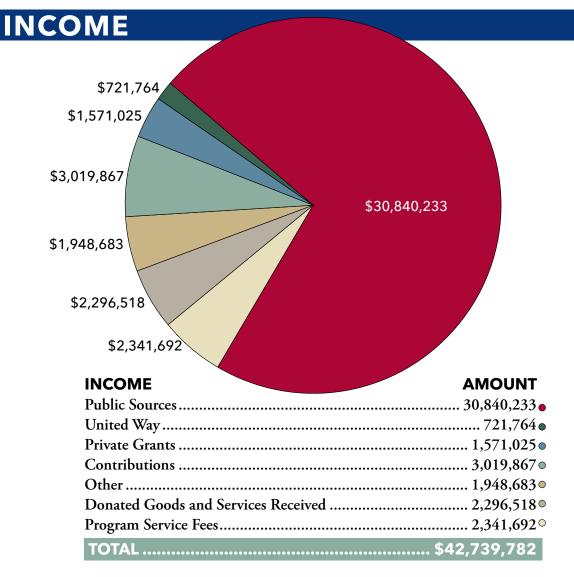
artners in

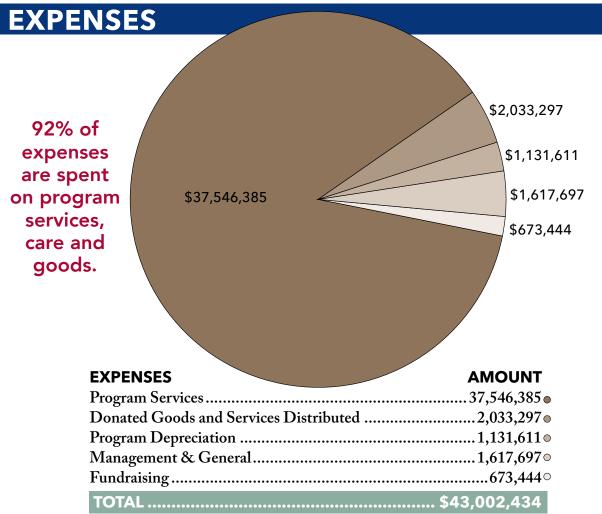
"Many people believe that hunger is limited to certain small pockets of our community, but sadly, the reality is much more shocking, Too many of our neighbors still go to bed hungry or have to choose between things like food and medicine. The short- and long-term impacts of hunger on health are just staggering. Peoples Health is honored to support the Food for Families mission to foster healthy lifestyles for people in southeast Louisiana, particularly our seniors." Carol A. Solomon CEO of Peoples Health,



Give and gifts will be given to you... For the measure with which you measure will in return be measured out to you.

- Luke 6:38





- (a) Unaudited fiscal year ended June 30, 2014
- (b) Program services amount does not include 754,627 commodity food boxes distributed by Food for Families/Food for Seniors with a retail value of approximately \$37,731,350
- (c) A portion of current year expenses were covered by grants from prior years.

Thank you to our generous donors and sponsors who make our work possible!

In an effort to print this report as economically as possible, you can view a list of our 2013-2014 donors online at www.ccano.org/donors2014

"The Catholic Church has always taught and encouraged all of us to help those in need. We volunteer where our hearts and minds believe we can be most worthwhile. Volunteering mainly means giving of one's time and/or money. As guild members, we do both. At times we donate our time more than we give money. Both are precious commodities neither to be overlooked. We help where our faith says that help is needed. Catholic Charities is the compendium which leads us to those most in need."

– Barbara Richard President, St. Vincent's Guild

Our Programs and Services:

Children & Families

- Isaiah 43
- Parish and Community Ministries
- Therapeutic Family Services

Domestic Violence

Project SAVE

Education

- English as a Second Language & Citizenship
- Head Start Centers
- Independent Living Skills Program

Food & Nutrition

• Food for Families/Food for Seniors

Housing & Homelessness

- Homeless Services
- Voyage House

Disaster Response Services

Immigration

- Immigration Services
- Refugee and Anti-Trafficking Services

Justice & Employment

- Cornerstone Builders
- Office of Justice and Peace
- Spirit of Hope Workforce Development

Mental Health

- Catholic Charities School-Based Counseling
- Ciara Community Services
- Counseling Solutions
- Spirit of Hope

North Shore Region

Physical Health

- Deaf Action Center
- Health Guardians St. Louise de Marillac Ministry
- Marque Medical Emergency Grant
- Padua Community Services

Pro-Life Services

- ACCESS Pregnancy & Referral Center
- Adoption Services
- St. Vincent Maternity Clinic

Seniors

Arthers in C

- Adult Day Health Care Centers
- Foster Grandparents
- PACE Greater New Orleans*

*Affiliated ministry of Catholic Charities Archdiocese of New Orleans



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Finally, and most importantly, we ask that you remember us in PRAYER.

