

The Power of Hope



2019
annual
report

CATHOLIC CHARITIES ARCHDIOCESE OF NEW ORLEANS



photo: Peter Finney Jr.

Dear Sisters and Brothers in the Lord:

Catholic Charities is Faith in Action. As St. Theresa of Calcutta said, “Faith in Action is Love – And Love in Action is Service.” That service born of love is seen every day through the thirty programs of Catholic Charities. Whether it is the newly pregnant mother desperate for guidance or an elderly person who struggles with hunger, Catholic Charities is prepared to offer an open door, a warm welcome, dry ground, a defending voice, and a hand up for generations of Louisiana residents.

Last year, over 77,000 people in the Archdiocese and throughout the state with our Food for Seniors program, were recipients of this service born in faith. Children in our Head Start programs were given a positive and loving start to their education, the formerly incarcerated were given support on their journeys after prison, and we provided pastoral support and counseling to the workers and families affected by the hotel collapse. Catholic Charities does what Pope Francis tasked them to do which was be the “light that scatters the darkness” through our Faith in Action. Over 500 Catholic Charities staff work to bring light to all whom they encounter as they strive to banish the darkness of suffering and need.

As supporters of Catholic Charities, you are our partners in Faith, Action, and Love. Your contributions of time and financial support for our ministry means that we are better able to act in service to those most vulnerable amongst us. This annual report provides a snapshot of the monumental work of Catholic Charities in our Archdiocese. 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.

We create a just society by reaching out to the most vulnerable among us, walking beside them and working to meet their needs. By working together to make our community more vibrant and safe we live the mission of Jesus Christ. I am proud to recognize our staff and thank them for their sacrifices over the past year to fulfill the mission of Catholic Charities. Special thanks to Sr. Marjorie Hebert, MSC for her servant-leadership.

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

“By working
together to
make our
community
more
vibrant and
safe, we live
the mission
of Jesus
Christ.”



Dear Friends of Catholic Charities Archdiocese of New Orleans:

This Annual Report gives a voice to our clients who society has overlooked and whose stories might be hard to hear. If we found ourselves in a slightly different version of our lives, we could be experiencing the same obstacles as our clients. You may see your son in the expressions of our youth clients, hear the words of a close friend from our client who survived domestic abuse, or identify your neighbor's ambition in the story of our workforce client starting a business.

Catholic Charities staff members do not have God's power to transform our clients and the challenges they face. Instead, we act in partnership with our clients to uncover their strengths and walk with them on their journey to stability. We are not superior to them but work hand in hand with them. We do not share their stories so that they can wallow in past burdens or for pity. We share their stories so they can release the power of any shame or stigmas and stand proudly in their truth. Hearing these stories, others may feel less alone with their struggles and witness that growth after adversity is possible.

Studies prove the existence of the 'cycle of poverty' – if someone is born into a neighborhood with higher rates of murder, gang activity, drug use, failing schools, etc., it is more likely for those things to continue and less likely for a person to break out of this. I have to wonder if the opposite is true as well - that if we lend a hand to someone in need, they are that much more likely to do the same for someone else down the road. That every little bit of good we share compounds into an exponentially increasing movement – the 'cycle of care.' The compassion we show CCANO clients carries on to everyone they encounter in their lives. Our service does not stop at the individual who walks into our offices. It spreads to his or her family members, their neighbors, their coworkers, and their fellow Church parishioners.

When you support CCANO, our clients, in turn, will remember this kindness by assisting others in the future. By helping someone today, you end up making a difference in immeasurable people's lives. We graciously thank you for working with us to bring peace and stability to over 70,000 residents of Louisiana.

God bless you,



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

“The
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The Journey

Bethlehem Housing's efforts to eradicate homelessness in South Louisiana have made a profound impact this year as they collaborated with other service providers such as UNITY and Hotel Hope in the continuum of care to fill gaps in services. When families experiencing homelessness are referred to Bethlehem Housing, staff members move them through three stages of security. First, short-term emergency shelter is ensured. Next, case managers establish rapid rehousing and rent assistance. While moving the family from a shelter to a home is a step in the right direction, there is still a need for long-term stability. The third step is to stabilize housing through high impact services to increase the client's quality of life and ensure he or she has skills to navigate future expenses and life management. This is not a speedy process and can take anywhere between 9 to 12 months.

Bethlehem Housing employs wrap-around, holistic services by collaborating with other CCANO programs like Integrated Workforce Services to address the family's long-term sustainability. CCANO's Economic Success Coach works with families on financial goals and coaching through programming with Greater New Orleans Foundation, the Financial Clinic, and Catholic Charities USA. He examines the skills and strengths that the client already possesses to find the best-suited means of income. This is an empowering approach that uses growth mindset instead of putting the client in a position of weakness and the staff member in a position of power. Traditional 9 to 5 jobs are not necessarily the best fit for the families enrolled in the program. Since many clients are mothers with young children who are not yet of school age, childcare is a huge concern when considering job prospects. Fortunately, families are plugged into CCANO's Early Head Start programs.

Clients come from a diverse background. In August, CCANO housed a mom, her 14-year-old daughter, and 1-year-old son in New Orleans East. As a former employee of a local homeless shelter, she fell on hard times and was no longer able to maintain housing. After starting work with case managers, she took the initiative to find an apartment that would be a good fit for her family and their future success. They were able to move in at the end of July in time for the daughter to start high school in a much more settled home environment.

"One of our clients lost her job and was at her wit's end about how to move forward to provide for her family. We immediately connected her to our Economic Success Coach, and

within a day, she had job leads and secured next month's rent. I watched her leave the office walking taller, the burden of crisis visibly lifted off her shoulders. I'm honored and inspired to bear witness to what is potentially our clients' lowest moments and then the subsequent belief that there is hope for a brighter future," shares Lauren Coudrain Zeringue, Project Director.

In June, Bethlehem Housing housed a young mother on the North Shore who has two small children, one of whom has special needs. She was fleeing domestic violence and had limited options. After obtaining safe, temporary shelter, staff members located an apartment for the family and were able to provide information about food banks and other services to help her make ends meet. She successfully moved into her new apartment with her children on July 1st.

"It has been such a relief to leave the hotel and be in a space that is our own where the kids can run around and play without fear."

"It has been such a relief to leave the hotel and be in a space of our own where the kids can run around and play without fear. Ms. Trinna (CCANO Lead Case Manager) has been so helpful. It almost feels like she's my mom because when I need someone to talk to, she is always there for

me without judgement," says Jessica, a Bethlehem Housing client who has benefitted from this holistic approach by utilizing CCANO's counseling and Medicaid enrollment services.

Another client, "Rachel," was living in emergency shelter when she first enrolled with Bethlehem Housing. Through Hotel Hope, she and her eleven-year-old son were able to move into transitional housing in a duplex uptown, and she worked with CCANO staff on mock job interviews and resume building. "What really struck home with me was when she connected her desire to find employment with her desire to provide a financially steady home for her son," said Economic Success Coach, Andrew Romaner. With her transitional housing ending, Bethlehem Housing stepped in to keep Rachel and her son in their house as her job search continued. Just a few days later, she was offered a position in her chosen field only a few blocks from home. Rachel has seen her hopes come to fruition, sharing, "The range of services and help I was able to receive from Catholic Charities has been such a blessing for me and my son."

Bethlehem Housing staff continue to meet with other practitioners to share proven solutions, adapt to local challenges, and leverage funding to make the most impact on a systemic level. Addressing homelessness does not come with a quick fix or simple solution. Instead, it takes innovation and collaboration to start moving the needle towards a healthier community.

Home



3,059
- total
homeless
population
in Louisiana

**133
homeless
men,
women, and
families
received
assistance
to transition
to housing
through
CCANO's
homeless
services.**



Paying It F

Growing up, Arriel did not have a relationship with his dad and was raised by his grandmother after his mother passed. Arriel's grandmother was concerned about his quick temper and attitude and recognized that he needed a male role model as an example of how to be a responsible man. She decided to enroll Arriel in Isaiah 43's youth programming when he was fourteen years old. In eighth grade, he was matched with Royce Williams, Sr. as a mentor at St. David Parish in the 9th Ward for five years until his high school graduation in 2017.

Now twenty-one years old and studying at Southern University, Arriel reflects, "When I started at Isaiah 43, I wasn't interested in joining clubs or going to church. School was not glorified where I am from. At first, I was uncomfortable with Royce. You have to understand that most of my life I was raised and educated by women, so having a caring and consistent man in my life was new and awkward, but he grew on me." Royce attended Arriel's games and award ceremonies, becoming an important figure in his life who would be in his corner even when it seemed like no one else was.

In his senior year of high school, Arriel began working with Isaiah 43's former Family Resource Coordinator, Sister Salvatrice, for one-on-one support as he applied to colleges. As a first generation college student, he needed help navigating the

intimidating and overwhelming transition. Sr. Salvatrice accompanied him through each step of submitting applications and financial aid forms, registering on-campus, and enrolling in classes. It is one thing to be accepted into college and another to graduate, though. After securing tuition, maintaining a job, and planning for his future, Arriel ran into roadblocks like securing copies of his immunization records, paying additional fees, and opening a savings account. Sr. Salvatrice continued to be a support system during those first few months of college, answering any and all questions.

"Sr. Salvatrice has been so significant and influential in my

"Participating in Isaiah 43 has opened doors for me... I would not have been able to achieve all of this on my own."

life, and I would not have been able to achieve all of this on my own. I owe her so much," exclaims Arriel. Sr. Salvatrice returns the sentiments, sharing, "It has been amazing to watch him grow over the years. He has made an impact on me because he is a constant reminder that adversity is no match for God's grace, a supportive community, and the determination to succeed. I am incredibly proud of the young man he is becoming, and he is an example not just to the male students in Isaiah 43 but to us all."



Forward

27.8% of Louisiana children live below the poverty line

In college, Arriel has flourished and has been selected to study abroad in Cuba and the Holy Land. He has even created a community for other young black men who are first generation college students. He explains, “In my neighborhood, there are two types of men: guys who live the street lifestyle, and the guys who pursue scholarships to get out of the neighborhood. But what about the guys who have to walk in both of those worlds without being consumed by either environment? I don’t want to be a dope boy, but I also don’t want to abandon my neighborhood.”

He created the One Percenters group for young black men who do not singularly fit into either lifestyle. He continues, “There is a drug dealer in most homes on my block. In the summer, I work at the Ashe Center’s camps, and they send their sons to me to get exposure and education in the arts. I try to act as a teacher and counselor to these young men to keep them engaged and off the street. Their fathers want them to have a good role model.” His dream is to turn the One Percenters into an LLC with merchandise, professional development, and more.

Regularly returning to Isaiah 43, Arriel shares the knowledge he has gained on his journey with young men who are in the same position as he was seven years ago. He has developed and led workshops on communication and public speaking and was invited to participate in Isaiah 43’s Guy Day in May 2019 as a speaker and taught the young men to tie a tie. “Youth need more peer support. Mentoring in general is so needed, but the age gap between adults and teens can leave a lot of room for disconnection. To teenagers, it seems like adults can’t relate to their experiences, so there’s not as much trust. Because I’m closer to their age but a bit older, I understand more of what they’re going through but have a bit more perspective.”

Arriel reveals, “Participating in Isaiah 43 has opened doors for me. Coming back as a junior coordinator, I’ve built time management, public speaking, and event planning skills.” Kristina Gibson, Program Director, remembers meeting Arriel when he was a reserved young man but has had the privilege of watching him grow into a mature, responsible man who uplifts his family and community. He has exceeded her expectations despite facing challenges, and she looks forward to what his future holds.

Learn more about Isaiah 43 at <http://www.ccano.org/isaiah-43>.

**105 youth
in need
were given
mentors
through
Isaiah 43
and
Cornerstone
Kids.**

Standing with

Domestic violence can be a difficult subject to think about, but with over 5,000 Louisiana women experiencing some form of domestic violence each year and Louisiana ranked in the top ten most dangerous states for women, it's a necessary subject to discuss. This past year, Project SAVE helped a client named Vontrelle. The father of Vontrelle's children had previously slammed her to the ground, slapped her in the face, threw things at her, and cursed out her and the kids. Things escalated to the point that "Javier," who had struggled with mental health issues, locked himself inside Vontrelle's house with the children and tried to take their son who is on the autism spectrum. Fearing for her children's safety, she contacted the police and met with Project SAVE. She shares, "The Project SAVE staff were so helpful and made me feel like family. Instead of just going in and signing paperwork, I could tell they really cared. It was personal instead of just being one out of a million clients."

Vontrelle works at Ochsner and juggles the responsibilities of being a working mom. Project SAVE can serve defendants like Javier with paperwork so that survivors do not have to take off additional time from work and find childcare for extra court time. Allyson Tuttle, Program Director, was able to get Vontrelle a protective order, which meant that "Javier" has to stay away from Vontrelle and her kids, including on school property. He was ordered to undergo a psychology evaluation, and the NOPD was sent to his home to retrieve any firearms.

Sighing with relief, Vontrelle discloses, "Now that everything is settled, I feel like I have my freedom and my life back. Instead of focusing on the abuse or what would happen in court, I can now focus on my sons. It has made me a better

mom. I finally feel like I am "me" again. I'm hopeful and feel like I have control over my future."

Reflecting on this particular case, Allyson stated, "Seeing Vontrelle at peace with the security that her children are safe is so rewarding. She has taught her children that no one deserves to live in fear or be abused. By making these decisions, she not only has empowered herself, but her sons are now more empowered to make healthy choices too."

Domestic abuse can lead people to believe that they will never escape the control of their abuser, but there are signs to look for to help friends or family members who are being

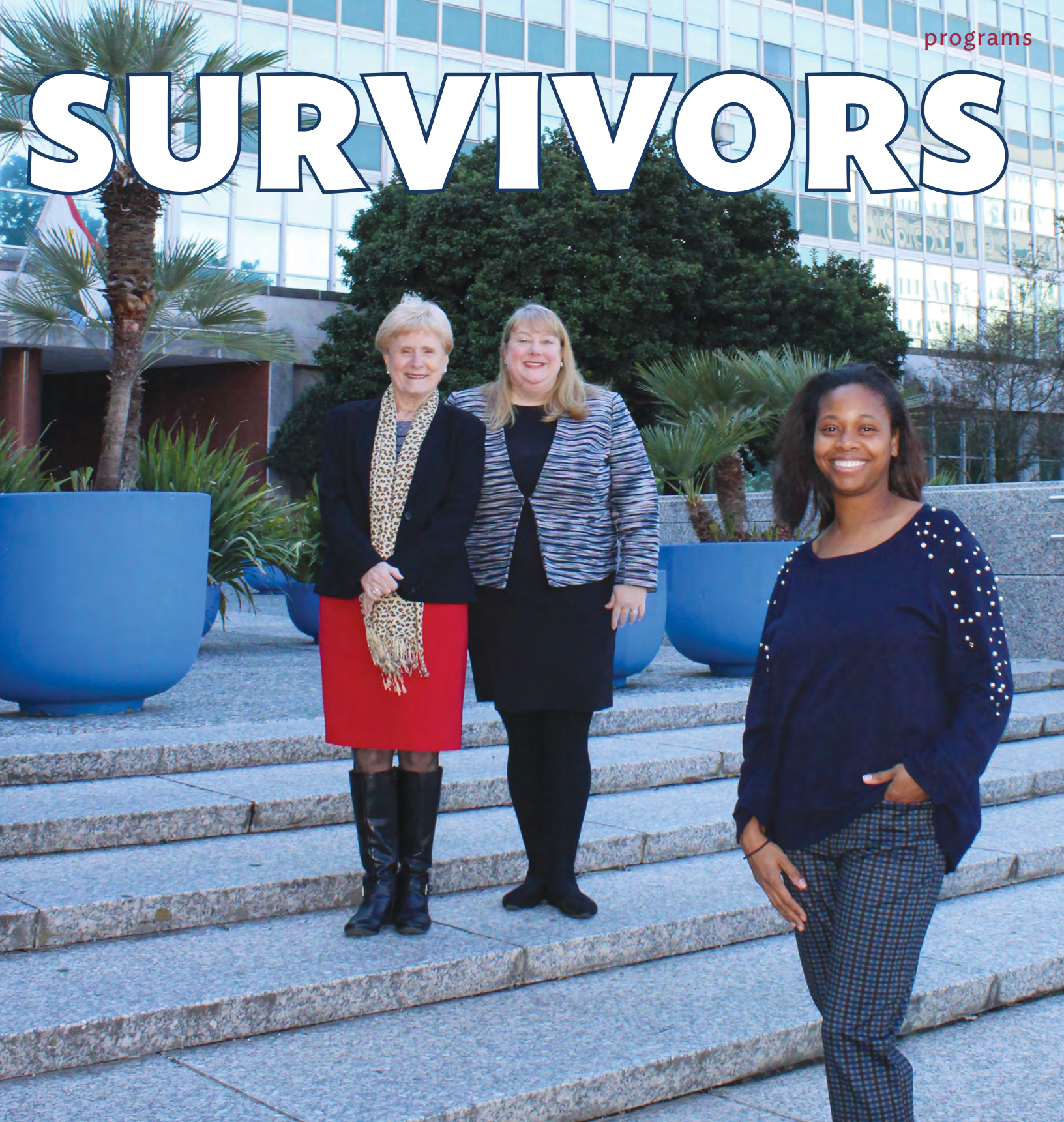
abused. For example, people experiencing physical abuse may wear long sleeves or scarves in hot weather to hide injuries and have inconsistent stories about how they sustained those injuries. Domestic abuse is not about violence, though; it is about control. Indicators that someone is being controlled or abused may look like: they ask for permission from their partner to go anywhere, they refer to their partner as "jealous" or possessive, they have little access to available money, and/or the partner constantly contacts them to know what they are doing. Emotional signs that point to abuse include increased privacy or cutting off contact with loved ones, cancelling appointments or

dropping out of activities they would usually enjoy, becoming overly anxious to please their partner, and/or revealing that their partner has a bad temper when drinking alcohol.

If you or someone you know is experiencing abuse, there is hope. Call the National Domestic Violence Hotline at 1-800-799-7233, and learn more about Project SAVE at <http://www.ccano.org/domestic-violence-services>.

“Instead of focusing on the abuse or what would happen in court, I can now focus on my sons. It has made me a better mom.”

SURVIVORS



1 in 3 women and 1 in 4 men in Louisiana have experienced physical violence from an intimate partner.

233 individuals experiencing domestic abuse were given legal assistance through Project SAVE.

Starting Over

On any given day, there are thousands of personnel on boats and platforms off the shores of Louisiana performing natural resource extraction and transportation work. With that many individuals laboring in remote and contained spaces, there is a need for a tightly run industrial catering industry. Cooking on an oil rig, though, is very different from cooking in a restaurant kitchen and presents many unique challenges. To help cooks prepare for those challenges, Catholic Charities Integrated Workforce Program's client, Martin Dénisse Sr., founder of Gumbeaux Seafood and Catering Inc. and Southern Culinary Training Services, has developed a training curriculum for jobseekers preparing for careers in industrial catering. He previously started Gumbeaux Seafood & Catering years ago but encountered obstacles and struggles that eventually led to serving a prison sentence.

As a CCANO workforce client and AmeriCorps member, Martin received encouragement to embark on this venture, as well as funding through the Transition to Success Pilot to cover the cost of specialized training as a food safety instructor. Through CCANO's Economic Success Coach, Andrew Romaner, Martin learned motivational interviewing techniques that he immediately put to use in order to engage prospective clients. He also developed soft skills such as conflict management, personal accountability, and professionalism in addition to practicing for job interviews and presentations through role-playing the hiring process.

By day as part of his AmeriCorps service, Martin packaged boxes of donated food at the Catholic Charities Food for Seniors warehouse in New Orleans East. In the evenings and on weekends, he refined his presentations on topics like menu planning and inventory management. On Wednesday mornings, he and the other AmeriCorps members gathered at Corpus Christi Epiphany Church in the Treme where they received training and considered how they could use their skills to fit in to the growing economy of New Orleans and the re-

gion. Martin knew this endeavor was the answer for his success after adversity.

"It was during my time with Catholic Charities that I found the hope that carried me on as I rebuilt my life," Martin says looking back on his time in the program. "Hope is the belief that the trials and tests that we all face will not be the last word on who we are."

After demonstrating his curriculum at the highly regarded culinary training program, Liberty's Kitchen, in August of this year, Martin worked out an agreement to provide his training to alumni of the program who already know the fundamentals of professional cooking. With his first client on board, he is continuing to market his services and is looking forward to teaching more young cooks about the opportunities awaiting them offshore. After Andrew recently connected him to Café Reconcile, Martin presented his curriculum to their leaders and was selected to train students in early October 2019. "Combining the need for good meals and timely delivery, creating different menus with the same product - if you develop those skills you can rival any master chef anywhere," he says.

Entrepreneurship is not the easiest road to pay your bills, but it can produce a meaningful reward.

Martin has always been able to deliver a product or service but previously did not know how to build a business. He had made a lot of money for other people working a long career in other business owners' kitchens. In his early sixties now, he is thinking of the legacy he will leave behind and how to provide for his children and family, not just in the meantime but in the long term. Andrew's background in startups has come in handy. "It's incredibly gratifying to know that the skills I'm working on with my client are actually being put to use. Martin is a go-getter, incredibly motivated, and self-aware. I'm impressed by his work ethic and ingenuity," says Andrew. Martin is living proof that life after prison can be rewarding and that individuals can always choose to start again.

"It was during my time with Catholic Charities that I found the hope that carried me on as I rebuilt my life."

with a Start Up

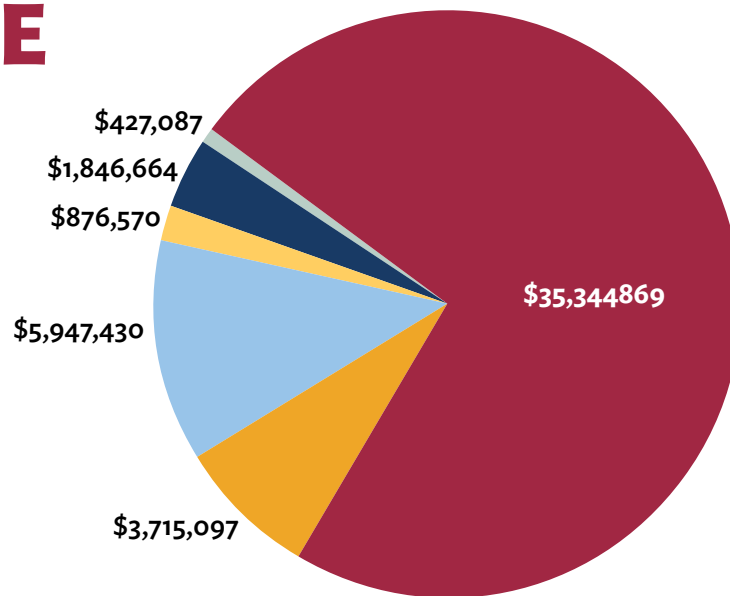


photo location: Café Reconcile

Louisiana has a 5.1% Unemployment Rate, ranked as the 46th state for unemployment

201 individuals gained Workforce Development skills through trainings, interview prep, resume building, job leads, and referrals.

INCOME



OPERATING INCOME	AMOUNT
Contributions	\$3,715,097
Private Grants	\$5,947,430
United Way.....	\$876,570
Public Sources	\$35,344,869
Program Service Fees.....	\$1,846,664
Donated Goods and Services Received.....	\$427,087
TOTAL.....	\$48,157,717

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Most Rev. Gregory M. Aymond
Archbishop of New Orleans

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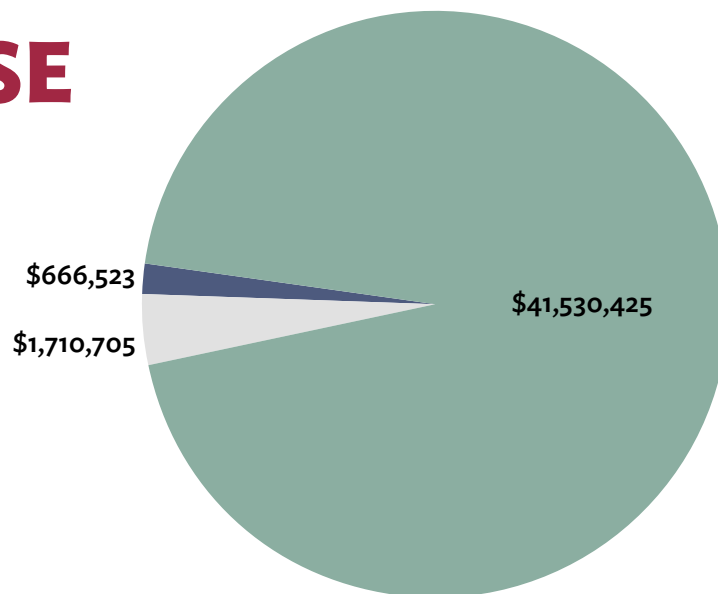
Qi Wiggins

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EXPENSE

95%

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



EXPENSES	AMOUNT
Program Services.....	\$41,530,425
Management & General.....	\$1,710,705
Fundraising.....	\$666,523
TOTAL.....	\$43,907,653

(a) Unaudited fiscal year ended June 30, 2019

(b) Program services amount does not include 619,199 commodity food boxes distributed by Food for Families/Food for Seniors with a retail value of approximately \$30,959,950

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

In 2018-2019, Catholic Charities Archdiocese of New Orleans assisted **70,099** men, women, and children.

53,221 individuals across our state received food and nutrition through Food for Families/ Food for Seniors.

1,299 immigrants and refugees received guidance, counseling, and assistance through Immigration and Refugee Services.

323 seniors received medical and social services through our PACE and Greenwalt Adult Day Health Care Programs.

1,069 adults enrolled in our ESL (English as a Second Language) program.

Health Guardians served **303** individuals facing chronic medical issues, poverty, homelessness, and unemployment through navigation of the healthcare system and direct assistance.

233 individuals experiencing domestic abuse were given legal assistance through Project SAVE.

375 deaf people received **5,098** hours of sign language interpreting through the Deaf Action Center.

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

9,436 volunteers gave Catholic Charities **295,318** hours of volunteer service.

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

201 individuals gained Workforce Development skills through trainings, interview prep, resume building, job leads, and referrals.

1,754 new and expectant moms received support and care through ACCESS Pregnancy and Referral and St. Vincent Maternity Clinic.

133 homeless men, women, and families received assistance to transition to housing.

268 adults received assistance through our Counseling Solutions program.

Stay connected





Catholic Charities
Archdiocese of New Orleans

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