



# Notes from the Heart

## News from Catholic Charities Archdiocese of New Orleans

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**Catholic Charities Archdiocese of New Orleans** provides life-giving programs that deliver health and human services to the most vulnerable and needy throughout 8 civil parishes in the Archdiocese of New Orleans. We serve people regardless of race, religion, age, ethnicity or economic status.

## Moving In and Moving Forward with Health Guardians

When the new Health Guardians Patient Navigator, Liam Fitzgerald, began working at the Low-Barrier Shelter in January, one of his first clients enrolled was Cyle. Having worked for the shelter before coming to Catholic Charities, he understood some of the health problems that Cyle was facing. First and foremost, Cyle needed pre-natal care, as she was almost 5 months pregnant and had not yet seen an OBGYN. Her many months on the street required that she focus on making it through another day and didn't leave her with the time, energy, or resources to do much else.

Her case manager at the Rebuild Center was able to secure a bed for Cyle at the Low-Barrier Shelter. Not long after that, Health Guardians linked up with Cyle and helped set up her first pre-natal appointment. Health Guardians accompanied her to her twice-monthly appointments at Tulane Medical Center down the street from the shelter. At Tulane, she also received assistance with her primary care needs, such as treatment for her seizure disorder, peptic ulcer, and chronic back pain. Health Guardians was able to secure a referral to a neurologist for closer examination of her seizures and paid for her ulcer medication, which her Medicaid would not cover.

Knowing that Cyle would not be able to keep the baby with her at the shelter, Health Guardians worked closely with her case manager at the Rebuild Center and the staff at the Low-Barrier Shelter to ensure that she received a housing voucher from UNITY of Greater New Orleans before the

baby came. Health Guardians' Licensed Social Worker at Healthcare for the Homeless completed the necessary assessments, and by the end of March she had secured her voucher. With her due date of May 4<sup>th</sup> approaching and with the threat of coronavirus growing, Health Guardians ensured that Cyle received the medical care she needed, and also made a plan for what she should do should she go into labor.



Unfortunately, Cyle was forced to implement that plan much sooner than anticipated. Health Guardians called Cyle a cab to Touro Infirmary when she began having contractions on April 1<sup>st</sup>. Over the weekend, Health Guardians stayed in touch with Cyle and learned that, sadly, her son Dakota did not survive childbirth. Cyle suffered the loss of her child, and faced serious medical issues of her own. On top of the C-section that Cyle underwent, she had two additional stomach surgeries during her week-long stay at Touro. Despite the pain she was feeling and the slow pace of securing housing amid the coronavirus pandemic, Cyle remained strong and steadily worked towards obtaining an apartment.

During her remaining time at the shelter, Health Guardians continued to assist Cyle in her recovery. Securing the resources to have her son cremated was of the utmost importance to her, and Health Guardians was able to do so through Savannah Smiles, an agency devoted to funding the burial costs of children whose families cannot pay themselves. On June 11<sup>th</sup> Cyle moved into a place of her own. Health Guardians has stayed in touch with Cyle, and she ceaselessly thanks them every time they're in touch.

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## Faith in Action

Dear Friend of Catholic Charities,

As I sit here and prepare the agency and our staff to respond to two named storms in the Gulf of Mexico, I know that 2020 will be recorded as one of the most eventful years in history. What is important to remember at these times is not only that we are loved by God but that our response as Christians and Catholics defines our humanity. As Pope Francis recently said "Christian charity is not simple philanthropy... On the one hand, it is looking at others through the eyes of Jesus Himself and, on the other, seeing Jesus in the face of the poor." As you read through this newsletter, I hope you see that the response of Catholic Charities is always to practice our Faith In Action

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and that since the onset of the pandemic we have worked to soothe the diversity of needs presented in whatever way we can. Thank you

to all of you who continue to support our work. I hope that the stories herein bring you hope of light in the darkness of these uneasy times.

God bless you,

*Sr. Marjorie Hebert, M.S.C.*  
Sr. Marjorie Hebert, M.S.C.,  
President/CEO



## ARCHBISHOP HANNAN COMMUNITY APPEAL KICKS OFF SEPTEMBER 18



The 55<sup>th</sup> Annual Archbishop Hannan Community Appeal (AHCA) will kick off on September 18!

We are excited to announce Tim and Helen Young will serve as chair couple of this year's campaign! Our 2020 campaign goal is \$2 million. These crucial, unrestricted funds supported all Catholic Charities' programs and services throughout the eight civil parishes of the Archdiocese of New Orleans.

Visit [www.ccano.org/ahca](http://www.ccano.org/ahca) to learn more and make your gift today!



SAVE THE DATE!

SEPTEMBER 18

Archbishop Hannan Community Appeal (AHCA) Kicks Off

OCTOBER 28

Pregnancy and Adoption Services (Formerly ACCESS) College Inn Take Out Night



# Catholic Charities' COVID-19 Response Update

As of August 6, 2020, 3,167 families have been served by CCANO's COVID-19 Response Team (This includes the Spirit of Hope team, St. Lawrence Case Management and Immigration Case Management) and The Food Pantry.

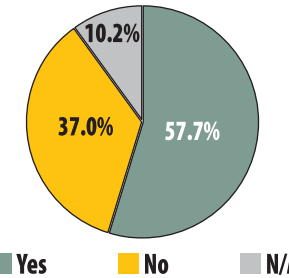
## COVID-19 Response Client Needs

A total of 1,187 clients have been assessed for need through our Spirit of Hope COVID-Response team, Food Pantry and St. Lawrence case management. By far, food was the most requested type of assistance, followed by rental assistance, Bill/utility assistance, SNAP Application Assistance and Medicaid/ Health Insurance Application Assistance.

New Client Needs by COVID-Response Entry Program 8/6/2020				
	COVID Triage	Food Pantry	St Lawrence Referrals & Immigration	Total
Food Need	333	510	50	893
Rental Assistance Need	248	59	41	348
Bill/Utility Assistance Need	250	63	24	337
SNAP Need	138	33	13	184
Health Insurance Need	57	0	5	62
Other Need	56	0	0	56
Housing Need	45	0	2	47
Furniture/Household Item Need	38	0	1	39
Workforce/Employment Need	18	0	6	24
Unemployment Insurance Need	16	0	4	20
Legal Need	18	1	0	19
Prescription Need	7	0	1	8
Counseling Need	5	0	0	5
Childcare Need	3	0	1	4

Among all new clients assessed for COVID-19 infection, only .08% of clients reported individual or family member infection but 57.7% reported COVID-related job loss.

COVID 19 Related Job Loss



## CCANO Services Before and After COVID-19

Comparing all CCANO Client Track Services for the 4 ½ months before and after COVID-19 response efforts, there has been a greater than a 200% increase in assistance, direct assistance and case management services.

Our agency's response to COVID has to lead to an increase in assistance for clients accessing government services and in receipt of cash/in-kind direct assistance. Client and staff activities requiring a level of in-person interaction have fallen dramatically since March 13, 2020. Although these services, traditionally in-person services have rebounded since May as remote work processes have been established.

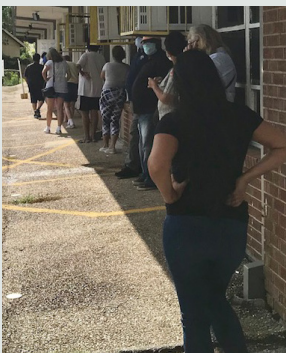
CCANO Services Before and After COVID 8/6			
Group	Before COVID	After COVID	Percent Change
Application Assistance	633	1668	264%
Direct Assistance	1204	2489	207%
Case Management	6946	13988	201%
Assessment	1163	1373	118%
Coordination	2601	2299	88%
Referral	2581	2192	85%
Housing	436	358	82%
Benefits	1016	795	78%
Adoption	304	233	77%
Advocacy	562	414	74%
Employment	1197	817	68%
Family Reunification	19	10	53%
Health Care	21450	10427	49%
Legal	1921	837	44%
Materials Assistance	58959	23881	41%
Mentoring	1462	461	32%
Meeting	1522	452	30%
Outreach	299	81	27%
Counseling	5579	1335	24%
Miscellaneous	851	192	23%
Financial Education	626	119	19%
Workforce	23	4	17%
Interpreting	2563	254	10%
Home Visit	1062	21	2%
Spirituality Services	930	13	1%
Education	36572	113	0%

\*Periods 4 1/2 Months Before and 4 1/2 Months after COVID



Catholic Charities' Food Pantry is open Mondays through Thursdays from 9AM to 2PM at 2505 Maine Avenue in Metairie. The Food Pantry is open to anyone! Clients can only visit the Food Pantry once every two weeks. The Food Pantry is possible through the generous support of Hancock Whitney!

In the past month, Catholic Charities' Food Pantry has served 692 families and 2,748 individuals. The Pantry has given out 1,512 bags of food for a total of value of \$90,720 and approximately 52,920 pounds of food!



In the first week of August, the Food Pantry served 92 new families and gave out 181 bags of food. The Hispanic Apostolate received 117 bags of food.



The demographics of families and individuals that visited the Food Pantry are as follows:

### RETURNING CLIENTS:

- 2 times – 126 families
- 3 times – 50 families
- 4 times – 33 families
- 5 times – 29 families
- 6 times – 10 families
- 7 times – 3 families

### ETHNICITY OF CLIENTS:

- Asian** – 6 families, 22 individuals → 1% of families, 1% of individuals
- Black** – 141 families, 538 individuals → 20% of families, 20% of individuals
- Hispanic** – 428 families, 1,797 individuals → 62% of families, 65% of individuals
- Caucasian** – 65 families, 204 individuals → 9% of families, 7% of individuals
- Unknown** – 52 families, 187 individuals → 8% of families, 7% of individuals



# Head Start Strong!

The impact of COVID-19 affected Head Start families, students, and staff. When Head Start dismissed on the afternoon of March 13, 2020, they did not expect it would be the last time they would see the young learners in a "normal setting".

Though students and families were forced to stay safer at home, teachers continued to reach our families via CLASS Dojo, Facebook, and weekly zoom meetings. Kudos to Ms. Darrelle Breaux and Mrs. Joann Spears for going above and beyond the call of duty!

During the "Safer at home" mandate, Head Start also served families by providing meals, diapers, supplies, and learning packets in a drive-through style. Approximately, 150 families received meals; approximately 140 education and supply packets were distributed to families for assistance in virtual learning; and approximately 75 families received diapers.

Additionally, they honored Head Start and Early Head Start transitioning students with drive-through celebrations at St. Paul the Apostle Head Start Center. To ensure recent graduates were given a guaranteed Head Start on their way to Kindergarten, Head Start opened their doors, with very limited capacity, for a four week Summer Enrichment Program on July 8.

Head Start will begin operations using a hybrid model from 8AM – 2:30PM through November 8, 2020. Half of the children will come in person on Monday and Tuesday, and the other half on Wednesday and Thursday. Virtual learning will be available for students on the days they will not be in attendance at school. On Fridays, no students will attend on campus but virtual learning will be available. Early Head Start will operate with in-person services Monday through Friday from 8AM – 3PM.

As Head Start continues to navigate through these uncharted territories of Early Childhood Education, they will continue to serve the children and families. Head Start will continue to remain Head Start Strong!



# North Shore Services Assists Client in Need

North Shore Services client, Roger is a 40-year-old Sous Chef living in Slidell. He moved here from Missouri at the beginning of the year to work at a hotel in New Orleans after he and his wife separated. He was staying with a friend so he could save up for an apartment of his own.

In March, he was released from employment by the hotel. He had difficulty getting unemployment benefits because he had to apply from his prior state of residence since he had not lived in Louisiana long enough to qualify under their Unemployment Insurance benefits. He finally started getting benefits but in error they mailed his card to his old home and his estranged wife would not send him the card. While he was trying to fix that situation, his friend's housing situation changed and he no longer had a place to stay. He went to stay at a motel but knew that his funds would run low soon. He did reach out to the local Community Action Agency for help and found a part time short order cook job in Slidell to hold him over. The Community Action Agency contacted Catholic Charities' North Shore office. The North Shore office claimed that Roger did qualify for deposit and 3-months' rent for a place to live but it would take a week or so to get him actually housed into an apartment.

CCANO's North Shore Services were able to assist Roger with the money to stay in a hotel for a week so he could find housing. We found him a more

suitable hotel that we worked with frequently. It was safe and clean. We also gave him Walmart gift cards so he could buy food and clothes for work. A week later, he moved into his apartment. He had no furniture at all so we connected him with a local homeless family program that has extra furniture at times. They were able to deliver to him a bed, sofa, and some household items.

He was determined to get a more suitable job in his field but he needed an updated resume. We worked with him to get him an updated resume. Roger was able to get a full time position a large restaurant is Slidell doing what he loves.

In early August, we checked in with him and he said "It's going great. It's so nice to work somewhere and they like you and you like them." He is so grateful for all of our help and the collaborative response he received in his new hometown.

