

# a new dawn

CATHOLIC CHARITIES  
ARCHDIOCESE OF NEW ORLEANS  
**2022 ANNUAL REPORT**





a new dawn



Greetings Sisters and Brothers in Christ!

Please allow me first to thank you for your support of Catholic Charities Archdiocese of New Orleans. The ministry of Catholic Charities is the ministry of Jesus' hands and heart on earth. We are blessed with how the women and men of Catholic Charities have answered the call of Jesus to show his charity to others in need.

For many of us, the past few years have been a series of storms, figuratively and literally. Whether it be the effects of the pandemic or the aftermath of a hurricane, our community has faced great trials. Regardless of the impacts, the ministry of Catholic Charities has been a beacon of light for those in need.

As we look to "A New Dawn", let us give thanks for the ministry of Catholic Charities and the many ways the ministry helps thousands of men, women, children, and families throughout the metropolitan area each year. Let us hold in prayer each member of the staff and every individual and family that come to us seeking refuge from the storms. Let us ask the Holy Spirit to continue to shower grace upon the ministry that it may be done in the name of our Lord, Jesus Christ, the light of the world.

Once again, thanks to the women and men who are committed to their ministry through Catholic Charities and thanks to you for your support that makes this ministry possible.

Wishing you God's blessings, I am

Gratefully in Christ,

A handwritten signature in blue ink, appearing to read "G. Aymond", with a stylized flourish at the end.

Most Reverend Gregory M. Aymond  
*Archbishop of New Orleans*



a new dawn



Dear Friends of Catholic Charities Archdiocese of New Orleans:

Each of us have felt the challenges of the past year in our Archdiocese. Whether affected by Hurricane Ida directly or indirectly, with the tornado that touched down in Arabi or with navigating the new ways we are conducting our businesses and our lives due to pandemic recovery, we have all been deeply touched in some way. As we work toward improving our organization both internally and externally, we are seeing things in a new way.


In the words of Archbishop Rummel from our 1938 Annual Report, "prominent among the services which the Church renders not only to the faithful of her own communion but to humanity at large is the ministry of charity. The two greatest commandments: 'thou shalt love the Lord our God with our whole heart, our whole soul, and our whole mind. Thou shall love thy neighbor as ourself.' In our own Archdiocese, the law of charity has not failed."

Our programs are continuing to grow and refine. We are working to house the homeless, feed the hungry, take care of the elderly, support the mothers of our community in every way possible, protect the abused, welcome and educate the newest members of our community whether they are rejoining us or new to our country.

We thank you for your support, whether by volunteering, serving in the community or donating, Catholic Charities Archdiocese of New Orleans has served over 50,000 individuals throughout the state of Louisiana with dignity and grace. This new fiscal year we are implementing a new five-year strategic plan. The vision of this plan is to further build a dynamic, integrated, well-resourced agency that moves people from crisis to stability.

We are awakening to a new dawn.

Sincerely,



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



a new dawn

# Cornerstone Builders Works!

Cornerstone Builders empowers participants to regain control of their lives in order to lead lives of joy and dignity. Our program conducts prison in-reach up to six months prior to release and works with participants once they are released to provide wrap-around services in order to help individuals transition successfully. Wrap-around services include case management and workforce development to address essential needs such as housing, job placement, benefits enrollment and health care. The goal is to reduce recidivism and provide the tools needed to restart lives that contribute to the community as a whole. Success stories really show this program making a difference and affecting lives.

SJ is originally from Texas and along with a Bachelor of Science in Applied Sciences, he worked for 10 years in contracting and construction. When SJ was met by Cornerstone, he was participating in the reentry program at St. Tammany Parish Jail and needed assistance as his family, although emotionally supportive were unable to financially help him. SJ was concerned about his mental health issues and his history of substance abuse. His main

concern was about relapse. After securing housing with Oxford House which is a 2 year recovery program and sober living house he was able to attend regular 12 step meetings and lived communally with his other housemates often taking on a leadership role. SJ received a grant through Oxford House to cover his first month's rent and security deposit however he fell behind on this rent payments and was close to being evicted for nonpayment. Fortunately, Cornerstone was able to assist SJ with his late rent and our Workforce Specialist assisted SJ with his employment



search. SJ also reconnected with mental health treatment. Our case manager applied for SNAP benefits and Medicaid for SJ and referred him to a local food pantry program as well. SJ was also referred to legal services to help him with clearing flags on his driver's license to secure a provisional license. Because SJ has significant experience in contracting and construction he was able to begin freelance painting jobs. Our program was also able to purchase painting supplies and construction materials to get him started in this employment. SJ was able to successfully complete our program by maintaining his sobriety, his mental health and securing employment to sustain himself. SJ is now working toward reestablishing his own contracting and construction business with the intention of moving into his own apartment.

AH was introduced to Cornerstone while participating in a pre-release reentry program. Initially during the intake for AH, he reported no mental health issues or history and no substance abuse concerns. AH did however report suffering from high blood pressure for which he was prescribed medication. Upon his release, after a 24 year incarceration, AH lived with his mother. AH was emotionally supported by his mother, two sisters and other extended family members but they were only able to provide limited financial support. Our case manager scheduled both a medical appointment for AH to renew his medication and a psychiatric evaluation after some convincing. We accompanied AH to his initial appointments to establish relationships with his providers and build trust between AH and the service providers. AH then disclosed that

he had previously been diagnosed as a paranoid schizophrenic and had not been medicated for quite a few years. AH was evaluated by his psychiatrist and prescribed medication which helped to stabilize his illness and make him more functional. The case manager applied for Medicaid, SNAP benefits and a free government phone. AH did not receive a state ID after his release so our program accompanied him to the OMV and paid for him to obtain his state identification. AH was placed in the Reentry 72, the short-term employment component of our program for a month while he worked with the Workforce Specialist to develop a resume and work on his skills. AH was provided a bus pass to assist with transportation to and from work. AH was so successful at this Reentry 72 placement with the Catholic Charities Food for Seniors Program that we were able to secure stable long-term housing in an area convenient to his work location. This was the first time in many years AH had become self-sustaining for which he felt immense pride. After a period of stability with his job and now in secure housing AH then completed driving school and passed the test to receive his first driver's license. AH has completed our program and has now been working at his fulltime position for more than a year and is doing great.

Success is different for each individual. The main goal of a new life, free from engaging in criminal activity and the ability to provide for themselves and establish a way to function in society and contribute to a better community is what our Cornerstone Builders program works to provide.





# Bethlehem Housing Opens Doors

**B**rian and Lovly had just celebrated with family the upcoming birth of baby Lacey then the very next day Lovly and Brian were involved in a terrible car accident in New Orleans East. Lovly was 8 months pregnant.

Brian says, Lovly's father was a true inspiration to him. Mr. Melvin introduced Brian into his business and really brought out Brian's passion for working on vehicles. Mr. Melvin owned several shops and Brian apprenticed with him learning many valuable lessons not only about working on cars but about taking care of responsibilities. Sadly, Mr. Melvin was diagnosed with cancer and died.

Hurricane Ida was another tremendous blow to this young couple who had been blessed with a miracle baby but were now truly on the verge of homelessness.

Lacey was born with H.I.E. (Hypoxic-Ischemic

Encephalopathy) which is a non-specific term for brain dysfunction caused by lack of blood flow and oxygen to the brain. Her medical needs are top priority for Lovly and Brian and require many hospital visits, doctors' visits and tests to learn how best to treat Lacey.

Many months ago while looking at all available options for their family, Lovly received information about Catholic Charities. She reached out by sending an inquiry through the website and was amazed at the timeliness of the call from Bethlehem Housing director, Trinna Stafford. "It really was the perfect time as we were having issues with where to live." Trinna immediately expedited the process to get this young family into a hotel and safe. Bethlehem Housing Case Worker, Ashley Shields was assigned to continue to assist and move them from crisis to stable. "Our lives have greatly improved since we got involved with Catholic Charities," says Lovly "in fact I have great news I





am registered to start pharmacy tech school in about a month." After thinking about where to go next and what to pursue, Lovly just felt she wanted to work in a field that is close to her heart and home which is the care of Lacey. She's learned so much just in working with various doctors, occupational, physical and speech therapist for her daughter that she felt it was the direction she'd like to go for her future career.

At this point, Brian has a full-time position with a national auto glass company that he is very pleased with, Lovly is doing well and Lacey is growing and surprising everyone with how much fight she has in her heart and soul to achieve more than her diagnosis suggests. Ultimately Lovly's dream is to be able to build her own home with all the needed ramps and space so that Lacey will have a safe, beautiful space to live happily.

## Jessica and Oliver

"I wouldn't be here without you." Jessica tells her case worker, Jasmine Augustine. Jessica had called many places looking to for help and was so grateful when she finally received that call from Bethlehem Housing.

Jasmine is a case worker with our Bethlehem Housing Program and has been working with Jessica since November of 2021. When she first met Jessica, she was 8 months pregnant and living in a tent. Jasmine immediately got Jessica out of the cold and into a hotel until she could find a home for her. Along with providing her shelter, Jasmine went to a local food bank and picked up groceries for Jessica.

Jessica's son has some medical issues that they are currently treating. He is doing well now and Jessica has been able to find hybrid work. She is researching some additional education options for



certifications that would allow her to expand the work she can do from home, which would be ideal.

"Stability, not worrying day to day about where to sleep, get a shower and get some food." Jessica explains is what CCANO has been able to give her. Ultimately, Jessica wants to work toward not only having a reliable car but also being able to actually cover her bills and set money aside in a savings account. Not having transportation has been difficult and caused her to miss doctors appointments. The goal is to keep moving forward with her career plans and most importantly with her son's health and happiness.

New Orleans' homeless population is among the top 10 in the nation. This is especially alarming since the typical homeless family is comprised of a single mother and two children. Rising housing cost outpace wage growth and over half of renters already spend more than 30% of their income on housing. Bethlehem Housing takes a different approach to addressing the housing insecurity needs of families in our community by providing longer-term housing up to one year. The population we serve includes a significant number of extremely vulnerable families, those with children that have elevated medical needs and compromised immune systems, which would make them poor candidates for a shelter environment.

**Bethlehem Housing served 337 individuals from July 2021-June 2022, providing \$470,349 in direct assistance for housing, education and employment services. These newly housed families are in the parishes of Jefferson, Orleans, St. Bernard, St. John, St. Tammany, Washington and other parishes in our region. The majority are in the Jefferson and Orleans parishes.**

*Your help keeps these families in a safe and stable environment and allows our case workers to help move them from a position of crisis to stability while building their self-sufficiency and treating them with dignity.*

a new dawn



# Volunteers Expand our Reach

*What it can mean for you and what it means to us.*

**T**he culture of volunteerism and the importance of corporate social responsibility continues to provide options for charitable organizations that can impact a program's efficiency, reach, and overall success. Here at Catholic Charities our volunteer director, Cindy Self, leads this effort.

Cindy has been Director of Volunteer Services since June 2022 and previously was the Associate Director of Volunteers. Her primary focus is to collaborate with the community to offer opportunities for volunteering with our programs and introduce students to internships while working toward completing their education. When asked how volunteers help CCANO in their mission to foster a just society, she shared that "Volunteers desire to make a difference when they give of their time to any organization. At CCANO, our programs work hard to ensure they are making a difference in the lives of participants, while respecting the dignity and potential of all. This is visible to those who volunteer with the programs at our agency. Volunteers have the opportunity to

experience what we are doing and gain a better understanding of the work that assists clients in becoming self-sufficient. At every level of the agency, we are working to help people thrive, not just survive. My role is to ensure that volunteers have a meaningful experience that meets their expectations as well as the needs of our programs. We are able to provide options to ensure a suitable opportunity for anyone looking to serve with Catholic Charities."

*SERVE, Students Engaging in Reflective Volunteer Experiences*, is one of the highlights of our volunteer department. *SERVE* engages students during their summer break to earn service hours for school and enables them to reflect on the impact their service provides the community. This year, *SERVE* partnered with *Second Harvest* and the CCANO *Food for Seniors* program for four weeks to capture the energy and enthusiasm of these young volunteers. Students sorted goods for food pantries and community programs at *Second Harvest* and packed commodity food boxes for income-eligible seniors struggling with food insecurity at *Food for Seniors*. According to





Cindy, "staff at both of these sites were impressed with the *SERVE* participants because of their willingness to learn, ask questions, and work in hot warehouses."

Students volunteering with *SERVE* attend a reflection day after their service hours are complete. During this reflection time, students discuss their volunteer experience through various activities and learn how those experiences connect with the Catholic Social Teachings of the Church. Participants are able to connect their service to a broader community and many commented that, "their work enabled someone to have food and that kept them motivated to work hard." Overall, the most rewarding part of volunteering is coming to the understanding that you are able to help someone in a significant way; that you are making a difference in someone's life. One way that Cindy helps the students realize this, is in reminding them to "pack the boxes in a way that shows you care about the person who will receive it." Because of this teaching lesson, the students realize that someone is relying on them as a means for their food; they are able to visualize a person opening a box they packed.

Increasing volunteer opportunities allows individuals and corporations to see inside of our programs. Volunteers are able to witness firsthand the amount of work and logistics required to ensure the needs of our clients are met in a dignified and caring manner. Volunteers are able to meet seniors that participate in our *PACE (Program of All-Inclusive Care for the Elderly)* program while getting to know them through their stories, dreams, and life lessons. When volunteers were unable to meet face-to-face with program participants, St. Michael Special School students conducted a letter writing campaign with

our *PACE* seniors and were gifted with response letters from those participants. The students at the school were thrilled to receive their letters and the *PACE* seniors were able to feel a connection at a time when physical connection was difficult.

Data shows that volunteerism provides the hands on experience and insight to our programs that facilitates financial support of the agency. Giving is easier when you know where the money is going and how it is supporting our community.

During the fiscal year of 2021-2022 we had a counted total of 96,909.32 hours of volunteering. Those hours were done by 2,357 volunteers throughout our programs. The *Food for Seniors* program is able to accommodate group volunteer events as well as individuals. They have hosted school, church, and corporate groups to assist in packing food boxes for seniors in the community. There is a standing opportunity on the third Saturday of every month for volunteers to donate their time to this program. *Immigration and Refugee Services* program, *English as a Second Language (ESL)* and *Family Literacy* programs are great opportunities to assist clients with learning the English language. The *ESL* program requires a commitment of 1.5 hours a week for a minimum of one semester. Volunteers do not need prior teaching experience, *ESL* experience, or knowledge of a language other than English. *Family Literacy* volunteers tutor youth or beginner level adults with the English language. Tutoring sessions can also include homework help, general academic assistance, or other individualized support. To inquire about these or other volunteer opportunities, please contact Cindy Self at 504-310-6962, [csself@ccano.org](mailto:csself@ccano.org), or visit [www.ccano.org/volunteer-opportunities/](http://www.ccano.org/volunteer-opportunities/).



# Therapeutic Family Services Cares

III wish that no child would be hurt, hungry or homeless." Sharon Avist is a foster care parent who has a true calling for fostering children. For over 25 years Sharon has fostered girls in her home and has grown to love and have long term relationships with each and every one. The relationships she forms are forever families. Along with fostering, Sharon adopted Gabby who was introduced to her family as a foster at 7 years old. "It really is a calling, and although it can be quite challenging at times, the rewards are great."

"I can't save the world but I can save someone." Fannie Scott currently has two foster children in her home and it can be challenging. Many of the children in therapeutic foster care are suffering from PTSD, depression, autism and others are dealing with medical issues and are in and out of the hospital or doctors' offices for a variety of ailments. Imagining these children in circumstances where they wouldn't have the opportunities to go to the doctor and get treatment is heartbreaking. More importantly having that person who is there with open arms to be a safe place where they can feel loved and cared for is the goal for our program.

Catholic Charities Archdiocese of New Orleans fostered 42 children in the last fiscal year. In order to qualify to become a foster parent an individual can be single, married or divorced with an established support system. They must be 21 years old but not older than 65. Along with passing the state police background check, drug screen and physical exam they must also obtain clearance from the State Central Registry. There is a

36 hour training to become certified and the individual or family must own or rent their own home.

In 2021 as reported by the Department of Children and Family Services of Louisiana there were 5,749 children served in foster care with 253,323 cases monthly on average. It is clear this program is needed and needs expansion. The goal is reunite the children with their families. When this isn't possible then the foster children are available for adoption.

Gilda Johnson has worked with CCANO's Therapeutic Family Services as a case worker for 15 years. Gilda develops a close relationship to all the children in the program and is able to occasionally assist the foster parents with some respite time. One way an individual can get involved without taking on a full time foster parent position is to offer to help with children when the families need some time off.

For more information on Therapeutic Family Services go to: [www.ccano.org/tfs](http://www.ccano.org/tfs)





# Catholic Charities standing hand in hand through your generosity, we assisted over 50,000 individuals through our 20+ programs



Head Start & Early Head Start  
provided services to

**478**  
children

**291**

households  
received  
employment/workforce  
assistance



PACE provided

**783**

primary care visits  
for participants and

**4,422**

social worker encounters

Food for Seniors  
distributed

**338,490**

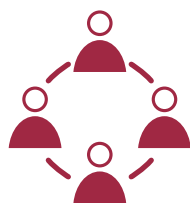
food boxes  
that supplemented  
**55,879**  
households  
in all 64 Louisiana  
Civil Parishes



The Food Pantry  
at St. Lawrence location  
served

**4,977**

individuals  
with **4,396** bags of groceries



**1,132**

ESL/Citizenship  
classes &  
additional family services



**3,268**

individuals  
received  
case management  
services

Spirit of Hope  
Disaster Response  
assisted

**2,635**

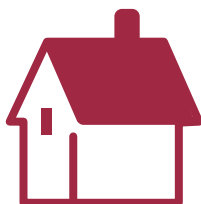
individuals dealing with  
hurricane recovery



Pro Life Services  
distributed

**96,695**

diapers to **1,981** families  
last fiscal year



Homeless services  
provided shelter to

**452**

individuals



**134**

individuals received  
counseling services  
through  
Counseling Solutions

Stay connected



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## OUR LEADERSHIP

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

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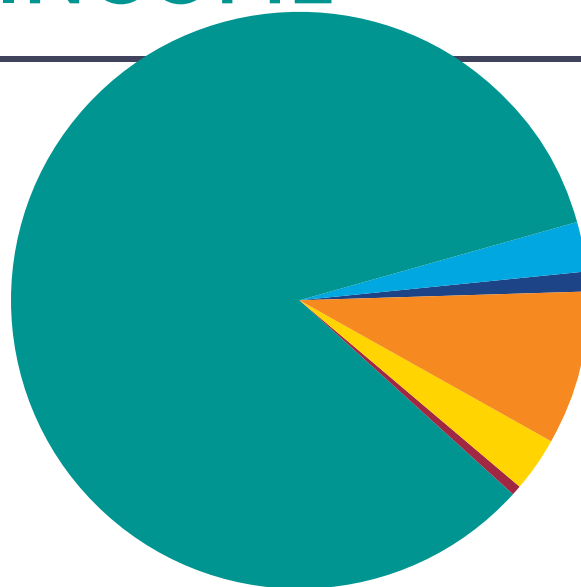
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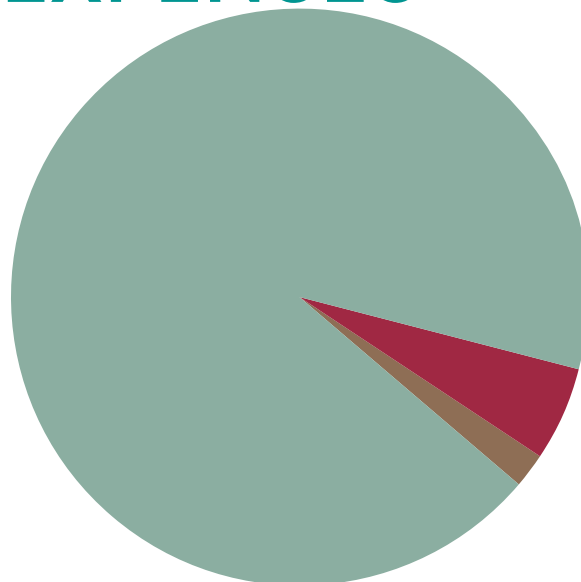
## INCOME



### OPERATING INCOME

	AMOUNT
Public Sources	\$33,087,401
Private Grants	\$1,267,658
Donated Goods and Services Received	\$333,836
Contributions	\$3,439,525
Program Service Fees	\$1,169,191
United Way	\$158,188
<b>TOTAL</b>	<b>\$39,455,799</b>

## EXPENSES



**93%**  
of expenses  
are spent  
on program  
services, care,  
and goods.

### EXPENSES

	AMOUNT
Program Services	\$38,876,189
Management & General	\$2,243,424
Fundraising	\$698,194
<b>TOTAL</b>	<b>\$41,817,807</b>

(a) Unaudited fiscal year ended June 30, 2022

(b) Program services amount does not include 411,307 commodity food boxes distributed by Food for Seniors with a retail value of approximately \$20,565,350

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





# Thank you donors and volunteers.

Together we create  
a community where  
everyone is able to live  
with dignity and hope.







**Catholic Charities**  
Archdiocese of New Orleans

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## 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.

