

Catholic Charities

2014 Annual Report: Fiscal Year July 1, 2014 – June 30, 2015

Director's Letter

Dear Friends of Catholic Charities,

Hope changes everything!

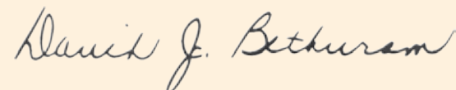
Catholic Charities in Indianapolis has been providing help, creating hope and changing lives for 96 years. Over the decades, Catholic Charities has been challenged to be flexible and continually recognize the changing needs of our community and be sensitive to a changing landscape of demographics and ethnicities. Even 96 years later, one thing has not changed: our compassion and commitment to the mission. The faces we see may be different, but they each look to us for recognition of their inherent dignity and real solutions for their problems.

In 2014-2015, we were privileged to **serve over 70,000 people in need**. This past year has also brought new challenges with the increasing number of the working poor and the lack of economic security being ever more elusive to so many families. Catholic Charities is committed to healing the underlying problems of poverty, developing human potential and eliminating isolation. We will build upon our expertise, experience and relationships across the City to expand our spectrum of services to where we are most needed and can do the most good. This tradition of commitment to mission excellence must

continue as we strategically and thoughtfully reach out to more people in need, in more geographic locations and in upgraded service sites.

Times change, but the poor are always with us. With the grace of God, Catholic Charities will be able to persevere in our efforts to heal our sisters and brothers for as long as we are needed. We are an organization that provides help and creates hope and we will continue to be there for the next 96 years thanks to the generosity of people like you who continually support us: our loyal volunteers, donors, staff and clergy. You see the need and support us with your time, talents and treasures. I promise we are good stewards of your donation, because **94 cents of each dollar donated to Catholic Charities goes directly to program delivery and client support**. I thank you for your continued support in answering Christ's call to serve the least among us.

Sincerely,



David J. Bethuram, MA., M.Min., CFLE

Agency Director

MISSION STATEMENT

The staff and volunteers of Catholic Charities in Indianapolis are called by the Gospel to uphold the dignity of all people. Guided by Catholic social teaching, we consider it a privilege to deliver compassionate and caring service to help and empower those in need.

CATHOLIC CHARITIES

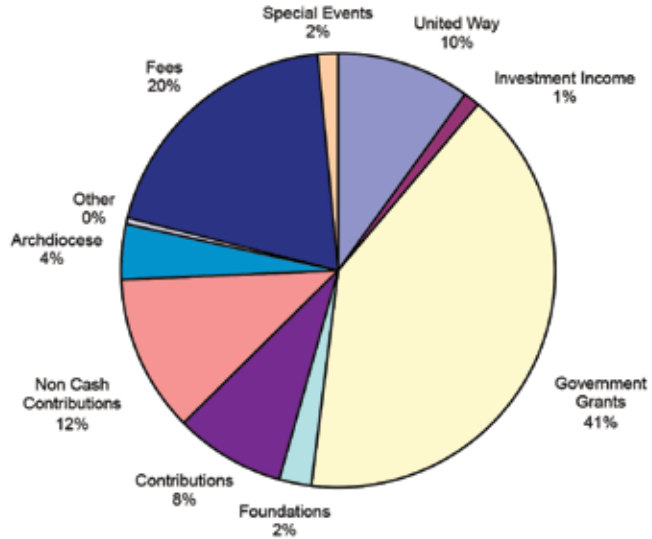
Indianapolis

Operating Funds Only

Fiscal Year Ended 6/30/15

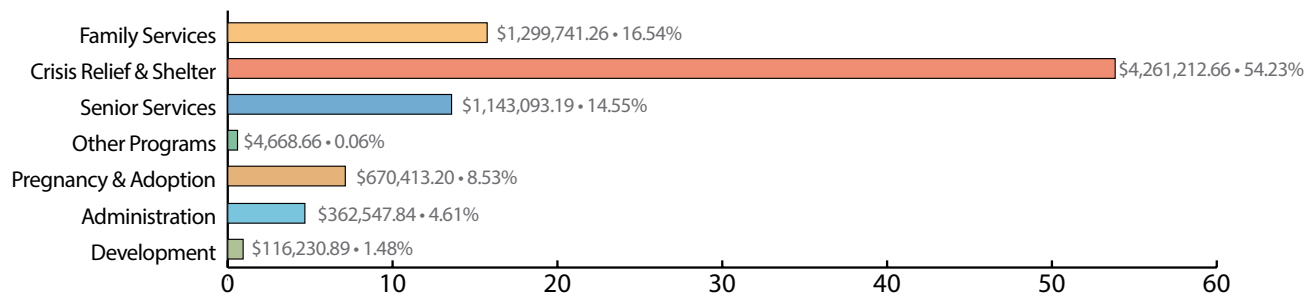
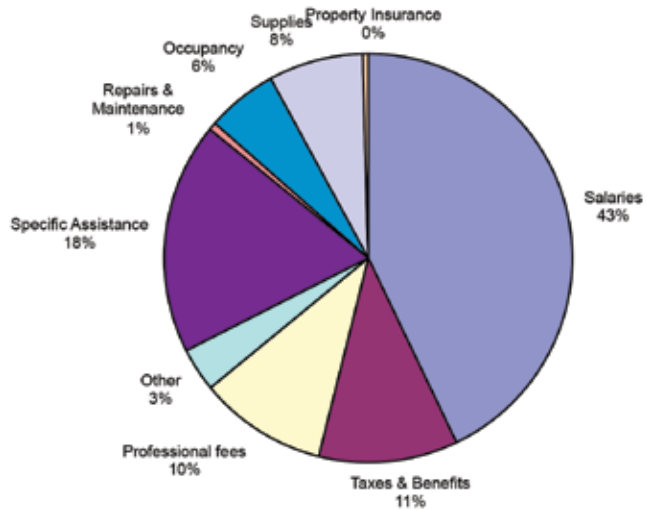
Revenues

United Way	771,142	9.95%
Investment Income	93,226	1.20%
Government Grants	3,165,789	40.83%
Foundations	186,313	2.40%
Contributions	637,858	8.23%
Non Cash Contributions	908,660	11.72%
Archdiocese	318,976	4.11%
Other	37,113	0.48%
Fees	1,517,297	19.57%
Special Events	117,631	1.52%
Total Revenue	7,754,006	100.00%



Expenses

Salaries	3,369,900	42.89%
Taxes & Benefits	865,452	11.02%
Professional fees	797,667	10.15%
Other	272,345	3.47%
Specific Assistance	1,440,129	18.33%
Repairs & Maintenance	48,416	0.62%
Occupancy	439,794	5.60%
Supplies	588,246	7.49%
Property Insurance	34,883	0.44%
Total Expense	7,856,832	100.00%
Net Profit (Loss)	(102,827)	



Based on our Statement of Functional Expense, nearly 94% of funds raised goes directly to program delivery and client support.

Financials

Giving a Legacy

Do you want to continue your legacy of giving to Catholic Charities for years to come? Including Catholic Charities in your planned giving can continue your ability to provide help, create hope and serve all in need in your community. Planned giving can be as simple as including a bequest provision in your will or naming Catholic Charities as a beneficiary of your retirement plan or life insurance policy. Planned giving is simple and offers many benefits:

- Choose when payments begin
- Design a personalized plan to benefit one or many beneficiaries
- Qualify for income tax deductions and favorable taxation of payments received

Planned giving ensures that your passion for giving is handled the way you want it to be – even after you're gone.

To learn more about how you can plan a legacy of giving, contact Deacon Ron Pirau, Director of Mission Advancement at 317-261-3379, or Joanna Feltz, Director of the Catholic Community Foundation at 317-236-1829. Together, we can provide help, create hope and serve all for years to come!

UPCOMING EVENTS FOR 2016

Saturday, February 20 - Reverse Raffle to benefit the Crisis Office at Catholic Center.

Thursday, March 24 - Simple Soup & Bread luncheon to benefit the Crisis Office

Wednesday, April 27 - Spirit of Service Awards Dinner at the Indiana Roof Ballroom

Sunday, May 22 - Walking for Dreams at Downtown Indy Canal

June TBD - World Refugee Day Dinner to benefit Refugee and Immigrant Services

Sunday, June 26 - Bob Coffman Memorial Golf Outing to benefit St. Elizabeth|Coleman Pregnancy & Adoption Services at Bluff Creek Golf Course

Providing Help on the Journey

In the past year. . .

Our services provided help and created hope to more than **70,000** people both directly or indirectly:

83% live below the poverty line (\$24,250 for a family of four).

2,862 children participated in youth development programming.

3,873 meals served to fragile, low-income seniors.

35,975 people helped through our food pantry.

578 children and youth fed through the summer community meals program.

977 resided in our emergency family shelter and transitional housing, including 382 children.

2,662 received Christmas assistance.

14,027 received clothing assistance.

1,962 received emergency assistance in one or more of these services: transportation, birth certificates, medical prescriptions, rent and mortgage.

194 birthparents received pregnancy and adoption counseling.

22% increase in food assistance since 2013-2014.

652 veterans and **2,106** people with a disability helped with basic needs: food, shelter, clothing and other material needs.

3,159 people received a wide range of health-related services, including mental health, prevention and maintenance programs.



Responding to Needs on the Journey

Individual & Family Mental Health and Support Services

(People Served —4,640)

Individual, Couple and Family Counseling – professional counseling available on a sliding fee scale, based on income

School Social Work Program – professional counseling services provided for school children along with consultative services for teachers and parents

St. Joan of Arc Neighborhood Youth Outreach Program – serves urban youth and their families with safe and educational after-school care activities and summer day camp; located on the near northeast side of Indianapolis

Senior Services *(People Served —3,790)*

A Caring Place Adult Day Services – therapeutic, safe day care for adults, including seniors with cognitive and physical impairments

Caregiver Support – monthly caregiver support groups, identification of community resources and small-scale home modifications for family and friends of adults 55-years-old and over

Senior Companion Program – Companions, low-income adults 55 years of age and over, visit homebound clients (at no charge to clients)

RSVP – A clearinghouse of volunteer opportunities for adults 55-years-old and over, these senior volunteers maintain the flexibility to decide which organizations to serve and how frequently. Catholic Charities partners with community nonprofits and public agencies offer opportunities for volunteers to meet significant community needs.

Crisis Relief and Shelter Services *(People Served —42,358)*

The Crisis Office – food, clothing, limited transportation, rent and utilities money for those in emergency or critical need

Holy Family Shelter – temporary shelter, meals, counseling, child care and job assistance for homeless families

Holy Family Transitional Housing – extended services for families facing chronic homelessness

Refugee & Immigration Services – advocacy, family reunification, job assistance and help in setting up a household for refugees resettling in the Indianapolis community; offers professional legal, educational and human services to immigrants

The Christmas Store – Christmas gift assistance for needy families

St. Elizabeth|Coleman Pregnancy and Adoption Services *(People Served — 5,575)*

Full service birthparent services – provides counseling to work through parenting or adoption services with ongoing post-placement counseling: Birthmother Support Group and Single Mother Support Group

Adoption Services – provides home studies, adoption preparation and post-placement services for domestic and international adoptions

Transracial/Transcultural training – workshop to help prepare and educate adoptive couples on issues associated with adopting a child of another race or nationality

Adoption search services – provides helpful and accurate information about the Indiana Adoption Registry to birthparents and adoptees as well as counseling and guidance when a birthparent or adoptee is interested in locating the other party

Information and Referral *(People Served — 14,426)*

Catholic Charities programs provide information and referral services to help link people in need with services that are not directly provided by Catholic Charities. Our dedicated staff assists each person by helping them identify their own needs, finding the most appropriate services to meet those needs and connecting them to the most appropriate service providers.



Client Satisfaction Results

Catholic Charities performed an annual survey of our clients to understand their satisfaction with our services and care as well as give us an opportunity to improve and better serve those in our community. The following represents the outcomes of this survey:

- 98% responded they were either very satisfied or satisfied with the overall care and concern they received by the staff and had been contacted in a timely manner.
- 98% responded they felt safe in the Catholic Charities environment.
- 95% indicated they received valuable services or information that improved their life situation.
- 98% responded they were very satisfied or satisfied with their overall experience with the services provided to them by the agency.
- 98% indicated they would recommend our services to a friend or family member.

2014-2015 Performance and Quality Improvement Report

Catholic Charities values service quality by promoting strong performance, program goals and positive outcomes for those we serve. All Catholic Charities programs set performance expectations each year with regard to operations, program results and client outcomes, which are linked to the overall agency strategic plan. The priorities set by the strategic plan include: stewardship, potential services (unmet community needs/expansion of services), community outreach, organizational leadership, staffing and diversity as well as effective and accessible services.

Catholic Charities' programs indicate that 91% of our strategic priority areas met the desired threshold for 2014-2015. Below are some of these results:

- 100% of the Adult Day Services participants at A Caring Place facility have person-centered care plans.
- 100% of the participants in Caregiver Support programming felt more secure and safe after the program completed home modifications.
- The Crisis Office increased the number of households served in 2014-2015 with food, utility and rent assistance by 6%.
- Holy Family Shelter exceeded their goal by 7.5% (totaling 324 families) in providing basic needs to homeless families (food, clothing and shelter).

- Individual, Couple and Family Counseling Program provided 66 students with mental health services in the school setting.
- St. Joan of Arc Neighborhood Youth Outreach Summer Camp program retained 65% of eligible students from 2014.
- Refugee Resettlement helped 366 refugees find employment in 2014-2015.
- RSVP had 182 volunteers.
- St. Elizabeth|Coleman Pregnancy & Adoption Services increased the number of clients needing basic infant and mother services by 50% over 2013-2014.
- Senior Companion Program reported 125 companions received basic needs, including transportation, food and additional care.
- School Social Work Program reported 85% of students showed progress toward their annual goals.
- 1,164 people received immigration or human rights-related legal assistance.
- 695 adults secured employment as a result of training and/or job search assistance.
- 128 children affected by domestic violence participated in one-on-one or group therapies.
- 326 people received transportation to medical appointments.
- 105,515 hours of in-home services were provided to older adults.
- 3,596 households experienced documented increases in wages and/or public benefits as a result of case management services.



2014-2015 Agency Council Members

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Ex-officio Members

David J. Bethuram, *Agency Director*
David J. Siler, *Executive Director, Archdiocesan Secretariat for Catholic Charities*

Catholic Charities

Providing Help. Creating Hope. Serving All.

1400 North Meridian Street
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HelpCreateHope.org

To stay up-to-date on all the good work and happenings at Catholic Charities in Indianapolis. Visit us online at HelpCreateHope.org to sign up for our e-newsletters and join us on [Facebook: Catholic Charities Indianapolis](https://www.facebook.com/CatholicCharitiesIndianapolis).

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The Church in Central and Southern Indiana

Program Outcome Studies: 2014-2015

- All Adult Day Service clients participated in Occupational Therapy activities, assisting them to remain in society and lessen the level of care needed.
- 100% of Caregivers served by the agency indicated they felt more educated about the resources available to them and their loved one than they did prior to their participation in the program.
- 94% of the clients/households requesting assistance through the Crisis Office live at or below the poverty level (\$24,250 for a family of four).
- 79% of families who stayed in Holy Family Shelter improved their housing status at the conclusion of their stay at the Shelter.
- 100% of families who stayed at Holy Family Transitional Housing completed their case management plans.
- 76% of adult clients served by the Individual, Couple and Family Counseling Program reported a decrease in depression symptoms.
- 67% of the students enrolled in the St. Joan of Arc Neighborhood Youth Outreach After-School Program completed individualized learning style inventories, allowing staff to better provide the necessary support for the students to succeed.
- 100% of the elderly served by the Senior Companion Program indicated a reduction in feelings of isolation.
- 85% of School Social Work Program clients demonstrated improvement in their functions and showed progress in attaining their goals

