



Where Miracles Happen Every Day

2020 COMMUNITY IMPACT REPORT



Our Mission

Helping our community's most vulnerable
with solutions that permanently improve lives.

Vision

We affirm the worth and dignity of all to realize their
God-given potential, and we aspire to be the human service
agency of choice through quality services, innovation,
parish engagement and community partnerships.



Just as most businesses were disrupted during the pandemic, Catholic Charities was no different. However, due to the intense dedication and passion of our team members, the agency was able to pivot in order to continue serving the most vulnerable in EVERY program in every location in central and northern Arizona.

Even more individuals and families were in jeopardy of losing their homes, and our housing team continued to go the distance in order to find these folks temporary shelter followed by permanent housing. Our homeless outreach team pivoted by adding additional outreach staff members and continued to seek out those experiencing homelessness in the forests, under bridges, in tents and more. But they had to get

creative to ensure the safety of everyone, so they began what they call “shout reach” where they dropped off food and supplies six feet away and literally shouted to the person in order to find out if they needed transportation to a shelter or a hotel voucher.

Our shelters, My Sisters’ Place for domestic violence victims and MANA House transitional housing for homeless veterans, had to quickly and efficiently develop and implement new health and safety protocols to ensure we could still provide critical shelter and case management while keeping health and safety in the forefront.

Our child welfare programs, such as foster care and adoption and in-home services, were able to conduct home visits virtually at times as a way to make sure that no child or family was left without support. For those who had no access to a computer or smartphone, they even met families in the park while social distancing.

As I write this, I am so touched by the compassion of our team members. They truly are doing God’s work, despite a pandemic!

But there is another key player we cannot forget ... YOU! Because of your generosity and willingness to help out, we were able to meet our fundraising goal despite all these setbacks. We thank you for your support, which allows us to continue helping the most vulnerable, no matter what obstacles await us.

Sincerely in Christ,

A handwritten signature in black ink, appearing to read 'Paul Mulligan'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

PAUL MULLIGAN
President and CEO

Volunteering During the Pandemic Looked DIFFERENT!

Many of our volunteer activities and tasks had to be temporarily suspended during the pandemic to minimize exposure. However, some of our programs found creative ways to ensure volunteers could still serve while remaining safe. From sewing cloth masks for our clients to packing supply boxes for early education, volunteerism was alive and well.



2,119
Volunteers

91
Parishes

419
Faith-based volunteers

32,118
Volunteer hours

40
Groups

\$817
Monetary value of volunteer time



Emergency Santa 2020

As a result of the pandemic, volunteers and donors adapted to help families and children celebrate Christmas.

AGE GROUPS OF CHILDREN

15%
Infants /
Toddlers
(↓ 3)

34%
Preschool
(3-5)

29%
Elementary
School-aged
(6-11)

23%
Teens
(12-18)



736+
Children received gifts
(19% more than 2019)

207+
Families
(2.98 Average per household)



Small but Mighty Miracle Makers

We are so proud of student volunteers who participated in Miracle Projects. When schools were allowed to return to in-person classes, these students were ready to help their favorite Catholic Charities programs! Through our partnership with Catholic schools, students use their creativity and compassion to raise money and in-kind gifts for our programs.

140
Students participated

104,499
Student volunteer hours

\$22,062
Cash donations



Family with Infant Finds Safety after Domestic Violence

Domestic violence is often thought of as a woman being abused by a man. However, it can happen to anyone, male or female, at any age.

Kyle and Emily fled from California to Flagstaff, Ariz. to escape domestic violence inflicted on them by their family members. They also brought their infant daughter with them to safety.

Making the move provided space between them and their violent family members. However, it also left Kyle, Emily and their daughter homeless and jobless.

Catholic Charities Homeless Services supported the young family through every step of their journey to achieving housing, independence and peace of mind.

EMERGENCY SHELTER

At first, Kyle, Emily and their daughter were provided with a seven-day hotel stay through an Emergency Support Grant. Catholic Charities then continued to pay for additional nights at the hotel until the young family was selected to move into its Emergency Family Shelter.

Staff at the shelter were able to assist Kyle in obtaining his birth certificate and other important documents in order to work. He began applying for jobs.

Emily and Kyle both worked to care for their infant daughter and find a place to live.

RAPID RE-HOUSING

Internet research uncovered an available apartment in Holbrook within Kyle and Emily's budget. They further researched resources and potential job opportunities in the Holbrook area.

After 28 days in the Emergency Family Shelter, Kyle and Emily signed their own lease for the apartment. The couple and their daughter soon rode a Greyhound bus from Flagstaff to their new home in Holbrook.

They moved into their own apartment on December 12, 2020. This achievement was made possible through the couple's diligence and some financial support through the Catholic Charities Rapid Re-Housing program.

Kyle and Emily ordered basic furniture for their new home and are settled in. They are grateful for a safe place to raise their daughter.

DOMESTIC VIOLENCE IS A CRIME

According to the FBI, a woman is abused every 10 seconds in the United States. In addition, 1 in 7 men will experience severe, physical violence by an intimate partner in his lifetime, according to the Centers for Disease Control and Prevention. However, most cases are never reported to the police. Domestic violence crosses all socio-economic levels and cultures. We offer shelter and assistance to victims of domestic violence and their children who are fleeing abuse.



Refugee Family Works with Purpose

Kim Loan and her two sons arrived in Phoenix as refugees in December of 2019. The family was from Cambodia and spoke very little English upon entering the United States.

As a family of three, employment and education were top priorities. Kim Loan's younger son, 17, continues his schooling and English classes. He speaks the best English in the family.

FINDING EMPLOYMENT AS REFUGEES

Kim Loan and her older son, Van Hua, would be the ones to support their family's finances. Kim Loan and Van Hua were eager to start working. Kim Loan wanted to eventually work her way up to a job at a nail salon. Van Hua was experienced in carpentry and was keen on working in the furniture sector one day. The job developers met with Kim Loan and Van Hua and made a long-term plan for both employment goals. It is important for the Catholic Charities program that newly arrived refugees have a long-term career or education goal they can pursue after their initial job. Even though they could not get their first choices right away, Kim and Van were eager to start earning money, and they successfully found jobs at a food packaging warehouse in March of 2020.

COVID-19 closures affected them in the same way it has affected millions of other families. They were laid

off before the end of the month. Despite the setback, Kim Loan and Van Hua were eager to keep working and become self-sufficient.

ESSENTIAL WORKERS

Kim Loan had some sewing experience from her earlier jobs in Vietnam. The Catholic Charities jobs team worked with the pair and sent in an application to Tyr Tactical for Kim Loan. Tyr is a large military supply company and started to mass-produce specialty masks during the COVID crisis. They needed a steady supply of workers with sewing experience to help construct the masks. Kim Loan quickly passed the sewing test required for employment. She was put on a sewing team and now constructs the masks so many Americans depend on to keep them safe daily.

A few months later in May, Van Hua returned to work at the Focus Industry Warehouse and continues to ship out desperately needed food supplies to the American public. Not only have Kim Loan and Van Hua succeeded in getting their household self-sufficient in a short period of time, they are supporting the current needs of the U.S. by working in the vital food and mask industries.

WHY I WORK AT CATHOLIC CHARITIES ...

"I love working in the program because I am a part of a team that is working together to make a better life for the clients we serve. This gives me great joy, satisfaction and peace knowing I am a part of the process."



VANESSA TWIGGS
Senior Program Manager,
Refugee Resettlement

What We Do, Who We Serve

Catholic Charities offers more than 20 programs throughout seven counties in central and northern Arizona. We strive to change the lives of the most vulnerable populations for the better.

COUNSELING

Guides individuals, families, adolescents, parents and children in addressing issues of anxiety, depression, domestic violence, grief, pregnancy, sexual or substance abuse and self-esteem.

DIGNITY DIVERSION

(Developing Individual Growth and New Independence Through Yourself)
Catholic Charities recognizes prostituted women as victims of sex trafficking and helps them rebuild their lives.

FAMILIAS UNIDAS

Provides legal consultation, document preparation and representation to assist U.S. citizens and immigrants with immigration related issues and helps bring immediate family members to the U.S.

FAMILIES FIRST

Helps parents referred by Division of Child Safety (DPS) overcome substance-abuse issues that affect their ability to care for their children and keep a job.

FOSTER CARE AND ADOPTION

Recruits foster families and assists them with home studies to provide homes for foster children in Arizona.

HOUSING FOR HOPE

a 501c3 affiliate of Catholic Charities
Provides affordable housing for low-income individuals and families in multiple locations throughout central Arizona.

IN-HOME FAMILY SUPPORT

Assists families who are referred through DPS for behavioral and anger issues; helps unify the family while assuring the safety of the children.

JOINING HEARTS

Master's degree-level counselors help women make a life-affirming plan to parent or place their child for adoption. Also provides infant adoption for families.

MANA HOUSE AND VETERANS OUTREACH CENTER

MANA House (Marines, Army, Navy, Air Force) is a holistic transitional living program for veterans experiencing homelessness.

MEDICAL LOAN CLOSET

Provides medical equipment such as walkers and wheelchairs for a nominal donation to low-income elderly, disabled and persons with immediate health needs.

MY SISTERS' PLACE

A home-like shelter for women and their children fleeing domestic abuse.

NORTH STAR YOUTH PARTNERSHIP

Helps youth and teens make healthy life choices that prevent pregnancy, gang activity and substance abuse through programs that build self-esteem, leadership skills and community engagement.

PARENTS AS TEACHERS

A free in-home visiting program for pregnant women and families with children ages 0-5 to ensure that all children will be school-ready.

PARISH AND COMMUNITY ENGAGEMENT

Collaborates with individuals and organizations to address the needs of the community's most vulnerable members.

PATH

(Projects for the Assistance in Transition from Homelessness)

Connects with seriously mentally ill individuals experiencing homelessness and provides referrals for treatment, resources and assists with finding housing.

PATHWAYS

The Pathways program moves domestic violence survivors beyond emergency services to provide time and support needed to regain independence and a life free from abuse.

RE-ENTRY PROGRAM

Provides temporary safe, affordable housing for women and men who face homelessness upon release from jail following a minor drug or alcohol related offense.

REFUGEE RESETTLEMENT

Provides comprehensive case management and welcomes refugees to the USA by setting up and furnishing an apartment, purchasing groceries, and ensuring adequate and appropriate education placement for children.

UNACCOMPANIED MINOR FOSTER CARE

This specialized foster care program provides short or long-term services for foreign-born children who have arrived in the United States without a parent or other adult caregiver.

VETERANS SERVICES

Helps low-income veterans and their families who are experiencing homelessness or are at risk for homelessness achieve stability through supportive services and assistance, such as helping find VA resources and permanent housing.

WESTSIDE HEAD START

Provides parents of infants, toddlers and preschoolers with early childhood education and parent support for low-income families or children with disabilities.



9-Year-Old Showcases ‘The Spirit of Christmas’

Around Christmastime, most children are excitedly awaiting a new toy or game under the tree. For Declan, a 9-year old boy in Flagstaff, giving back to those in need was the perfect gift this holiday season.

His Christmas spirit showed boldly when he befriended a blind man experiencing homelessness. This friendship helped him understand the struggles that affect countless people in his community, whether it be staying warm in the cold or finding nutritious food to eat. After meeting others experiencing homelessness, he realized just how many people were in need and decided to make a difference.

Showing genuine concern for his community, Declan chose to forgo any Christmas presents that he might receive. Instead, he asked anyone who would normally buy him presents to donate to his fund for those experiencing homelessness. Knowing the impact he could make, Declan reached out to his aunts, uncles, grandparents and family friends to support the cause.

“It isn’t fair for me to get Christmas presents when so many homeless people won’t be getting anything for Christmas,” he said.

With the help of his loved ones, Declan was able to collect enough money to fill 13 backpacks with much-needed items. He included snacks, blankets, gloves, scarves, hats, water bottles and hand warmers.

What’s more, Declan showed an impressive understanding of what those experiencing homelessness go through each day. He strived to find used backpacks that were in good condition. He was worried that if he provided new backpacks, they would get stolen. The nine-year-old didn’t want his community members to experience any more hardship than they already had.

Our Work in Numbers ...

17,912

individuals served

1,897

families strengthened through parenting education and assistance

412

assisted with foster care training and/or placement

41

assisted through our re-entry program, which helps individuals build a new life after jail

501

residents in affordable housing received support and resources from resident services



581

helped through our My Sisters' Place shelter and Pathways outreach program for victims of domestic violence

100

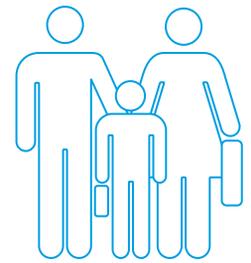
women experiencing unexpected pregnancies who received counseling through Joining Hearts

231

victims of prostitution assisted through our DIGNITY Diversion program

150

refugees resettled in the Phoenix area



4,785

individuals received immigration legal aid services

1,124

in affordable housing



516

individuals helped through counseling

2,297

experiencing homelessness who received outreach/assistance

444

veterans experiencing/at risk of homelessness assisted

3,045

youth of who participated in education, development and peer-leadership through North Star Youth Partnership

1,128

children enrolled in early education



Finances

OPERATING SUPPORT AND REVENUE

Federal and state grants

\$28,571,835

Private contributions and fundraising (including goods)

\$7,802,444

Program services revenue

\$1,916,994

Administrative fees, events, and other revenue

\$1,002,902

Total revenue and support

\$39,277,309

OPERATING EXPENSES

Program and service expenses

\$28,024,733

Fundraising and marketing expenses

\$1,252,733

Management, general, and support

\$5,900,258

Total expenses

\$35,465,700

Leadership

PAUL MULLIGAN

President and Chief Executive Officer

KAREN BISCO, CFRE

Vice President of Philanthropy

CARRIELYNN A. MASCARO

Vice President of Central Program Operations

JIM ROBBINS

Vice President of Administration

STEVE CAPOBRES

Executive Director Housing for Hope/Vice President of Business Development

CATHY PETERSON

Executive Director Northern Arizona Region/Vice President Operations

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SCOTT MACDONALD — Scottsdale

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DEACON TOM KLEIN, EX OFFICIO — Phoenix

EMERITUS BOARD

Membership has been bestowed to the following for service given with distinction:

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*Deceased



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