



*Annual Report* **2014**

# Changing Lives Giving **HOPE**





# BIG CHANGES, GREATER HOPES

This past year changed  
a lot of lives – including  
my own.

My journey led me to my new position as President and Chief Executive Officer of Catholic Charities Community Services, succeeding Bob Brown who retired in 2014. Now, together with you and others, we are setting off on a journey with this great 81-year-old charitable service organization to continue helping the vulnerable in the Valley of the Sun and across central and northern Arizona.

Let me say that I'm excited about what we are doing and what is ahead, and that you play a crucial role in what will happen this upcoming year. This past year, you and the Catholic Charities community helped **107, 282 people** – the homeless, veterans, refugees, victims of sex-trafficking, children and others – to rebuild their lives and find hope. With your continued support, we'll help more people who need it in 2015, delivering professional services inspired by our faith-based commitment to living out the gospel in a truly impactful way.

The numbers are impressively large, but more importantly, our work remains at all times “personal” and focused on the power of relationships. Each person has a story. This last year there was a homeless young man with a baby who found a home at our new low-income housing community Verde Villas. After going through our Dignity Diversion program, a sex-trafficked survivor is now going to school and establishing her new career and life free from abuse and harm. **These are real people in our communities starting over because you cared enough to help.**

In 2015, we plan to continue expanding our services to serve more people, making “gifts” of ourselves to those most in need. We face many challenges as a non-profit, but by working with you and other partners, together we can continue this great work to help our community's most vulnerable, putting poverty and injustice behind them.

May God bless you for your generosity,

A handwritten signature in black ink, appearing to read 'Paul S. Mulligan'.

Paul S. Mulligan, MTS  
President & CEO





## 2014 HIGHLIGHTS



### Serving Veterans

You helped us to start our supportive services for veterans (SSVF) program that served 160 former military and their families who were or about to be homeless. As a donor, you are helping our local veterans to find permanent homes and receive support services like case management and education in computers, finding jobs and managing finances.



*Read more at [catholiccharitiesaz.org/ssvf](http://catholiccharitiesaz.org/ssvf).*



### Unaccompanied Minors

With more than 30,000 unaccompanied minors flooding into the United States from Central America this summer, a great need for fostering these little ones arose. Our 30-year-old unaccompanied minor program (UMP), helped to serve some of these children and lead them to safe and nurturing homes until they could be reunited with their parents.



*Read more at [catholiccharitiesaz.org/ump](http://catholiccharitiesaz.org/ump).*



### Social Enterprise

To make Catholic Charities more financially sustainable, this last year we started several businesses whose income will go to support our programs. The Refuge Café located at 4727 N. 7th Avenue in Phoenix celebrated a successful first year. Café Esperanza coffee launched in retail stores and online. We also opened two low-income housing complexes in Phoenix, Verde Villas and Ironwood apartments.



*Read more at [catholiccharitiesaz.org/social](http://catholiccharitiesaz.org/social).*



### Ending Sex Trafficking

You are helping Catholic Charities to continue helping survivors of sex trafficking in Phoenix. In partnerships with the City of Phoenix and others, we are offering these women educational support that allows them to start a new life. **Eighty-six percent of survivors completing the program do not return to prostitution.**



*Read more about this program at [catholiccharitiesaz.org/trafficking](http://catholiccharitiesaz.org/trafficking).*

# Client's Note of Thanks

I was facing a lot of fear a few years ago. My husband and I were newlyweds when we moved to Prescott, Ariz., in 2007 to start a new life. But as soon as we bought our first car and first house, the recession hit.

My husband was laid off the day our son was born, and it was all downhill from there. We lost the car, the house, the new business and our hope. My salary was lowered by 10 percent. The same month, we were evicted from our rental. Then our marriage fell apart.

But this is not a sob story – it is a note of thanks.

A friend of mine suggested I ask for help from Catholic Charities. I was lucky enough to get counseling that helped me to fight my financial ignorance and to not confuse my value with my financial failures and debt. Catholic Charities helped me to get utility coverage and to get into a frame of mind where I could better myself while allowing others to help me take good care of my precious son.

Last month, I was hired into a director position making more money than I ever have before. My son is starting kindergarten, and my ex-husband and I co-parent in a way that has been nourishing for our son. Life is really good, and I want to thank you all for being there for me when it was hopeless, and I was afraid.

 *Read more stories like these at [catholiccharitiesaz.org/blog](http://catholiccharitiesaz.org/blog).*



**OUR MISSION:** Helping our community’s most vulnerable with solutions that permanently improved lives.


## LEADERSHIP

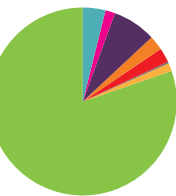
### Executive Team

- Paul S. Mulligan, President and CEO
- Steve Capobres, Vice President of Business Development
- Dave Paddison, Vice President of Administrative Services
- Cathy Peterson, Vice President of Programs
- Tamara Bohannon, Senior Director of Advancement

### Board Members

Ronald M. Stoll, Esq., Chairman

 *See list of board members at [catholiccharitiesaz.org/leadership-board](http://catholiccharitiesaz.org/leadership-board).*



#### REVENUE & SUPPORT

- Government Contracts and Grants
- Program Service Fees
- United Way
- Private Contributions
- In-Kind Contributions
- Annual Catholic Appeal
- Special Events, Net of Expenses
- Investments and Other Income

Total Revenue & Support

#### EXPENSES

- Program Services
- Administrative and General
- Fundraising and Marketing
- Social Enterprise

Total Expenses

Net Gain

FY 2014			FY 2013		
\$	23,125,648	80.2%	\$	23,026,801	82.9%
	1,193,465	4.1%		1,050,245	3.8%
	503,930	1.7%		420,366	1.5%
	2,172,754	7.5%		1,502,944	5.4%
	651,562	2.3%		491,175	1.8%
	775,000	2.7%		775,000	2.8%
	7,876	.1%		59,212	0.2%
	411,277	1.4%		435,009	1.6%
\$	28,841,512	100%	\$	27,760,752	100%
\$	22,927,044	80.3%	\$	23,115,508	83.3%
	4,629,575	16.2%		4,101,902	14.8%
	542,042	1.9%		411,666	1.5%
	439,348	1.5%		116,487	0.4%
\$	28,538,009	100%	\$	27,745,563	100%
\$	303,503		\$	15,189	

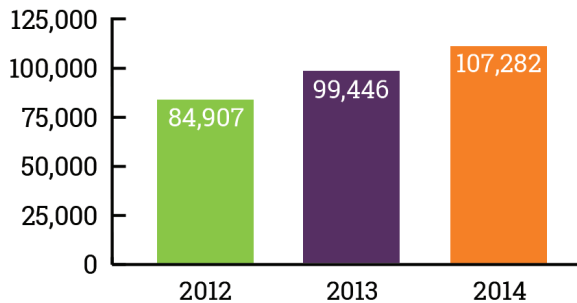
For donor and volunteer rolls, please visit [CatholicCharitiesAZ.org/Financials](http://CatholicCharitiesAZ.org/Financials).

Audited financial statements are available upon request.



# WHAT YOU HELPED ACCOMPLISH IN 2014

## 107,282 Lives Touched



22  
PROGRAMS  
+  
7  
COUNTIES



22,787  
Emergency Services

18,515

Food

3,042

Community  
Services

1,230

Lending  
Closet

Catholic Charities  
Community Volunteers



175,055 hours

3,720

Volunteers helping  
with our work.

Homelessness  
6,149



2,230

Outreach Case  
Management

2,738

Shelter and  
Housing

1,181

The Loft Drop-In  
Center

Staff  
420

Served in Phoenix and  
northern Arizona



Parishes

240 people

Experienced Catholic  
Charities Immersion classes  
to understand poverty.

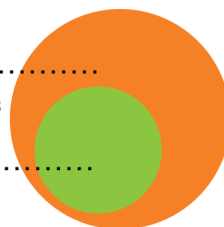
Vulnerable  
Women

915 Dignity Diversion  
(Sex Trafficking Survivors)

1,717 Domestic  
Violence

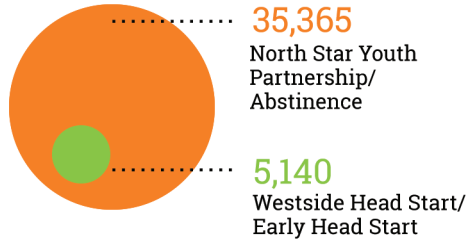
1,252  
My Sister's  
Place

465  
Pathways

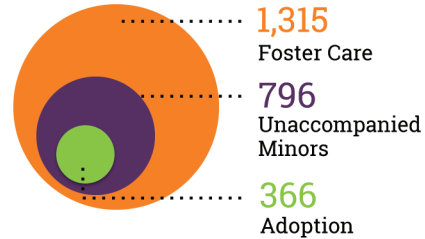


## Children

Youth Development **40,505**



Child Placement **2,477**



## Families



Refugee **24,251**

23,124 Immigration  
1,127 Refugee Resettlement



Financial Education **1,663**



Strengthening Homes **3,174**

1,288 In-Home Services  
880 Families First  
846 Parents as Teachers  
160 SSUF



Counseling **3,644**

2,706 Intervention and Guidance  
456 School Counseling  
482 Pregnancy Counseling