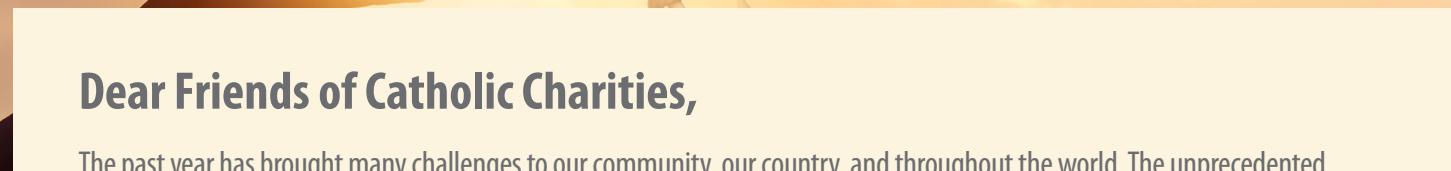


2019-2020 Annual Report

Catholic Charities
Providing Help. Creating Hope. Serving All.

MISSION STATEMENT

The staff and volunteers of Catholic Charities 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.



Dear Friends of Catholic Charities,

The past year has brought many challenges to our community, our country, and throughout the world. The unprecedented COVID-19 pandemic has disrupted daily life for us all, but especially for those families already struggling to survive.

COVID-19 has affected so many families in so many ways. Thousands became ill from COVID, others lost their jobs, many are facing eviction, and some of our neighbors were unable to be near their loved ones as they passed away. Life-changing times indeed, yet we have hope because we know that God loves us, cares for us, and trusts us to care for our sisters and brothers who are less fortunate.

Through the grace of God and your ongoing support, not even a pandemic can keep Catholic Charities from providing our life-changing services. Because of you, we touched the lives of nearly 70,000 people through our network of social service programs.

We adapted our services during this time of great need to ensure we could help the people who needed it most: the restaurant server without a job who picked up food for his family through our drive-thru distributions; the young single mother who had diapers delivered to her home; or the isolated senior who received food, supplies and a warm visit from a friendly volunteer.

We are people of faith relying on God's protection as we all struggle to weather this crisis. But with you walking alongside us, we can continue serving as the hands and feet of Christ to the poor and vulnerable. Thank you to our donors, partners and friends who join us in our mission to change lives.

Sincerely,


David J. Bethuram
David J. Bethuram
Executive Director
Secretariat for Catholic Charities


ARCHDIOCESE OF INDIANAPOLIS
The Church in Central and Southern Indiana

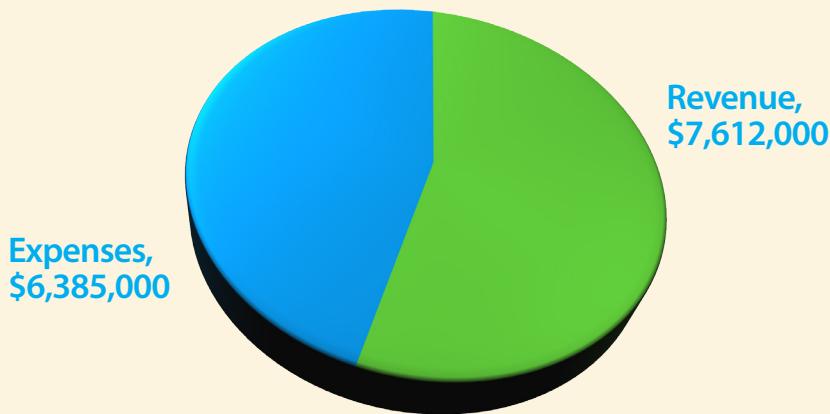

Catholic
Charities
USA


COUNCIL
ON
ACCREDITATION
ENGAGE. EMPOWER. EVOLVE.


United
Way

2019–2020 Fiscal Year in Review

2019-2020 Financials

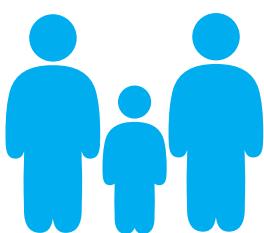


Impact:
69,197

People Served by
Catholic Charities



38,000
Served by Crisis Relief
and Shelter Services



2,700
Served through Family Counseling
and Social Work Services



1,100
Served by Refugee and
Immigration Services



20,000
Received information
and referrals to other
support programs



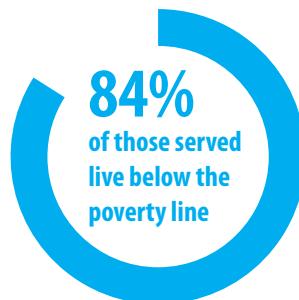
3,300
Assisted with pregnancy
and adoption services



3,400
Served by the
Christmas Store



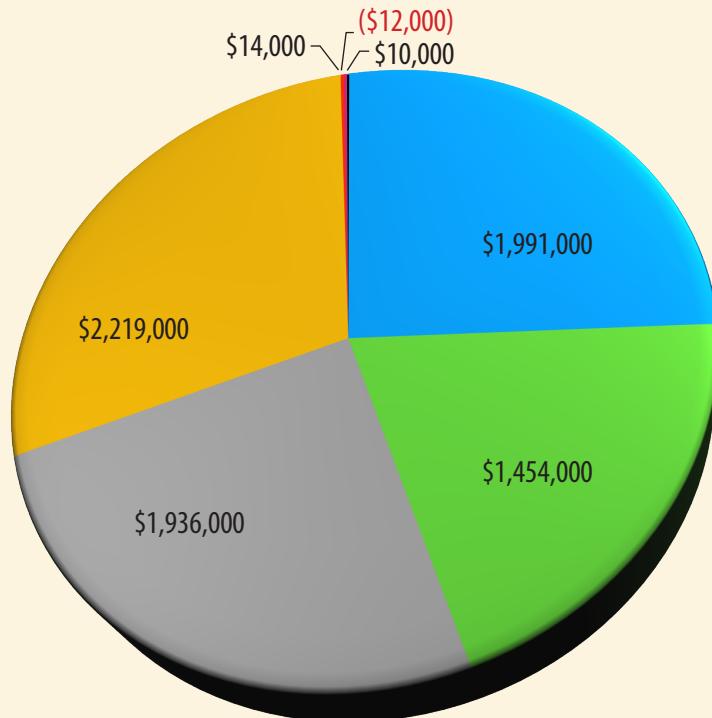
600
Assisted through
Senior Services



Financial Information

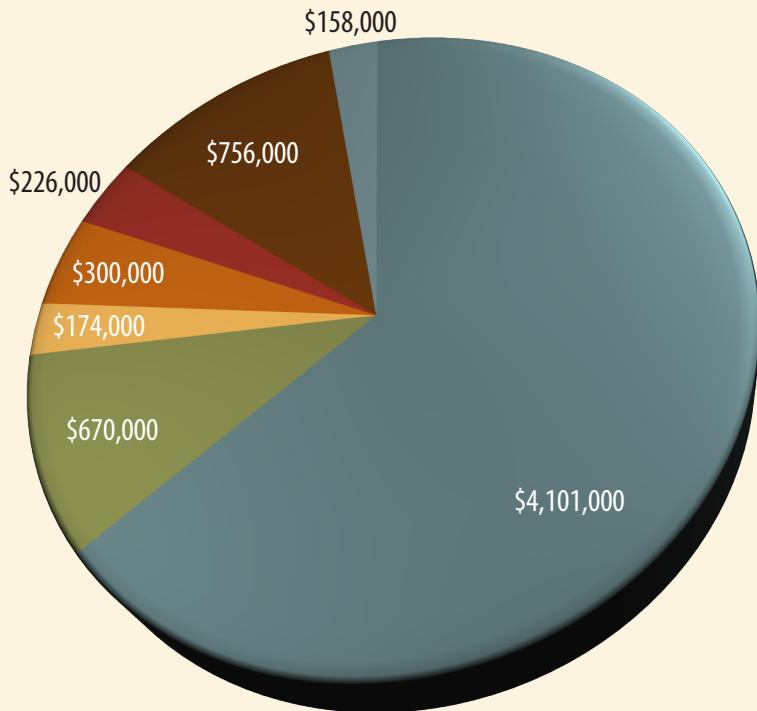
Operating Funds Only – Fiscal Year Ended 6/30/20

Revenue



- Contributions
- Program Fees
- United Way
- Grants
- Events
- Interest & Investments
- Other

Expenses



- Employee Salaries & Benefits
- Property Insurance & Maintenance
- Occupancy Costs
- Other

- Professional & Administrative Services
- Depreciation & Bad Debt
- Direct Assistance

Bad debt is related to an allowance for noncollectable payments for client services. In FY19-20 the allowance decreased resulting in a negative bad debt expense.

Service Review



SENIOR SERVICES

AmeriCorps Seniors RSVP (Retired and Senior Volunteer Program):

Worked with over 20 community partners to connect adults 55 and older to volunteer opportunities where their knowledge and skill impacts the community. AmeriCorps is the federal agency connecting individuals and organizations through service and volunteering to tackle the nation's most pressing challenges.

Caregiver Support: Impacted the lives of 193 caregivers through support groups, home modifications and resource assistance. Funding provided in part by CICOA Aging & In-Home Solutions.

Adult Day Services: Provided safe, therapeutic, and recreational day services to 64 adults with physical and/or cognitive impairments. A Caring Place has a registered nurse on site. It also can provide transportation to and from the program site for clients that need it.

AmeriCorps Seniors Senior Companion Program: Provided the gift of friendship and home visits to 103 homebound clients during the year and over 1,500 hours of service a week. Catholic Charities Indianapolis sponsors the Senior Companion Program. AmeriCorps, a federal agency, provides major funds and administration.



Service Review



CATHOLIC CHARITIES 2019-20 AGENCY COUNCIL

Jacqueline Pimentel-Gannon- President
Tiffanie Ditlevson- Vice President
Jan Kilies- Treasurer
Paul Brumleve
Helena Hutton
Mariana Lopez-Owens
Lisa Patchner, PhD
Chris St. Paul
Jeffrey Scott
Steve Stapleton
David Taylor



PREGNANCY & ADOPTION SERVICES

St. Elizabeth|Coleman: Provided pregnancy and adoption counseling, support groups, adoption assistance, search and reunion services and education about adoption and services to 3,300 people. St. Elizabeth|Coleman assisted families in need of baby clothes, supplies and basic needs during the pandemic. **Follow on Facebook at "St. Elizabeth / Coleman Pregnancy & Adoption Services"**



Service Review

2019-20 GRANTS

Central Indiana Community Foundation
Lilly Endowment
Kendrick Foundation
United Way of Central Indiana



CRISIS RELIEF & SHELTER SERVICES

Holy Family Services: Assisted over 667 homeless adults & children with emergency shelter and transitional housing services. Holy Family Shelter quickly moved families to other housing options when the COVID-19 pandemic began and continued to provide high quality support and case management services. The shelter was able to expand its capacity to meet the increase in demand for services. [Follow on Facebook at "Holy Family Shelter"](#)

The Crisis Office: Helped over 37,000 people in need of food, clothing, transportation and utility assistance. Assistance is given by linking clients with community resources and by providing direct assistance where gaps occur. The Crisis Office experienced a 25% increase in demand for services because of the COVID-19 pandemic.

The Christmas Store: Collaborated with 86 community service providers in helping over 3,485 individuals in need with clothes and gifts for Christmas. More than 160 people donated their time to assist at the Christmas store and help families in need.

Refugee and Immigrant Services: Aided over 1,100 refugees and immigrants with services and support. Citizenship classes were offered, and families were welcomed to their new home. The number of refugees allowed into the country was limited by the start of the COVID-19 pandemic. [Follow on Facebook at "Catholic Charities Indianapolis Refugee and Immigrant Services"](#)



Catholic Charities Indianapolis
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CatholicCharitiesIndianapolis@archindy.org
HelpCreateHope.org

 [Find us on Facebook at "Catholic Charities Indianapolis"](#)