



IF WE SEE SOMEONE WHO *needs help,*
DO WE STOP? THERE IS SO MUCH
SUFFERING AND POVERTY, AND A GREAT
NEED FOR *Good Samaritans.*

– POPE FRANCIS –

Annual Report 2020-2021
Catholic Charities Bureau, Inc.
Diocese of St. Augustine

CATHOLIC
CHARITIES
Transforming Lives

Our Mission

Catholic Charities puts faith into action to serve the most vulnerable in our community, advocating for justice, human dignity and quality of life, while reflecting the compassion of God in Christ.

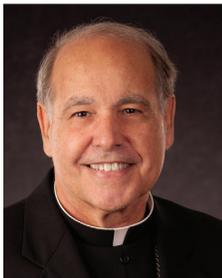
Message from the President and Diocesan Director

This document highlights the achievements of our Catholic Charities agencies and programs. The services outlined in the Annual Report are the result of the dedication and talent of our agency leaders, staff and volunteers, as well as the moral and financial support of Catholic Charities donors.

Those of us who are part of the Diocese of St. Augustine in North Florida will read this report with genuine recognition for what Catholic Charities does. Knowing so many of our friends, neighbors and fellow parishioners have contributed to the Catholic Charities success story is a source of great encouragement. It is my hope others will read it as a source of inspiration to participate in the work of Christ among his beloved poor.

I have chosen a message from the parable of the Good Samaritan for this report as it is as relevant today as it was more than two thousand years ago. We are called to help those in need, even if.

In the parable Christ does not specify that the victim "attacked by robbers" and abandoned "half-dead" was Jewish, Samaritan, or otherwise. He is anyone. He is everyone. Jesus wants us to be moved by exceptional compassion; love that pays no attention to racial, religious, or socioeconomic categories.



As Pope Francis said: "Love, after all, can never be just an abstraction. By its very nature, it indicates something concrete: intentions, attitudes, and behaviors that are shown in daily living."

I believe this kind of compassion and love is given to our needy brothers and sisters every time they come to Catholic Charities.

Your support of Catholic Charities continues to make a difference in the lives of so many people. Together, we are able to serve all of God's people by bringing them healing and peace.

Thank you for walking with us on this journey and for your continued prayers.

Sincerely in Christ,



+ v. 1. Estevez

Most Reverend Felipe J. Estevez, STD
Bishop of St. Augustine

Anita Hassell

Anita A. Hassell, Diocesan Director
Catholic Charities Bureau, Inc.



We advocated for the needs of our clients by providing **225 presentations to more than 46,000** individuals in our local community.



The agency has maintained a **consumer satisfaction rating of 99%**.



98% of clients served met established program outcomes.



100% of grant and charitable foundations' support, donations and proceeds from special events remained in our local communities.



Agency services were supported by **2,652 volunteers and 66,579 volunteer hours** at a total value of **\$1,900,164**

calculated at \$28.54/hr according to the Independent Sector.



Our agency worked with **57 parishes and 28 Catholic schools**. We provided support through volunteers, food drives, holiday gifts, donations and more.



Finding Purpose & A Forever Family through Adoption

"I love the fact that I have been called to adopt Josiah*, and I absolutely love him. He is resilient. He is our miracle baby. He is our SON. He is our testimony to others as we demonstrate our love, compassion, and caretaking.

We did not plan to have a baby to care for at this point in our lives. We were simply being sensitive to God's will and His timing. We consider it an honor and a privilege as well as our responsibility to care for, raise, nurture, and invest in Josiah."

- Kevin Anderson*

*Name and photo have been changed for privacy

Agency Highlights

95 Employees + 2,562 Volunteers = Transforming the Lives of 113,900 Individuals in 17 counties: Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, St. Johns, Suwannee and Union.



7,705 INDIVIDUALS

Our **Homelessness Prevention Program** provided case management and temporary financial assistance for those in our community facing financial difficulties, such as loss of income or unexpected medical expenses.



389 INDIVIDUALS

Self-Sufficiency Programs provided services and education that help individuals become more financially self-reliant.



1,656 INDIVIDUALS

The **Ryan White Eligibility Program** assisted low-income persons living with HIV/AIDS with intake, referrals and case management services.



1,626 INDIVIDUALS

COVID Related Financial Assistance helped those impacted by coronavirus, by preventing homelessness or loss of utility services.



184 INDIVIDUALS

Camp I Am Special provided virtual camp experiences to children, teenagers and young adults with intellectual and developmental differences.



598 INDIVIDUALS

The **Weekend Hunger Backpack Program** assisted low income, food insecure children by giving them backpacks filled with nutritious food for weekends and holidays.



1,347 INDIVIDUALS

Refugee Programs assisted individuals with their quest to establish peaceful and safe new lives in the United States.



5,441 INDIVIDUALS

Holiday Assistance helped families and children enjoy the holidays with food and gifts.



93,677 INDIVIDUALS

Our **Food Pantries and Mobile Rural Outreach** helped people feed their families with **1,623,277 pounds** of food.



358 INDIVIDUALS

Pro-Life Programs provided assistance in all 17 Diocesan counties, as well as Lake, Marion and Volusia counties, delivering pregnancy counseling, adoption and post-adoption services.



919 INDIVIDUALS

Immigration Legal Services helped men and women become residents or citizens of the United States and offered family reunification assistance.



2,948,616 POUNDS OF FOOD

Our **Food Bank** distributed food to 61 partner agencies who assist the underserved and food insecure populations in rural communities.



- 90% Program Services
- 6% Admin
- 4% Fundraising



- 41% In-Kind
- 25% Grants
- 14% Contributions
- 8% United Way
- 6% Diocesan Support
- 5% Fundraising
- 1% Program Fees

FISCAL ACCOUNTABILITY

The agency oversees and safeguards the assets of Catholic Charities in adherence with the best accounting principles, practices and theories. As a good steward of donations and grants, Catholic Charities is committed to providing transparency and accountability to donors and funders. The agency's CFO provides up-to-date financial recording and reporting, including regional and annual budgets, necessary schedules and financial analyses to leadership and the Governing Board of Directors. An independent audit is performed and reviewed by the Finance Committee of the Board of Directors.

The Agency

Our COVID-19 Response

Throughout the pandemic, our programs have continued to operate. In March of 2020, we quickly adapted operations to ensure we could still serve our clients. Catholic Charities was able to safely provide services both in person and virtually. Our overall agency numbers reflect an increase in need by the members of our communities. Catholic Charities is committed to providing services and care for those affected by the coronavirus.

LAKE CITY REGIONAL OFFICE

Suzanne M. Edwards, MA
Regional Director

PROVIDES SERVICES IN:
COLUMBIA, HAMILTON,
LAFAYETTE, SUWANNEE AND
UNION COUNTIES.

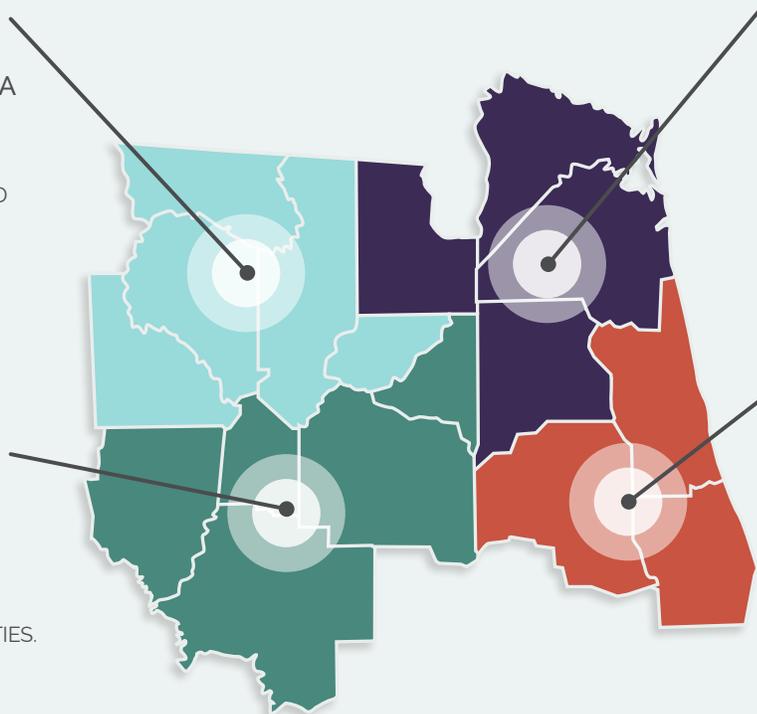
Regional Office is located at:
553 NW Railroad Street
Lake City, FL 32055

GAINESVILLE REGIONAL OFFICE

John C. Barli
Regional Director

PROVIDES SERVICES IN:
ALACHUA, BRADFORD, DIXIE,
GILCHRIST AND LEVY COUNTIES.

Regional Office is located at:
1701 NE 9th Street
Gainesville, FL 32609



JACKSONVILLE REGIONAL OFFICE

Lori Weber
Regional Director

PROVIDES SERVICES IN: BAKER, CLAY,
DUVAL AND NASSAU.

Regional Office is located at:
40 E. Adams Street, Suite 320
Jacksonville, FL 32202

ST. AUGUSTINE REGIONAL OFFICE

Ricardo E. Rosado-Rodriguez, MBA
Regional Director

PROVIDES SERVICES IN: FLAGLER,
PUTNAM AND ST. JOHNS COUNTIES.

Regional Office is located at:
525 State Road 16, Suite 112
St. Augustine, FL 32084

Catholic Charities Bureau, Inc. Diocese of St. Augustine Board of Directors 2020-2021

OFFICERS:

Bishop Felipe J. Estevez, S.T.D.
President and Chair
Anita A. Hassell
Secretary and Treasurer

BOARD MEMBERS:

Jacqueline Crews	Joni Poitier
Deacon Michael Elison	Ralston Reodica
Malcom Fabre	Scott Samera
Jay Farhat	Jay Swisher
Chris Gibson	Corinne Turcotte
Tracie Loftis	Matt Welch
Father Guy Noonan	Father Mason Wiggins
Nancy O'Byrne	Sister Victoria Will

AGENCY LEADERSHIP

Anita A. Hassell, MBA, MSW
Diocesan Director and CEO
MaryEdda Day, MBA, CPA
Chief Financial Officer
Danah J. Gammage, MPA
Chief Operating Officer



Catholic Charities USA is the National Office for one of the nation's largest social service networks. Member agencies and institutions nationwide provide vital social services to over 10 million people in need, regardless of their religious, social or economic backgrounds.

A copy of the official registration and financial information for Catholic Charities Bureau, Inc., a Florida-based nonprofit corporation (registration # ch5388), may be obtained from the Division of Consumer Services by calling toll-free 1-800-HELP-FLA (435-7352) within the state or by visiting www.800helpfla.com. Registration does not imply endorsement, approval or recommendation by the state.