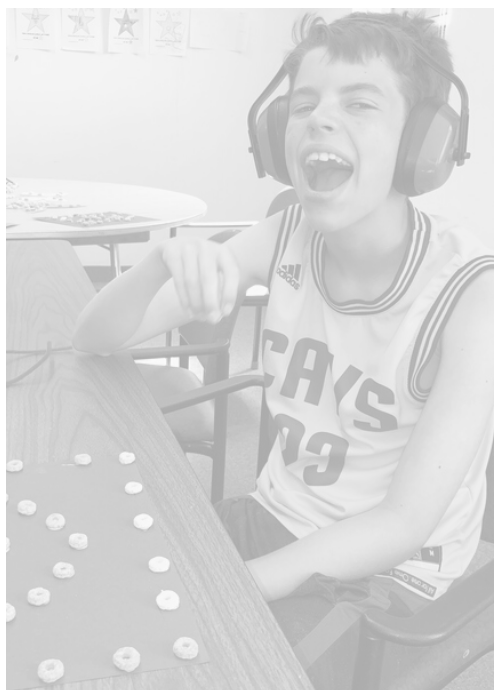


## Annual Report 2018

Providing Help.  
Creating Hope.  
Serving All.



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# MISSION, VISION, VALUES, & GOALS

## Our Mission

Under the leadership of the Bishop of Cleveland and inspired by the Gospel, Catholic Charities continues the mission of Jesus by responding to those in need through an integrated system of quality services designed to respect the dignity of every person and build a just and compassionate society.

## Our Vision

Catholic Charities, Diocese of Cleveland envisions a world touched by God's love – where we alleviate poverty and need, and all people share justly in the blessings of creation.

## Our Values

- Dignity of Person (Genesis 1:31)
- Concern for the Poor (Matthew 25)
- Justice (Micah 6:8)
- Hope (John 10:10)
- Stewardship (1 Peter 4:10)

## Our Strategic Goals

- Organizational Effectiveness
- Service Quality
- Mission, Engagement, & Collaboration
- Employer of Choice

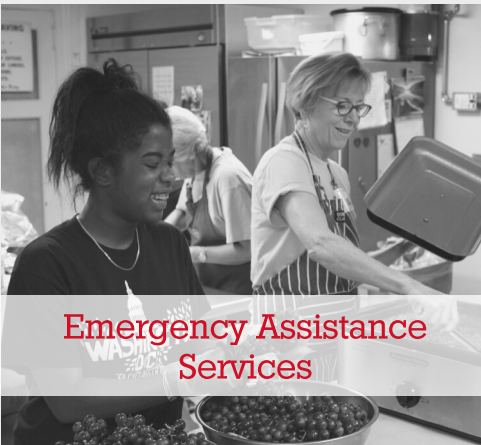


# PROGRAMS & SERVICES

IN 2018

# 420,990

LIVES\* WERE TOUCHED BY  
CATHOLIC CHARITIES PROGRAMS  
INCLUDING:



\*All figures in this report reflect unduplicated numbers of clients served.

# STORIES OF IMPACT

## **FBI Recognizes Fatima Family Center**

Partnering with local law enforcement to promote safety and improve relationships has always been a priority at Fatima Family Center, located in Cleveland's historic Hough neighborhood. In April 2018, the FBI recognized Fatima with the Director's Community Leadership Award for its efforts in "combating crime, terrorism, drugs, and violence in America."

The center has an extraordinary relationship with the officers in Cleveland's Third District. Officers visit the center frequently to interact with residents, including children. They provide educational sessions about personal, community, and cybersecurity. Officers often volunteer at the many events Fatima hosts, such as Toyland Joyland, the annual Christmas event for families. Fatima also hosts the police officers' recruiting class each year.

## **Early Learning & Head Start Success**

Catholic Charities Early Learning Program has a rich history of providing services to families and children in Cuyahoga County. All of the eight early learning centers are rated 5-Star through Step Up To Quality, Ohio's tiered quality rating system. In 2018, the Early Learning Program increased enrollment to 98.6%. We attribute this success to the hardworking individuals who are part of the Early Learning and Head Start Program and Catholic Charities' integration and increase of digital marketing efforts. For example, in early fall of 2018, Catholic Charities introduced a Google display ad campaign and increased traffic to the early learning website by 73 percent, which ultimately helped increase enrollment in the program.

**“Matt Talbot saved  
my life.”**

**- Ryan Keltner, 38, a former  
client of Matt Talbot**

# Ryan

\*Client photo has been changed to protect their privacy



In 2018, Matt Talbot for Men and for Women served 2,180 individuals.

## **Ryan started drinking before he was 10-years-old.**

He realized he needed help after he was fired from his job because of his drinking. During that time he said he drank a liter of whiskey every day.

When he was referred to Matt Talbot, he was determined to learn as much as he could about his disease and the recovery process. Ryan admits that the first weeks of recovery were tough as he detoxed from more than 20 years of drinking. He listened to the suggestions by staff and participated in all the steps of recovery, including intensive outpatient services. He worked hard. He knew he had to change.

He shared that one of the hardest parts of the program was watching a few younger, good friends he met in recovery, pass away from the disease. In their memory, and to give back to the program, Ryan visits Matt Talbot often and participates in group counseling sessions. He attends Alcoholic Anonymous meetings five days a week. He is a founding member of the Matt Talbot Alumni group, which comes together to support both former and new clients in the program. Ryan wants others to learn from his experience, but admits he still has a lot to learn about the disease and recovery.

Ryan's former employer gave him another chance after he told them about his efforts to become sober, which took almost a year. Since then he's earned back the company's trust. "It feels good to be responsible again," Ryan said, and he knows he has Matt Talbot to thank. The staff taught him coping skills, how to take one day at a time and much more. Ryan said he'll never forget Matt Talbot. "I owe my life to the program."



In 2018, Migration and  
Refugee Services served  
1,856 individuals.

**Jonas, Jose & Chol**



## **Chol G., Jose C., and Jonas N. are survivors.**

Each has experienced torture – physical, emotional, or both – in their native countries. When they arrived in Cleveland each of them sought help from Catholic Charities Migration & Refugee Services (MRS). MRS helped them through the Ohio Center for Survivors of Torture (OCST), which MRS has operated since 2015. Here these men, along with their families, are recovering from the torture they experienced.

With current funding through the U.S. Department of Health and Human Services Office of Refugee Resettlement and the United Nation's Voluntary Fund for Victims of Torture, OCST provides free, holistic services to anyone, immigrant or citizen, who survived torture abroad. Our experienced and credentialed multi-disciplinary team provides legal, medical, mental health, social and spiritual support. OCST expanded capacity through a grant from the Cleveland Foundation in 2017 and is currently the only torture treatment center in the state of Ohio.

Chol G. (C.G.), a member of the Dinka ethnic group, experienced all of this – and survived. When he visited Ohio to attend baseball camp, he sought asylum. With the help of Catholic Charities and our MRS staff, he completed an application for and was granted asylum. He currently attends high school and plans to attend college next year. MRS also currently represents Jonas N. (J.N.). J.N., is a young man from the Democratic Republic of Congo where he was a political activist. There he was beaten, arrested and tortured by Congolese security forces. J.N. came to the United States to seek asylum and was immediately detained. He has been held in an immigration detention facility in Youngstown since July 2018.

Years ago, the MRS Immigration Legal Services (ILS) helped Jose C. (J.C.) get work permission through Deferred Action for Childhood Arrivals (DACA). Since then, he has worked in restaurants and is currently an executive chef in the Cleveland area. Married with three children, MRS is helping him attain permanent green card status, so he can live free of the violence that he and his mother escaped years ago.

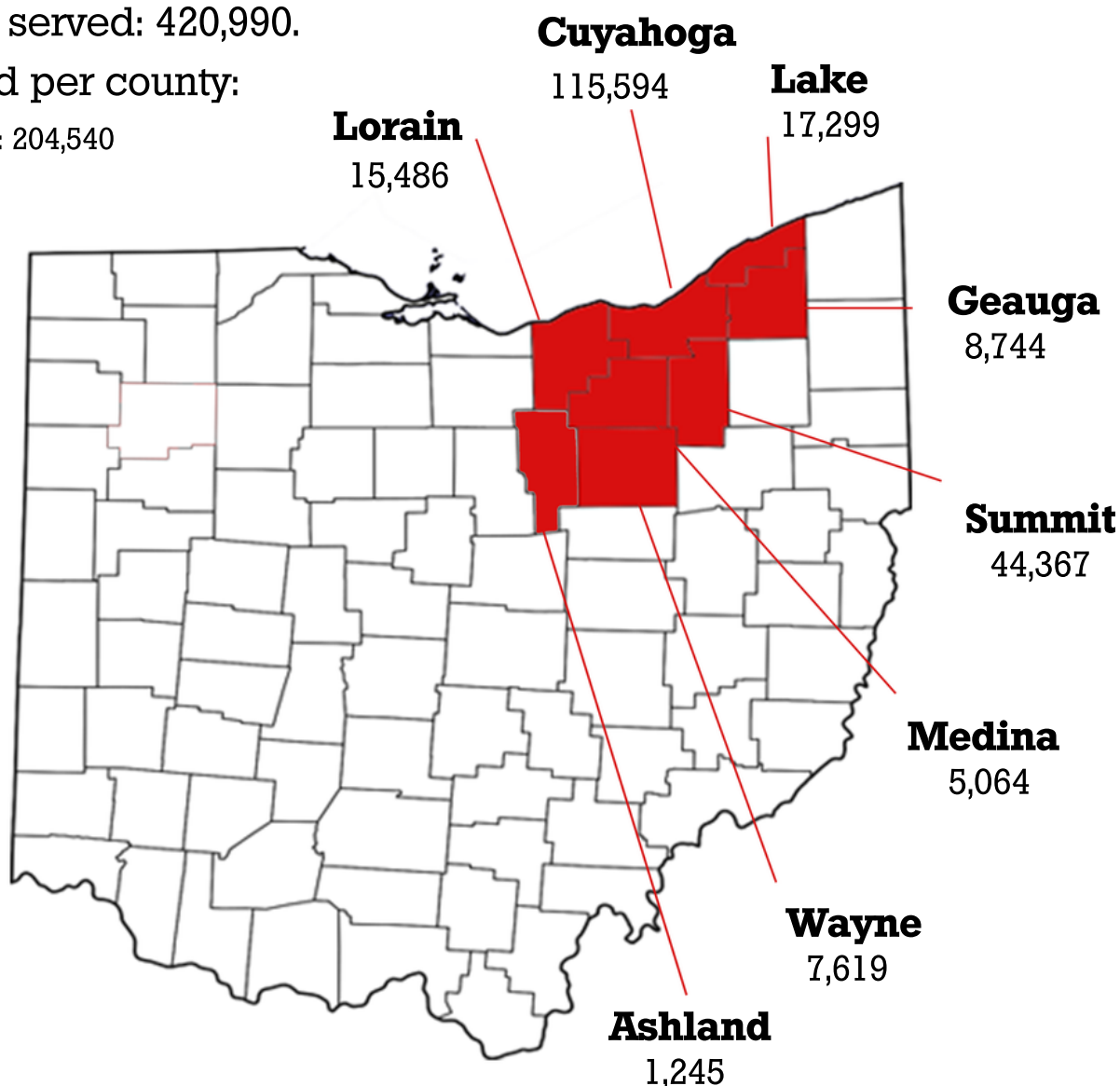
# FACTS & FIGURES

Total individuals\* served: 420,990.

Individuals served per county:

Unreported Residence: 204,540

Other Residence: 1,032



**Catholic Charities serves individuals of every race and religion.**

## Race

White: 96,951  
Black: 70,524  
American Indian & Alaska  
Native: 1,516  
Asian & Pacific Islander: 2,061  
Hispanic: 16,797  
Other race origin: 18,347  
Unreported race: 214,794

## Gender

Total women: 111,603  
Total men: 107,837  
Unreported gender:  
201,550

## Religion

Catholic: 88,787  
Other religions: 107,603  
Unreported religion: 224,600

\*All figures in this report reflect unduplicated numbers of clients served.

# 2018 FACTS & FIGURES

**3,523,713**



meals were provided by Catholic Charities through food distribution and prepared meal programs.

**67,1749.22**

number of volunteer service hours.



**26,751**

older adults were served through programs like the Hispanic Senior Center, Fatima Family Center Senior Program and others.



**13,809**

number of persons with disabilities served.

**1,618**

number of full-time & part-time employees.



Includes Catholic Charities, St. Augustine Health Ministries and the Rose-Mary Center



**75,154**

young individuals throughout the Diocese of Cleveland served through youth services programming.

**9,273**

number of volunteers.



**129**

people resettled by Catholic Charities Migration & Refugee Services.



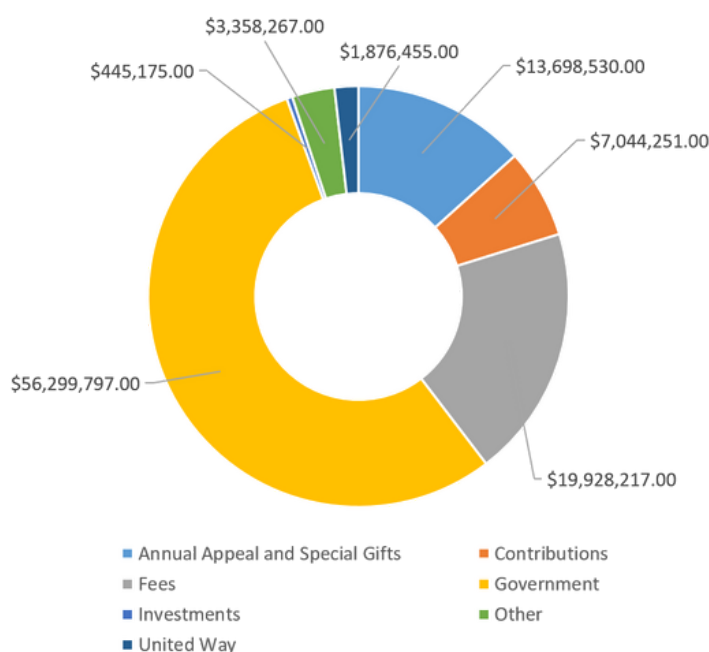
# STEWARDSHIP

## Financial Highlights

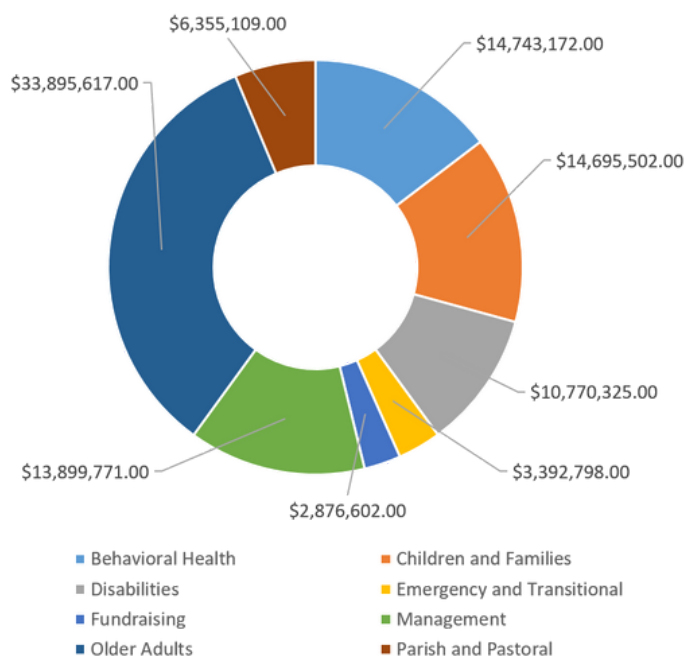
Catholic Charities presents its condensed financial highlights that reflect the activity related to its support to the Northeast Ohio community. These numbers reflect the Secretariat for Catholic Charities Combined Financial Report and were reviewed by Maloney + Navotny LLC.

The report includes Catholic Charities Corporation, St. Augustine Health Ministries and Rose-Mary Center. Audited financial statements are available online at [www.ccdocle.org](http://www.ccdocle.org).

### 2018 Revenue



### 2018 Expenses



We pledge to be good stewards of the resources entrusted to us and maintain integrity and openness in our financial practices.

- All contributions are used in strict accordance with donors' wishes and in accordance with the teachings of the Roman Catholic Church.
- We ensure transparency and accountability and provide responsible stewardship to accomplish the mission of the Church.

# 2018 LEADERSHIP

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**Bishop Nelson Perez**  
Diocese of Cleveland



**Patrick Gareau**  
President & CEO

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## 2018 Board of Directors

<b>Ms. Kathleen Petrulis</b> <b>Chair</b>	<b>Mr. Todd Schrader</b> <b>Vice Chair</b>	<b>Ms. Danielle Maur</b> <b>Secretary</b>	<b>Mr. Michael Mason</b> <b>Treasurer</b>
Mr. Tony Burke	Mr. Michael Kozlowski	Mr. Robert McAuley	Sr. Kathleen Ryan
Ms. Suzanne Cason	Mr. Frank Legan	Ms. Noreen McCafferty	Mr. Todd Schrader
Mr. Keith Durand	Mr. Edward Liggett	Mr. Kurt McMaken	Mr. Andrew Schuler
Mr. Richard Gurley	Mr. Robert Loesch	Ms. Dorothy Nemec	Mr. Mark Seryak
Mr. David Holly	Mr. Michael Lonsway	Ms. Christina Niro	Mr. Joseph Smucny
Mr. Robert Horvath	Mr. Joe Manning	Mr. Tom Novak	Rev. Thomas Stock
Mr. Dale Kaprosy	Dr. Edward Mansour	Mr. Tim Panzica	Mr. Joseph Swiderski
Ms. Megan Kim	Mr. Paul Marnecheck	Ms. Kathleen Peters-Homyock	Ms. Debora Venzor
Ms. Elizabeth Korhnak	Mr. James Mason		Mr. Timothy Warner

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## 2018 Senior Leadership

<b>Patricia Holian</b> Executive Vice-President	<b>Fredy Robles</b> Chief Program Officer	<b>Wayne Peel</b> Chief Financial Officer
<b>Andrea Harris</b> Senior Director Human Resources	<b>Samantha Mealy</b> Senior Director Advancement	<b>Diane Zbasnik</b> Director Diocesan Social Action Office
<b>Glenda Abate</b> Chief Administrative Officer	<b>Lisa Gassbare Black</b> General Counsel	<b>Joan Hinkelman</b> Senior Director Family Services
<b>Terry Flanagan</b> Executive Director Parish Outreach & Mission	<b>Rick Messerini</b> President St. Augustine Health Ministries	<b>Maureen Dee</b> Executive Director Treatment, Prevention & Recovery Services
<b>Gina Kerman</b> President Rose-Mary Center	<b>Angela Ivancic</b> Senior Director & Chief Clinical Officer Regional Services	

# GRATITUDE

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We are forever grateful to the individuals, corporations, foundations and community members who support our mission through their time, talent and treasures.

Please visit [ccdogle.org/donate](http://ccdogle.org/donate) for a complete list of donor acknowledgements.

# CONTACT US

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Administrative Offices

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Cleveland, OH 44102



General Information  
216.334.2900



Visit us online for more information  
[www.ccdogle.org](http://www.ccdogle.org)



Follow us on social media  
@ccdogle

*Every attempt has been made to ensure accuracy in this report. If you feel an error has occurred, please contact us at 216.334.2906.*

*Some photos from Steve Liss, AmericanPoverty.org; Catholic Charities USA; Catholic Community Foundation.*



Providing Help. Creating Hope.  
Serving All.

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[www.ccdocle.org](http://www.ccdocle.org)