



A Message from Cardinal Rigali

Dear Friends,

We hear much discussion today centering on the many and varied forces which impact the lives of people near and far. Social movements, elements of nature, and issues in the financial markets are just a few examples. At times, these forces exhibit drastic and unwieldy changes that can adversely impact the health and wellbeing of many, particularly the poor and most vulnerable among us.



partners at the local, state and federal levels whose funding is essential to our ability to serve so many so well. Finally, I extend my personal heartfelt appreciation to the men and women who staff more than 75 Archdiocesan social service programs and facilities throughout the region. As we live out our common vocation to love our brothers and sisters in truth, may our charitable words and deeds reveal the compassionate Face of Christ and discover His holy visage in the changing faces of those entrusted to our care.

Justin Card. Rigali
 Cardinal Justin Rigali
 Archbishop of Philadelphia

In his third encyclical, *CARITAS IN VERITATE*, our Holy Father Pope Benedict XVI says that “*Charity in truth, to which Jesus Christ bore witness by his earthly life and especially by his death and resurrection, is the principal driving force behind the authentic human development of every person and of all humanity.*” Proclaiming that caritas (charity/love) is “*an extraordinary force*” and one “*which has its origin in God*”, the Holy Father extols the transformative nature of Christian charity: “*In Christ, charity in truth becomes the Face of his Person, a vocation for us to love our brothers and sisters in the truth of his plan.*”

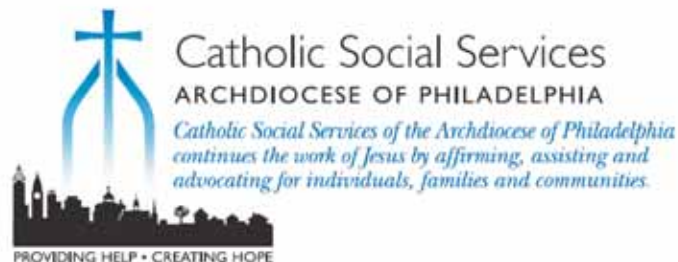
I am pleased to present the 2009 Annual Report of Catholic Social Services of the Archdiocese of Philadelphia, entitled **The Changing Faces of Charity**. This year’s report is fitting testimony to the extraordinary force of charity as it transforms the lives of the thousands of men, women and children who are beneficiaries of the broad array of programs and services which comprise Catholic Social Services.

Continuing these works of charity would not be possible without the thousands of generous benefactors who support us through the Catholic Charities Appeal and United Way Campaign, along with legacies and bequests as well as the donations of time and talent of our dedicated volunteers. I express my gratitude to them and to the various governmental

FEATURES

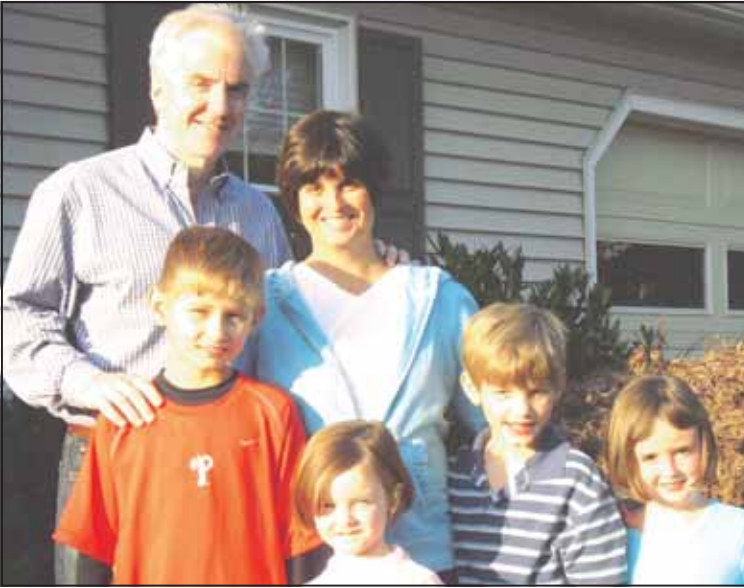
THE CHANGING FACES OF CHARITY

- *The Face of Perseverance* – Foster Care and Adoption
- *The Face of Resilience* – St. Vincent Homes
- *The Face of Accomplishment* – De LaSalle Vocational and St. Francis-St. Joseph Homes for Children
- *The Face of Independence* – Life Sharing through Family Living
- *The Face of Reassurance* – Out of School Time Programs
- *The Face of Relief* – Casa del Carmen / HPRP Assistance
- *The Face of Recovery* – Mercy Hospice
- FINANCIAL HIGHLIGHTS / 2009
- DIVISIONAL HIGHLIGHTS / 2009



THE FACE OF PERSEVERANCE

The path to building a family for John and Beth McGrory — first foster parenting and eventually adopting brothers Jonathon and Brandon — was not easy, “but we never gave up because we came to believe that it was God’s will that we adopt and raise these two boys as our own.” After Beth overheard a friend from her college days speaking excitedly



about her own experience as a foster care parent, she and husband John decided to contact Catholic Social Services to become certified as foster care parents. They simply wanted to assist families having difficulties until they could be together with their children again, but things unfolded differently. During this time they had two miscarriages, and after their second loss, they were contacted by CSS about Jonathon, who at the time was at St. Vincent’s Home, Tacony. Beth recalls the day they met Jonathon: “We heard the pitter-patter of his feet walking up the steps and when he turned the corner and looked at us, we fell in love with him from that moment. We knew that the goal of foster care is reunification with the child’s family of origin, and that we were there to provide support for both Jonathon and his birth mother, yet we sensed that somehow this was going to be more than short-term.”

Weeks after Jonathon came home with them, Jonathon’s mom gave birth to another boy, Brandon. The McGrorys were asked if they would be willing to care for him as well to keep the brothers together. Brandon joined his brother in the McGrory home, and five months later, Beth became pregnant with Megan, born a year and two days after Brandon. They learned that Beth was pregnant with Annie on Megan’s first birthday. As John put it, “Having three children and a fourth on the way within 13 months was a

whirlwind to say the least. We learned first hand that God works in mysterious ways, and has a good sense of humor.”

It gradually became clear that the boys would never return to their biological parents, yet it took over five years before John and Beth were able to adopt them and finally give them the stable family life they deserve. While the case was prolonged by unnecessary complications, John and Beth credit the ongoing advocacy of CSS staff as helping them to faithfully *persevere*. They encourage other couples to consider foster care and/or adoption and stress the importance of being flexible and open to God’s plan as it unfolds. As Beth said: “We have come to see this as our vocation, as God’s calling in our life as a family.”

CSS **Child Care Services** placed 60 children in foster care settings last year, and supported another 56 children in “kin care” arrangements with relatives assuming parental responsibilities. **Adoption Services** completed 25 adoption cases in 2009, of which 21 involved families adopting children from foster care. An additional 17 families were approved and awaiting children to adopt, and 23 birth parents considering adoption placement were offered counseling. Program Supervisor Bob Montoro says: “We are always in need of foster parents to provide a safe, structured environment, especially for older children. Foster parents can have a positive impact on a child’s life whether you care for a child for 2 months, 2 years or for the rest of his or her life through adoption.”

Catholic Social Services Corporations

Catholic Charities of the Archdiocese of Philadelphia
 St. Joseph Catholic Home for Children
 St. Vincent’s Services for Women and Children
 St. Joseph House
 St. Francis—St. Joseph Homes for Children
 St. Vincent’s Home, Tacony
 St. Gabriel’s System
 St. Edmond’s Home for Children
 Don Guanella Village
 Divine Providence Village

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CSS *Connections* is published three times a year. Questions or comments may be directed to Dave Reid at 484-475-2463 or dreid@chs-adphila.org

THE FACE OF RESILIENCE

Zari is a reserved yet confident 19-year-old from Philadelphia, the oldest of five children. Three years ago, some terrible family turmoil forced her to leave home, and during the summer after her junior year she was essentially homeless, working at a pizza shop and living with friends when possible or walking the streets all night when there was no place to stay. She finally went to a police station to say she was homeless, and was placed soon after by the Department of Human Services with **St. Vincent's Home**, living on the former Tacony campus. Zari was just 16, and was about to enter her senior year at Delaware Valley Charter School, where she was an honor student. During her senior year, she chose to stay at her original high school while living at St. Vincent's Home, getting up at 5:00am each morning to catch the first bus to school. She was determined to graduate on time and she did, with honors.



When she arrived at St. Vincent's, she was shy and withdrawn, but quickly grew more comfortable and began to relate more freely to staff and the other girls. She met long-time St. Vincent's staff member Wanda Crumbley, a group homes manager, and began to confide in her. Zari appreciated how Wanda always seemed concerned about her best interests and was ready and able to help her: "Miss Wanda was a great source of advice and support during my senior year to help me keep focused and maintain my good grades; she was always there to talk to, about anything." Zari speaks fondly of many of the staff members at St. Vincent's Home, because she felt that for once in her life there were people who really cared about her. She said she had to deal with a lot of painful stuff while living there, but credits the genuine concern and care of the staff with helping her to finally get out of an emotionally abusive relationship. Zari feels that through her time at St. Vincent's, she learned that "if you are patient and keep working for your own good, you can overcome anything. I never thought I would one day be in college and living in my own apartment, but here I am."

Zari moved out of St. Vincent's Home a year ago and is now living in her own apartment under the **Supervised**

Independent Living (SIL) program (*see story on Lamar for details*). She is a full-time student at the Community College of Philadelphia, majoring in sociology with intentions to pursue a career in the helping professions, possibly as a

social worker or a teacher. She says: "I want to help people like people have helped me. I would want them to learn how to become self-reliant, because it all comes down to you, you can't depend on others forever. You have to aim high, and realize that you have all you need to succeed." Zari says that when everything was going wrong she found it hard to

believe in God, but when she started praying and things got better, she realized that God has played a big part in her finding a new life and hopeful future.

Wanda Crumbley has been with St. Vincent Homes for 18 years, responsible for the safety and overall wellbeing of the youth in residential care. As she readily admits, "I am part mom, social worker, late night confidante, and whatever else the girls need me to be." She says she clicked with Zari because she had this drive inside her to show that she could make it: "she did not let anything hold her back, always staying motivated. I find her inspirational; she is an amazing girl." Zari's rent and some living expenses are taken care of by the SIL program while she is in school, but she still drops by the St. Joan of Arc group home to have dinner and spend time with Wanda and the other girls, and meets regularly with other former residents for support.

Zari is one great example of the **resilience** of many of the 75 teenage girls who reside in one of the five group homes run by St. Vincent Homes today. These young women are able to accomplish significant life goals in spite of the great odds often stacked against them, due in large part to the supportive care of capable and dedicated staff members like Wanda, whose friendship with Zari is fitting testimony to the transformative power of charity — love in action.

THE FACE OF ACCOMPLISHMENT

As his fellow graduates applauded his remarks as their commencement Salutatorian, Lamar's appreciative smile radiated a sense of genuine *accomplishment*. Having earned all A's and B's during his time at **De LaSalle Vocational**, this highly motivated 18-year-old made a positive impression on peers and mentors alike. Administrator Jim Logan called Lamar a very hardworking student who made remarkable academic progress in his short time at the school: "He was an excellent student who never made excuses and who kept pushing himself to succeed. He arrived each day with a bright smile and incredibly positive attitude, and exuded a quiet self-confidence that was key to his achievements. It's the little things you do that make a difference, and during his time with us, Lamar did all the little and big things right."

Life was not always so positive nor the future so bright for Lamar. The lack of a supportive family situation contributed to early run-ins with the law and the juvenile justice system. He eventually was placed with **St. Francis-St. Joseph Homes for Children**, and was enrolled at nearby De LaSalle Vocational School. Although initially resistant, he admits that he became more mature as time went by: "I realized they were here to help me, so I got with the program. My social worker at St. Francis helped me to cope with challenges and keep my focus on my future." He made some good friends who were a good influence on him. While at the St. Francis group home, he felt that staff really invested in him, teaching him something every day about how to succeed in life. One of the most important things Lamar learned came from a school counselor, who reminded him that "it's not where you've been that counts, it's where you're going. You just have to have faith, believe that you can do better, and stay with people who will keep you on the right road."

At De LaSalle, Lamar earned a ServSafe certification in food safety, which helped him obtain a job in dining services with Aria Health System at their Frankford campus. He likes this line of work: "I just do my job well,

make sure to be on time every day and be cooperative with others. I'm ambitious and want to learn everything I can, so who knows, if I get promoted I might stay with this." Lamar is also studying full-time, majoring in criminal justice at Community College of Philadelphia, and thinks that he would like to work with youth as a mental health worker or maybe become a child legal advocate. He appreciates being somewhat independent now, but knows that he got where he is because he received guidance and support from his group home supervisors at St. Francis-St. Joseph and his teachers at De LaSalle. They prepared him to take responsibility for his own decisions in the future. As he sees it, "Everyone was really there for me. They were people I could look up to and depend on."



Lamar currently participates in **Supervised Independent Living (SIL)**. This program, funded by the Philadelphia Department of Human Services, provides a living stipend and apartment for those age 18 to 21 who have come from the residential child welfare system. To be eligible, these young adults must be enrolled in an academic or vocational

training program. They continue to receive life skills training and support in banking and budgeting, time management, and good self-presentation. Usually, they share an apartment with a roommate. St. Francis-St. Joseph Homes currently supports 16 individuals who have "aged out" of their group homes into this SIL program.

De LaSalle Vocational graduated 42 men like Lamar in 2009, and their year-end census topped 120, the largest it has been in years. This reflects current trends toward longer-term community-based services that help delinquent youth earn academic degrees and professional vocational certificates, which in turn serve as protective measures that provide a solid basis for effective reintegration into the community. De LaSalle Vocational is part of **St. Gabriel's System** within Catholic Social Services, which enjoys a solid partnership with Philadelphia's juvenile court system and probation officers, all working together for more positive outcomes for court-adjudicated youth.

THE FACE OF INDEPENDENCE

Kieran is 33 years old, one of three sons born to Marcella and her husband Seamus after they came here from Ireland 40 years ago. They settled in Havertown, Delaware County, and initially chose to raise Kieran, who was born with mental retardation, at home with the assistance of special schools, until he moved into **Don Guanella Village** at the age of 12. As faithful Catholics, Kieran's parents wanted a Catholic residential program for him, and for them the Servants of Charity who founded and staff the programs for boys and men at Don Guanella were "a constant source of encouragement and guidance in his life." He resided at the Village for about 18 years, first in a school cottage for boys and later in the **Cardinal Krol Center** for men. His mother said that he had a great experience living in the campus setting, but that as time went on she desired more off-campus activities and challenging work for him, and was informed about the **Life Sharing through Family Living** program.



The Life Sharing Program provides a tailor-made placement for developmentally disabled persons in family settings deemed appropriate for the particular client's interests and needs. Host families are recruited, certified, and then provided initial and ongoing training in how to support clients. As Marcella says, "Kieran was able to come here to live with Rosanne and her 21-year-old son Stephen and build warm and caring relationships beyond his birth family. Kieran views this as a very independent living experience, yet he is not just living by himself. He's able to have his own life in a safe environment. It offers tremendous balance for him."

Roseanne, who works with children in a special education setting, had known other friends who participated in a Life Sharing program, and decided to try it. She glows when talking about her expanded family: "It has been great to have Kieran here. We have a lot of fun together. He is now a part of our family, and all of our neighbors know him. Kieran, Stephen and I visit the gym together a few times a week, and regularly go out to eat and have a few beers at Applebee's. Kieran has brought us a lot of joy." Stephen says that already in less than a year Kieran is like another

brother for him: "When my brother left home, Kieran filled the void. I'm so glad he's here, I love him and so do all my friends."

Kieran is a soft spoken and friendly young man. He says simply: "It's good living here – I like it a lot." He has his own laptop computer and Facebook page, and enjoys going to the library and reading books, as well as making friends in the neighborhood. He continues to work as a janitor at **Divine Providence Village**, and attends the Work Activity Center at the Cardinal Krol Center as well. He takes Paratransit on his own, and does his own banking. Kieran thinks of Stephen and Roseanne as his housemates, and he loves his **independence** amid their shared family life together. His mother Marcella and Roseanne have become good friends, and their families have vacationed and celebrated birthdays together. Since both families are from Havertown, Kieran is able to visit his parents at home for dinner every Thursday, and spends every other weekend with them or one of his two brothers who live in the area.

Sara Fisher, who manages Kieran's placement through the Life Sharing Program, observes: "Kieran is so comfortable here, I have seen such a transformation in him. He is now 'Mr. Sociability' and is more open in his relationships, and more readily shares stories with me. Being with Roseanne and her son has really helped him in developing his social skills."

Now in its 22nd year, Life Sharing currently supports 60 individuals with developmental disabilities in home settings with families who receive ongoing training as care providers to ensure a mutually beneficial placement. Program Director Jim Boyle, whose own family is a Life Sharing provider, is always looking to recruit new families, and says it is all about finding the right match: "We are looking for people who really care about others — those who are willing and able to open not just their homes but their hearts and lives. Life Sharing providers walk the walk and talk the talk."

THE FACE OF REASSURANCE

To witness the calm confidence that ten-year-old Nasiir naturally exhibits as he interacts with his school principal and afterschool program director, one can hardly imagine



that he suffered a life-threatening stroke in August 2009 that required emergency brain surgery. After a miraculous recovery, Nasiir was able to return as a fourth-grader in September to DePaul Catholic School, which is also home to one of 10 **Out of School Time Programs (OST)** run

by Catholic Social Services. These programs serve children and youth in challenging neighborhoods, and many of those administered by CSS are based at Catholic elementary schools like DePaul, which is located in Germantown.

Since his return to school, Nasiir has benefitted from the caring attention of his principal Sr. Cheryl Hillig, D.C. and the DePaul school staff, and then after school he goes straight downstairs to the DePaul OST, under the direction of Ms. Honor Blackburn Grant, for academic enrichment and supervised recreation. This “wrap-around” support has bolstered Nassir’s confidence and provided great **reassurance** to his mother Ateeya as well. She indicates that when he returned to school, they faced significant obstacles for him and for her. She has witnessed how the school and the OST program staff working in tandem assisted Nasiir to regain his writing and speaking skills. With those supports, he realized that he was still capable of doing things like other children, and the OST staff in particular involved other children as part of Nasiir’s comeback. Because of Ateeya’s work schedule, getting home late often made it difficult to sit down with enough time and energy to complete all his homework. Fortunately, she can now do more of a review

because the OST staff have been so helpful in assuring that Nasiir understands his assignments, which he often completes before coming home. In her opinion, that extra afterschool tutoring assistance has allowed him to “catch up with his classmates and get back into the swing of things.”

Socially, Nasiir now mixes and mingles more, and in the words of his mother, “he has become quite a social butterfly.” He spends three hours each day in the OST program, and after group academic enrichment and individual tutoring sessions, there is time for recreation. He loves playing games like *Connect Four*, *Trouble*, and *Sorry*. His mom says that this has allowed him “to enjoy himself and just be a child again, instead of worrying about his health or feeling bad about some physical activities he still cannot do.” Her second son Amir is also in the DePaul OST, which has really helped the two boys in their relationship, since Amir had become overly protective of his brother right after his surgery. Ateeya praises the tremendous working relationship she observes between the school and OST: “the lines of communication are always open, and Sr. Cheryl and Ms. Grant really are partners. When Nasiir came back he was restricted in certain activities and had special needs, but if there was an issue, they shared information and worked together, and were a great support to me.”

When asked what he likes about the OST program, Nasiir smiles and says simply, “It always feels right when I’m here. I like that.” His mother is more effusive: “What

they’re doing there is a beautiful thing and it is making an enormous difference for us as a family. Although it has taken a lot for Nasiir to fight through the challenges, physical pain and confusion of these past months, the OST has inspired him to remain devoted to push through it all, and that devotion is what I love most about him.”

Program Director Honor Blackburn-Grant believes that the DePaul OST has been valuable to Nasiir because he is surrounded by a community of dedicated staff and fellow students who love and support him. Grant, whose program serves 120 children in grades K through 8, says “DePaul OST is a place where Nasiir can be safe and comfortable. We want him and all our children to feel that DePaul OST is their home away from home.” Like the other 10 OST sites run by Catholic Social Services, DePaul OST operates from 3:00pm through 7:00pm Monday to Friday, and provides a safe haven for children and youth who might otherwise be at risk on the streets. In addition to literacy and math enrichment, program offerings include culinary arts, computer lab, arts and crafts, physical fitness and nutrition, sports leagues, dance, drama, and photography.

In 2009, OST Programs served 2,915 unduplicated children and youth throughout the city, a 57% increase from the prior fiscal year.

THE FACE OF RELIEF

Luz Nereida is a native of Puerto Rico, but has resided in Philadelphia since she was three months old. The eldest of eight children, she lived with and cared for her elderly parents until they passed away. At that point, Luz was unable to handle living alone and bounced from one temporary living arrangement to another with family or friends who could not accommodate her. She eventually ventured out to live on her own, but could not afford the rent for a decent and safe apartment complex. At the age of 61 with deteriorating health, and facing the monthly choice of paying utility and food bills or her rent, she was in real danger of being evicted.

Then Luz heard on a Spanish radio channel that she might be eligible for help through the **Homelessness Prevention and Rapid Re-Housing Program (HPRP)**, which is funded with federal ‘recovery act’ dollars. She remembered that years ago her mother had sought food assistance from

Casa del Carmen, a CSS family service center doing outreach to the Latino community of North Philadelphia for over 55 years. She met with Casa caseworker Irving Rodriguez, who assisted her to complete the documentation needed to apply for HPRP assistance to pay her \$775 security deposit. She moved in to her new apartment shortly thereafter, a ground floor unit which she loves since she has problems walking and gets short of breath easily. As Luz (her name means “light”) says, “Getting this assistance with the help of Casa del Carmen was a real **relief**, a totally life-saving thing for me, since I was at the point where I was ready to put my stuff in storage and enter a shelter. I love it here because it’s safe, the area is well maintained, and my apartment is so bright!



People know me and care about me here. I feel so much better now!”

The HPRP assistance program administered through CSS has assisted hundreds of other people like Luz to avoid homelessness and improve or secure their living situations. CSS was awarded a competitive-bid contract to administer \$600,000 in federal recovery act funds throughout the City of Philadelphia. Another contract to do similar casework in the amount of \$464,000 over two years was awarded to CSS by Delaware County. CSS was selected due to its reputation as a trusted provider of community-based prevention services to at-risk individuals and families.

Go Online!

More information about the CSS programs supporting these “*faces of charity*” is available at:

www.catholicsocialservicesphilly.org



THE FACE OF RECOVERY



Angela is 52 years old and has two daughters age 21 and 19. Four years ago, she was in an abusive relationship that led to a drug and alcohol addiction. After hitting bottom, she was terrified of losing her daughters, so she left that relationship and entered an addictions crisis center, while her daughters went to live with her sister. After sixty days of intensive rehab, she continued her road to **recovery** at **Mercy Hospice**, where she was with other women in the same situation who could relate to her experience and support her. As she says, “At Mercy I found out who I really am. I was so blessed being there; God answered my prayers because I needed to connect with my spirituality again while working my recovery.” She cried during her intake interview, because when she said that she needed spiritual and emotional support to stay the course of her recovery, Mercy staff said “well, then you are in the right place here.” She recounts that the staff were so easy to talk to, and she felt that they really understood and cared, even when there were no words to say: “They made me feel special; it was extraordinary. I was a part of something wonderful, being with women like me, trying to find our way again. Ms. Iris Elijah and all the other staff were just so loving and caring, hanging in there with me. That’s what you need, to know that somebody really cares.”

Angela was at Mercy for 14 months and says she needed every bit of that time in order to stand up again and have courage, growing and getting stronger. She believes it was nothing short of a miracle, getting a second chance to do her life over again, and to restore her relationship with her daughters. Mercy Hospice involves children wherever possible in women’s recovery to help them understand and

heal as well. Mercy sponsors residents to go on family outings to help women to reconnect and rebuild healthy relationships with their children.

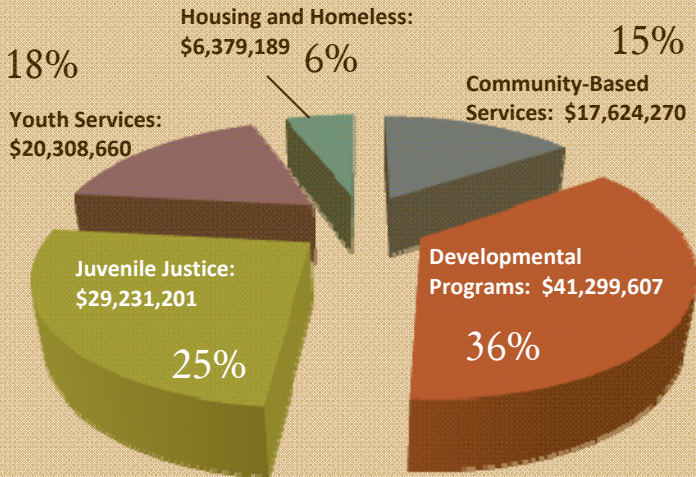
Participating in twelve-steps programs and outpatient clinical treatment were part of Angela’s daily routine. Mercy supports women in all of that, and offers training on parenting, budgeting, job hunting, and other life skills. They even run service trips to places like nursing homes, helping the women give back to others too. Everything that Mercy Hospice does is about helping women recover their self-esteem and hope for the future, as well as reconnect with and strengthen families. Angela extols the spiritual dimension of life at Mercy, saying how central prayer and reading the Bible were to her road back: “We were always encouraged to believe that God cares about us and that with God’s help, we are able to transform our lives. Lots of women came in without much faith, but nearly all of us went forth knowing how real God’s love is. The staff didn’t preach to us or make us feel guilty about failures, they were just so uplifting and compassionate.”

As a graduate of Mercy Hospice, Angela has successfully transitioned to a healthy and productive way of life. She feels that in owning her recovery she has achieved something to be really proud of. She knew she was different when she aggressively sought and obtained a job right away, and later enrolled in a training program for “peer specialists” who are in recovery themselves and serve as companions to addicts in the early stages of treatment and recovery. After successfully completing training and passing the test to be certified, she gained a job as a peer specialist at WES, an outpatient behavioral health clinic. As Angela says, “I never dreamed that I could feel so fulfilled, helping people by sharing the fruits of my own struggles and recovery. Now I also work part-time at Friends Hospital with those battling substance addictions.” She is grateful to be doing this work, and plans to pursue a degree in drug and alcohol counseling.

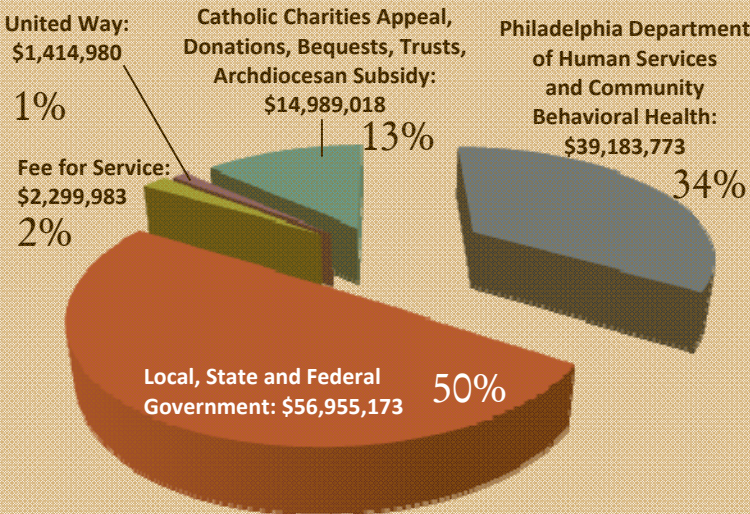
Angela says that the most important thing she learned during her time at Mercy Hospice was not to underestimate yourself: “You can do anything when you put your mind to it, with God’s help and the support of others. Mercy got me to believe in myself again, and they make a difference in people’s lives by believing in the power of God released through people as instruments of mercy and grace.”

2009 Financial Highlights

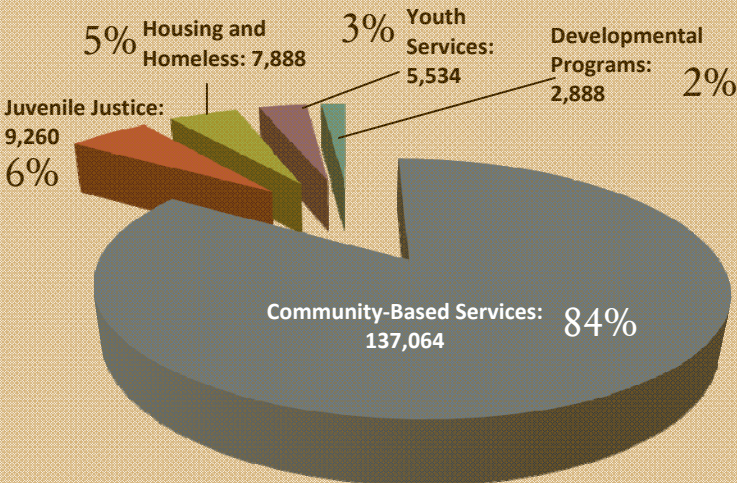
CSS EXPENSES — \$114,842,927



CSS REVENUE TO MEET EXPENSES



BENEFICIARIES OF CSS SERVICES — 162,634



FINANCIAL OUTLOOK

The “*changing faces of charity*” has been a consistent theme in Catholic Social Services throughout the past year. The impact of a strained economy on the lives of the families and children throughout the region resulted in more demands for emergency and material assistance. We moved swiftly to meet these needs through successful completion of proposals and subsequent awarding of funding to provide rent and utility assistance for those on the brink of homelessness. The governmental funding combined with Archdiocesan financial support created programs that enabled us to deliver services and assistance immediately in both Philadelphia and its suburban counties. This dedicated work conducted by our seasoned staff reveals the face of Christ in the lives of those for whom we *provide help* and *create hope*.

Our partnerships with government remain strong in services to the developmentally disabled, the homeless and at-risk youth. Current trends in human services have prompted us to implement innovative ways to provide services in the community in an effort to reduce length of stays in foster care and congregate care facilities. This coupled with more emphasis on outcomes and data measurement has been a major focus. Through better use of technology, we are now regularly measuring outcomes and impact of services, which enables us to make the necessary adjustments to assure continuous quality improvement of services.

Your ongoing support of Catholic Social Services assists us to be ever more creative and immediate in our response to those in need. Further, it bolsters our partnerships with government at a time when public funding does not fully address the needs of those entrusted to our care.

The revenue sources represented here demonstrate how this active interplay of governmental funding, Archdiocesan subsidy, Catholic Charities donations and United Way support help us to sustain a vital social safety net in the five-county area. Through your continued support and prayers we are able to continue the Church’s vital mission of serving those most in need in our community while also remaining alert and responsive to the “*changing faces of charity*.”

2009 DIVISIONAL HIGHLIGHTS

DEVELOPMENTAL PROGRAMS

- The **Community Outreach Program** assisted 75 clients with life skills to promote independent living at home or in the community. This year marks the program's 10th anniversary. The **Life Sharing for Family Living Program** supports 60 clients living with families in the community; 40% of them are with the same family for 10 years or more.
- At **Don Guanella Village** Charity Golf Classic netted \$29,600. **Don Guanella School** received a \$10,000 donation from the *Valero Corporation* to upgrade the indoor pool to ensure reasonable year-round use for the young adults living there. The **Cardinal Krol Center** received Adult Training Facility licensure to serve men who have become medically complex.
- **Divine Providence Village** reconfigured an apartment within one of the cottages to serve 8 women with Alzheimer's or dementia. Adaptations included walk/roll-in showers, additional lighting, and an enclosed courtyard with walking path. Funding approval was gained for additional staff to provide a highly person-centered service plan. DPV's **Adult Training Facility** received a 3-year grant of \$30,000 from the *Pennsylvania Department of Community and Economic Development*, which helped to purchase adaptive equipment (standers, mats, wedges) used by program participants.
- **St. Edmond's Home** received nearly \$58,000 in grants from the following donors: *The Philadelphia Foundation, Scholler Foundation, John Zangara Memorial Fund, Flotteron Family Foundation, Genuardi Family Foundation, Henry Quinn Foundation, George Rentschler Foundation, Crawford Charitable Trust, and Brady Foundation.*
- **Volunteers** logged a total of 9,322 hours at Developmental Programs sites.

COMMUNITY-BASED SERVICES

- Lillian Dougherty and Jane Barbera received the 2009 *Real Alternatives* Volunteer of the Year Award, for their service at the Springfield Family Services Center baby cupboard. Sonya Navarro was honored for her work as case manager of CSS **Healthy Families Program**, named social services provider of the year for assisting women to choose childbirth over abortion.
- **Casa del Carmen** conducted an 8-week Childcare Training Program for 29 women, funded by the *Philadelphia Workforce Development Corporation*. As of year end, 12 clients had been placed in full time childcare, and 4 clients enrolled in college. **Casa Day Care** program achieved Star Two status from *Keystone Stars* for enhanced day care training standards.
- **Cardinal Bevilacqua Community Center** received grants totaling \$28,000 from *Hispanics in Philanthropy* and *Nueva Esperanza* to assist their outreach efforts to Latino youth with social/recreational programs to counter violence and gang membership.
- Philadelphia's Office of Supportive Housing awarded a \$600,000 contract under the federal *Homelessness Prevention and Rapid Re-Housing Program*. Three caseworkers at **Casa del Carmen**, the **Northeast** and **Southwest Philadelphia Family Service Centers** assisted households in danger of homelessness to apply for up to \$2500 in direct rent and/or utility assistance. By year's end 5,000 inquiries were made, and 300 households per month were being processed.
- Four **Senior Community Centers** (St. Charles, Star Harbor, Norris Square, and St. Anne's) served lunches to 1,168 seniors in 2009, and provided supportive services to 1,515 elders in the community.
- *Ss. Simon and Jude parish* in West Chester made a \$20,000 donation to **Chester County Family Service Centers** for use in Coatesville and West Chester to support casework staff and provide funds for client rental assistance.
- **Immigration Services** conducted 470 consultations to provide immigration-related information or legal assistance. At year's end, 245 cases were closed with many resulting in individual's gaining legal status or realizing family reunifications; there were 223 open cases in which some type of legal representation was being provided.
- **Montgomery County Family Services Center** received \$25,000 from the *Emergency Food and Shelter National Board Program* and \$15,000 from the 2009 American Recovery and Reinvestment Act, to provide 54 families with rental or mortgage assistance. Emergency food assistance increased by 33%, and over 5,100 families received short-term grocery assistance. More than 150,000 pounds of food were donated and distributed, supported by over 3000 volunteer hours.

- **Delaware County Family Services Center** Springfield office welcomed *Consumer Counseling Credit Corporation of Delaware Valley* to offer housing/mortgage counseling, credit and financial education, and debt reduction assistance. The baby cupboard served about 80 families monthly. *STEPP* and *Money Management* offered budgeting and life skills programs through the Office's Senior Drop-In Center with funding from *Delaware County Office of Adult Services*.
- **Volunteers** served 21,320 hours at family service centers, senior community centers, and the pregnancy hotline.

YOUTH SERVICES

- The **Teen Placement Diversion Program** served 114 girls with 84% of their families completing the sixty-day program. At program discharge, over two-thirds of those families stayed together. The program results in 60% of teens with improved school adjustment through less truancy and fewer detentions or suspensions. Most families were provided direct material assistance; mental health services for 90% of teens were in place before program discharge.
- **St. Vincent Homes** completed transition from the historic Tacony campus to 3 fully renovated community group homes with the assistance of \$300,000 from the *Connelly Foundation*. With average daily census over 65 at five group homes, St. Vincent Homes provided professional services supporting over 200 neglected or abused teenage girls and their infant children.
- **St. Francis-St. Joseph Homes for Children** served over 225 abused and neglected boys ages 12 through 20. Nearly 120 boys resided daily in 15 residential group homes; 25 young men were in *Supervised Independent Living* apartments. Some 85% left care with a high school diploma or GED, 75% were working, and 70% reported improved family relationships.
- **St. Gabriel's System** boasted 49 graduates from **St. Gabriel's Hall** and 42 from **De LaSalle Vocational School**. In addition to high school diplomas, many graduates also earned industry-recognized credentials such as Microsoft Office Specialist Certification, OSHA-10 Certification, or ServSafe Certification in food safety.
- **St. Gabriel's Reintegration Services** provides up to six months of supportive services for court-adjudicated youth released from residential programs. Over 60% of youth referred to the program participate regularly in therapy, and 84% of their families meet regularly with their sons' reintegration workers. The recidivism (re-arrest) rate for discharged students was down 50% from the previous year, attributed in large part to the protective measures incorporated as part of the system-wide adoption of the nationally regarded *Sanctuary Model* of compassionate trauma-informed care.
- **De LaSalle Vocational**, a day treatment program focused on vocational education, was awarded a \$233,000 grant from *Philadelphia Youth Network* to provide paid internships for 25 students over 18 months, in partnership with *Pennsylvania Academic and Career/Technical Training Project*. **St. Gabriel's Hall** received an \$80,000 Youth Build grant from *Montgomery County Workforce Investment Board*, providing 30 students with 6 months of construction work experience.
- Census numbers across St. Gabriel's System continue to exceed expectations in day treatment programs at **De LaSalle Vocational** (116+ students daily) and **De LaSalle In Towne** (100+ students daily). **Brother Rousseau Academy** (which serves younger first-time offenders) has experienced continued growth toward a daily census of 20+.

HOUSING AND HOMELESS SERVICES

- **St. John's Hospice** served 81,690 meals to clients, over 3,000 individuals with mail service, nearly 2,000 men with brief-services casework, and 697 chronically homeless men in their overnight coffeehouse. Of men residing at St. John's short-term shelter, 25% went on to more independent housing. **St. John's Hospice** received \$466,605 and **Mercy Hospice** \$119,670 in donations, legacies and bequests.
- Two-thirds of the women who resided at **Visitation Homes** — transitional housing for women with young children — moved on to more independent housing. Half the women who "graduated" from **Mercy Hospice** — supportive housing for women in recovery from substance abuse — went on to more independent housing. Mercy Hospice also served 9,174 meals to over 1,000 women last year. **Women of Hope** served 58 chronically homeless women with mental illness at their Lombard and Vine Street locations.
- **Volunteers** served a total of 22,392 hours at housing and homeless service sites, with **St. John's Hospice** accounting for over 17,000 of those volunteer hours.

2009 Annual Report

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Catholic Social Services

The Changing Faces of Charity

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