



Catholic Charities  
Diocese of St. Petersburg, Inc.

# *Annual Report 2014*

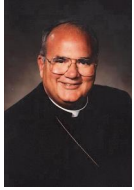
*A Year of*



*Transformation*

Providing Help,  
Creating Hope.

# Dear Friends of Catholic Charities,



*"Everything that happens in this world happens at the time God chooses" (Ecclesiastes 3:1)*



2014 was a season of change. I joined Catholic Charities in January 2014 and that change in leadership was one of the most significant changes this fiscal year. During this time, it is also important to acknowledge and thank Sheila Lopez, Catholic Charities' former Chief Operating Officer, for her many years of untiring love and compassion for serving the poor. We firmly believe God has set the right time for everything, and we acknowledge and thank Him for his blessings. What has not changed is the love and compassion our staff, volunteers, funders and donors have for those we serve. Working together in faith, we make a difference in the lives of those who are most in need. Throughout the Diocese of St. Petersburg, and across the country or globe, Catholic Charities is a leader in loving, serving and changing the lives of those who suffer. **We house, we welcome, we save and we serve regardless of faith, ethnicity or condition.** Consistently, year after year, our 160 employees and hundreds of dedicated volunteers serve more than 15,000 people across the 5-county region through our many compassionate housing, sheltering, welcoming and life-saving ministries.

With new leadership this year, we have ended some programs and embarked on new services and opportunities. We've also engaged the Board of Trustees in a strategic dialogue regarding our direction for the next three years. Change is constant and welcomed, and while at times difficult, it challenges us to better serve the poor and vulnerable and more effectively transition individuals and families on paths to prosperity. We embrace the need for accountability and always strive to deliver results grounded in faith, love and hope. The stories in this Annual Report are just a few examples of how Catholic Charities helped people rebuild their lives, thanks to your involvement. As always, we extend our heartfelt thanks and gratitude for your unending support of our ministries. God bless you all.

Gratefully yours in Christ,

Most Reverend Robert N. Lynch  
Bishop of the Diocese of St. Petersburg

Mark Dufva  
Executive Director

## Our Mission Statement

Catholic Charities serves with charity and compassion to promote the sanctity and dignity of all people with God. As a member of Church, Catholic Charities offers hope by helping those in need and unites with others in service.

## Our Value Statement

Catholic Charities makes a Commitment to Serve all people with Respect, Compassion and Cooperation in the spirit of a unifying God.

## Strategic Direction

- New strategic planning initiatives involving Board of Trustees
- The strategic planning framework consists of service and/or regional area teams to research and investigate:
  - Current service performance results;
  - Current and future priority service area/regional needs;
  - Best-practice strategy for delivering (or ending) existing services, and the expansion of current services or addition of new areas of service.
- Review and improve any relevant needs assessments or research studies on service or regional areas.
- Objective – To prepare a new strategic plan for implementation by July 1, 2015 to include priority service area strategic goals (SMART Goals) for the next 1-3 years (FY16-FY18).

# Board Members

## **BOARD OF TRUSTEES**

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*Chairman*

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Joseph DiVito

## **CATHOLIC CHARITIES COMMUNITY DEVELOPMENT CORPORATION**

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James Wayne

## **CATHOLIC CHARITIES HOUSING, INC.**

Frank V. Murphy III  
*President*

John Dufek

*Vice President*

Mark Dufva

James Wayne

# Major Leadership & Organizational Changes

Mark Dufva ~ Executive Director of Catholic Charities

Clara Martinez ~ Director of Human Resources

James Wayne ~ Interim CFO

Maggie Rogers ~ Director of Family Housing and Special Projects

Pam Long ~ Director of Homeless and Veteran Services

Rose Llauguet ~ Director of Pregnancy & Adoption Services

Sandra Agramonte ~ Grants and Contracts Coordinator

Sr. Pamela Nolan ~ Director of Elderly Housing

Tomi Steinruck ~ Director of Community Services



# Your Generosity in Action!

Catholic Charities served more than 13,531 clients with a budget of \$12,105,245, and a Staff of 160 Employees and 374 Volunteers.

- 160,241 Meals served to homeless individuals
- 3,733 People provided with housing and residential support services
- 1,370 Individuals received medical assistance
- 2,349 Women received Pregnancy and Parenting Support and Adoption Services
- 389 People provided with Refugee Resettlement Services
- 1,719 Immigration Services
- 906 Individuals received Housing Counseling
- 695 People and families provided with emergency financial assistance
- 924 Referrals provided
- 567 Children received Christmas presents

# Year in Review

## Friends in Need Highlights

- Served 5,334 families and individuals
- Provided case management, life skills, job placement and financial literacy education
- Provided medical care and support services to refugee families and migrant farmworkers
- Opened Dental Clinic at Citrus Outreach Center in April 2014
- Awarded \$927,000 grant from HUD for Rapid Re-Housing in Hillsborough



# Year in Review

## Foundations of Life Highlights

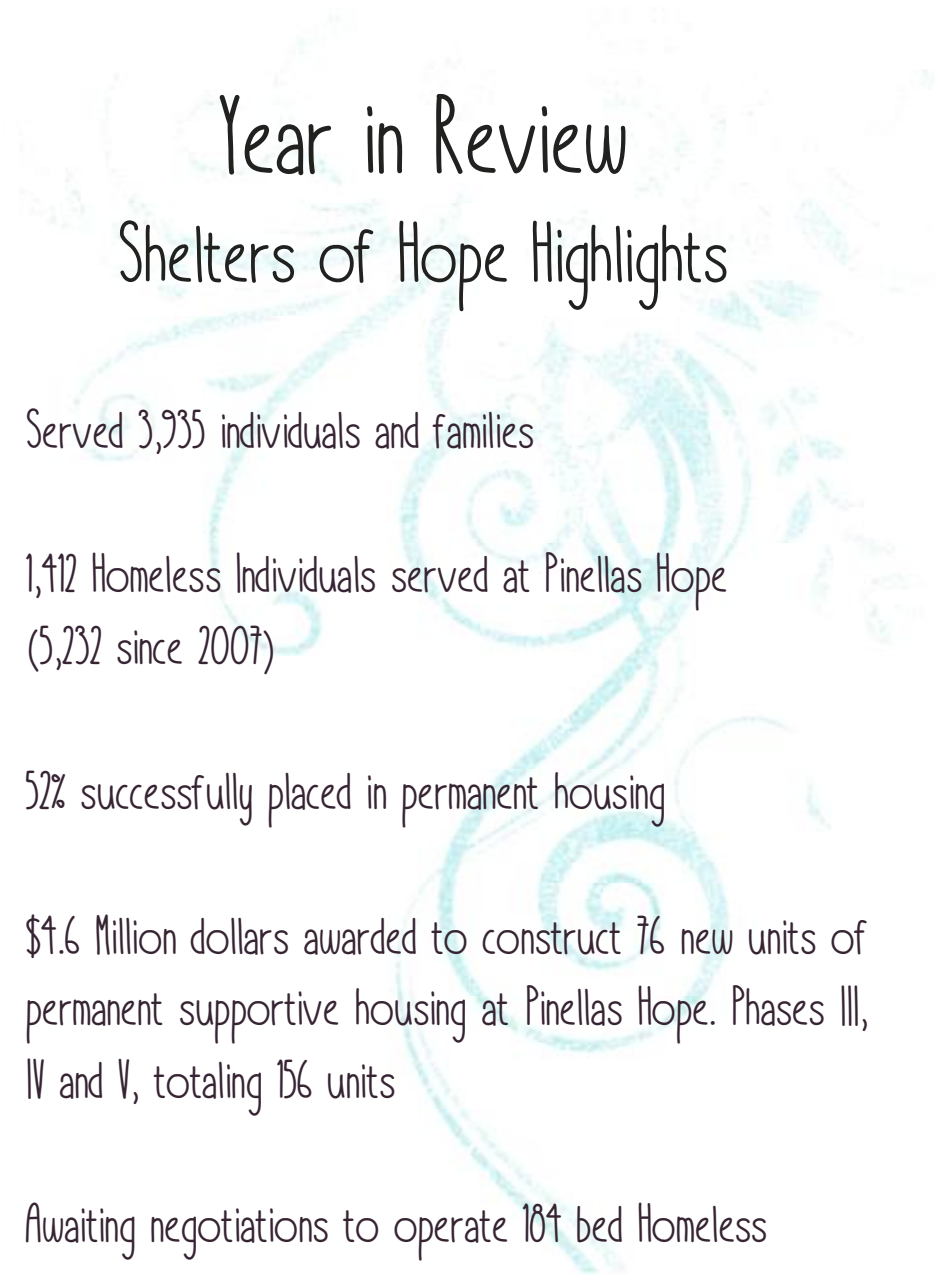
- Served 2,349 families and individuals
- New Ultrasound machines and upgrades
- Expansion of Foundation of Life to Orlando complete (Palm Beach is in discussion)
- Marketing and Fundraising efforts exceeded goals
- Eleven adoption placements



# Year in Review

## Shelters of Hope Highlights

- Served 3,935 individuals and families
- 1,412 Homeless Individuals served at Pinellas Hope (5,232 since 2007)
- 52% successfully placed in permanent housing
- \$4.6 Million dollars awarded to construct 76 new units of permanent supportive housing at Pinellas Hope. Phases III, IV and V, totaling 156 units
- Awaiting negotiations to operate 184 bed Homeless Shelter in Hillsborough County





# Life Ministries

## Adoption Services

Persons Served: 255

Provides Adoption Services to birth parents, adoptive families, and adoptees including home studies, adoptive placement services, pregnancy counseling, birthparent assistance and living expenses and post-adoptive search services.

This service is offered in four Dioceses; 25 counties.

## Foundations of Life Pregnancy Center

Persons Served: 2,094

Services include pregnancy testing, confirmations of viability through sonograms adoption and parenting information, paraprofessional counseling, mentoring, pregnancy and parenting education, infant and maternity supplies, community referrals.

This service is offered Diocesan wide.

## Project Rachel

Persons Served: 50

Serves individuals who are seeking reconciliation and healing after abortion. Services include specialized counseling and retreats offering pastoral, clinical, and lay support.

This service is offered Diocesan wide.



# Friends In Need

## **Catholic Mobile Medical Services**

Persons Served: 1,370

Medical screening, treatment and health education are provided by volunteer medical professionals through a mobile bus in rural, primarily farm worker communities.

This service is offered in Hillsborough County.

## **Citrus Community Outreach Program**

Persons Served: 717

Assists Citrus Counties' population with a constellation of services taken out of their normative and mainstream institutional settings and provided in a local community setting. These outreach services draw on partnerships and network with other service providers to deliver and promote those services in the local Citrus Community.

## **Immigration**

Persons Served: 1,719

This Program provides services to foreign-born individuals in need of immigration assistance. The primary focus is on family reunification and includes family petitions, re entry permits, temporary protective status, affirmative asylum applications and naturalization applications. This service is offered Diocesan wide.



## **Pathways to Self Sufficiency**

Persons Served: 448

This program was developed to assist people who are in danger of becoming homeless or who are in need of emergency utility assistance. The program also provides clients with referrals to other organizations. Ultimately, the goal of this program is to assist clients in becoming self sufficient.

## **Refugee Services**

Persons Served All Refugee Programs: 389

- **Reception and Placement and Cuban/Haitian Program**

Staff provides family reunification cases with orientation and guidance in obtaining services such as food stamps, Medicaid, cash assistance, SSI benefits, health screenings, English as a Second Language classes and school enrollment for children. Refugees without families are provided with the services listed above along with airport reception, housing, household furnishings, food, clothing and basic services.

- **Refugee Match Grant**

This program provides employment assessment, development and placement to refugees. ESOL classes are provided via referrals to education programs in the community and the efforts of volunteers who provide individual or small group instruction or tutoring, which is often held in the home. Case management assists refugees to gain greater self-sufficiency.

## **Respite Care Services**

Persons Served: 37

To provide relief to caregivers caring at home for a loved one with Alzheimer's disease or other memory loss illness by providing center-based respite that offers social and recreational activities in a safe, stimulating environment.

## **St. Andre Free Clinic**

Persons Served: 75

Provides medical services to low-mid income families who reside in Pasco County who are not able to receive services from other sources.



# Shelter Ministries



## **Bethany Family Apartments**

Persons Served: 38

Provides permanent housing for homeless children and families with disabilities. This service is offered in Pasco County.

## **Benedict Haven**

Persons Served: 10

To provide a permanent supervised home with compassionate care for individuals who suffer from severe and persistent mental illness. It is designed to end the revolving door cycle of care for adults coping with persistent mental illness by providing its residents with the highest quality long term treatment in a small, home-like environment.

## **Catholic Charities Family Housing**

Units: 421 Persons Served: 621

Catholic Charities owns seven apartment complexes. The complexes have been redeveloped to support community development by increasing access to quality affordable housing. The goal of the program is to provide families with a safe and dignified place to live.

## **Elderly and Mobility Impaired Very Low and Extremely Low Income Housing (HUD 202)**

Persons Served: 952

Bethlehem Housing, Blessed Sacrament Manor, Casa Miguel, Casa Santa Cruz, Kings Arms, Kings Manor, Patrician Arms, Patricia Arms II, San Clemente Villas, San Lorenzo Terrace II, Transfiguration Manor. The housing has one bedroom apartments and efficiencies for those 62 years of age and older. A service coordinator, who provides access to services for the residents, is on staff in some of the facilities located in the Diocese of St. Petersburg.

## **HIV/AIDS Service**

Persons Served: 224

Emergency and long-term rent, mortgage and utilities assistance, transitional and permanent housing and support services are available to individuals and families who are infected with HIV/AIDS. This service is offered in Pinellas and Hillsborough Counties.

## **Housing Connection**

Persons Served: 906

First-time homebuyer education, financial literacy, credit and debt counseling, default/foreclosure counseling, predatory lending prevention/intervention and reverse mortgage counseling for seniors are offered to those seeking such assistance. This service is offered Diocesan wide.

## **Pasco County Women's Shelter**

Persons Served: 45

The Pasco Women's Shelter provides emergency/transitional shelter for homeless women with or without children and offers supportive services leading to self sufficiency and permanent housing within the community.

## **Pathways Housing**

Units: 6

The Pathways Housing program is to assist families who are homeless and in need of safe affordable housing. The program also provides clients with referrals for additional services to other organizations. Ultimately, the goal of this program is to assist clients in maintaining housing.

## **San Jose Mission**

Persons Served: 558

A planned low-income housing community for 80 farm worker families providing a Head Start program, family education, English for Speakers of Other Languages and GED classes, job readiness training, counseling, food and clothing pantry and medical care.



# Shelter Ministries continued...

## **Pinellas Hope**

Persons Served: 1,412

Pinellas Hope offers its residents privacy and a safe place to sleep and leave their belongings while they are at work. The residents are also able to do their laundry, learn computer skills, receive case management and counseling, receive medical attention, take showers and have three meals a day. This program facilitates the transition from homelessness to self sufficiency.

## **Pinellas Hope II**

Persons Served: 125

A safe and resourceful housing service for the homeless. The program works to ensure all residents achieve basic competencies such as maintain employment or whatever source of income they receive and to gain knowledge of budgeting and learning to live within income limits. The program's goal is to help residents have a sense of self-empowerment through understanding of community resources and to build a sense of community integration.

## **Pinellas Hope Medical Respite**

Persons Served: 46

Provides recuperative care to homeless persons being discharged from the BayCare Health system who are too medically frail to return to the streets but who do not require further hospitalization or skilled nursing facility care.

## **Veteran Grant Per Diem**

Persons Served: 125

Provides transitional living for homeless veterans and their families as they build the supports needed to successfully attain and maintain self-sufficiency and permanency in housing.

# Success Stories

## Pinellas Hope



Mike first entered Pinellas Hope in February of 2014 and it was apparent that he was focused and determined to get back on his feet. He diligently and consistently worked towards self sufficiency and during his time at Pinellas Hope he has been working towards the achievement of his GED. Because of his tireless effort and hard work he has been nominated for the Pinellas Adult Career Technical Education award. The PACTE award is a huge accomplishment and just one of the many signs that Mike has a bright and shining future ahead of him.

*Names in stories are fictitious*

## Pinellas Hope Medical Respite

Bill arrived at Pinellas Hope in a taxi wearing only a hospital gown and barefoot. Unable to walk and in need of a wheelchair, staff quickly accommodated him. He needed a place



to heal from surgery and get his life back. At Pinellas Hope he found what he most needed: compassion and the help of caring people. While a participant in the program, he was able to work through multiple medical challenges and now is able to concentrate on the next steps towards self sufficiency. "I didn't know what to expect and was nervous on my way here. But the name says it all; Pinellas Hope gives HOPE. This place saved my life. You gave me shelter and food when I had nothing. I thank you from the bottom of my heart."

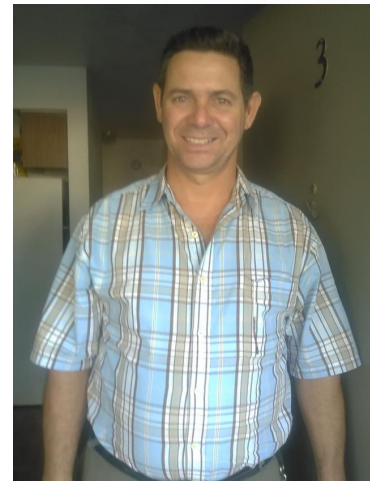
## Foundations of Life

Laurie came to Foundations of Life just before the birth of her son and joined the mentoring program. She began to attend monthly appointments and was committed to keeping her visits, anxious to learn parenting skills and set goals to better herself. As she began reaching goals her confidence grew; she was improving her life. Each goal she reached provided the ability to earn points to be used in



the baby boutique to "purchase" necessities for her son. Laurie is planning to take the GED exam soon and has a sense of empowerment and accomplishment thanks to the support and encouragement of the FOL program staff.

## Refugee Services



Jose arrived to St. Petersburg from Cuba along with his wife Maria and his son. He was assisted by Catholic Charities through the Resettlement and Placement program and was deemed eligible for the Match Grant program. Jose was eager to receive his social security card, which he knew was the key to his ability to work and succeed in the United States. Shortly after receiving his social security card he was hired as a painter and he is now providing for his family.

## Pasco County Women's Shelter

In June of 2014 the Pasco County Women's Shelter was awarded a \$5000.00 grant from The Junior Service League to provide a new playground for the children at the shelter. The League came out to our facility to make assessments and measure the area and within a few weeks materials started to arrive! Along with volunteers from PACE, the Junior Service League began laying mulch and assembling the playground equipment. Residents not only got a park for their children to play, but were also provided a commercial BBQ grill and two picnic tables. These improvements create a family setting making the shelter feel more like home than ever before!





# Angel Awards 2014

*The Angel Awards were created to give thanks and show appreciation to individuals and companies that have contributed over and above the call of duty and have distinguished themselves by their generosity and efforts in offering their assistance on behalf of Catholic Charities.*

**This year, three Angel Awards were presented to:**

## **Blessed Sacrament Roman Catholic Church**



***Kathy and Richard Dunn accepted this award on behalf of Blessed Sacrament Catholic Church.***

Our thanks and appreciation to Rev. James Gordon and his parishioners who have been most instrumental in providing the many meals for the residents of our Pinellas Hope Project

award. Kathy and Richard Dunn, along with other parishioners, have been the leading force in coordinating this effort. Blessed Sacrament has been serving meals every Friday for the residents. Last fiscal year, Blessed Sacrament served approximately 7,800 meals. Our deepest thanks and appreciation to Kathy and Richard Dunn, along with their team members for this tremendous effort . . . God bless you all.



## **St. Anthony's Hospital**



***William Ulbricht, President/CEO ~ Sr. Mary McNally, Vice President Mission and Michele Schultz, Coordinator Mission & Ethics Education accepted this award on behalf of St. Anthony's Hospital).***

Our thanks and appreciation to William Ulbricht, Sr. Mary McNally and Michele Schultz on behalf of St. Anthony's Hospital. Through their efforts and the support of St. Anthony's Hospital, funding was provided through grants obtained by St. Anthony's Hospital to provide space for recuperative care to persons without homes who are too medically frail to return to the streets, but do not require further hospitalization St. Anthony's Hospital has been providing/serving meals for all Pinellas Hope residents two times a month. During the last fiscal year, St. Anthony's Hospital has provided 3,600 meals. Catholic Charities is, indeed, grateful to St. Anthony's Hospital and dedicated staff for their efforts on our behalf . . . God bless you all.

## **United Way of Pasco County**



***Duggan Cooley, President/CEO accepted this award on behalf of The United Way of Pasco County.***

The United Way of Pasco County is an organization serving 24 local partner agencies. Through the efforts of Duggan Cooley and his staff funding was provided to help support the Pasco Women's Shelter at 7801 Maryland Ave., Hudson, Florida 34667. The Pasco Women's Homeless Shelter provide supportive services and emergency/transitional shelter for 20 women and children with wrap around services. Thank you Duggan Cooley and the United Way of Pasco county.

# 2013~2014 Funding

Catholic Charities received approximately 36% of its operating budget from grant awards provided by national, state and local agencies.

Its funding partners include:

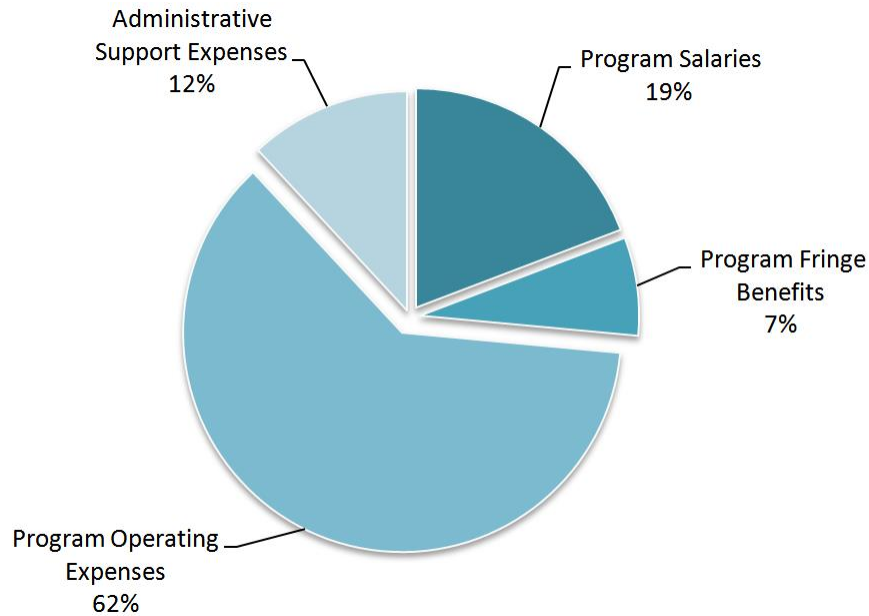
Catholic Charities USA  
Central Florida Behavioral Health Network  
Citigroup Foundation  
City of Clearwater  
City of Largo  
City of Pinellas Park  
City of Seminole  
City of St. Petersburg  
City of Tampa  
Choose Life Inc.  
Diocese of St. Petersburg  
Florida Department of Children and Families  
Florida Housing Finance Corporation  
Florida Pregnancy Care Network  
Hillsborough County  
Mid Florida Community Services  
Office of Refugee Resettlement

Pasco County Government  
Pinellas Community Foundation  
Pinellas County  
Pinellas County Department of Health & Human Services  
St. Joseph's Hospital  
St. Petersburg Housing Authority  
State of Florida  
United States Catholic Conference of Bishops  
United Way - Citrus County  
United Way - Hernando County  
United Way - Pasco County  
United Way Suncoast  
University of South Florida  
U.S. Department of Homeland Security  
U.S. Department of Housing & Urban Development  
U.S. Department of Agriculture  
Westcare  
White Foundation





# Expenses



# Thank You!

We would like to thank all of our donors for sharing your time, talent and treasure with us.

This report is representative of how Catholic Charities has served the needs of our brothers and sisters throughout the Diocese of St. Petersburg.

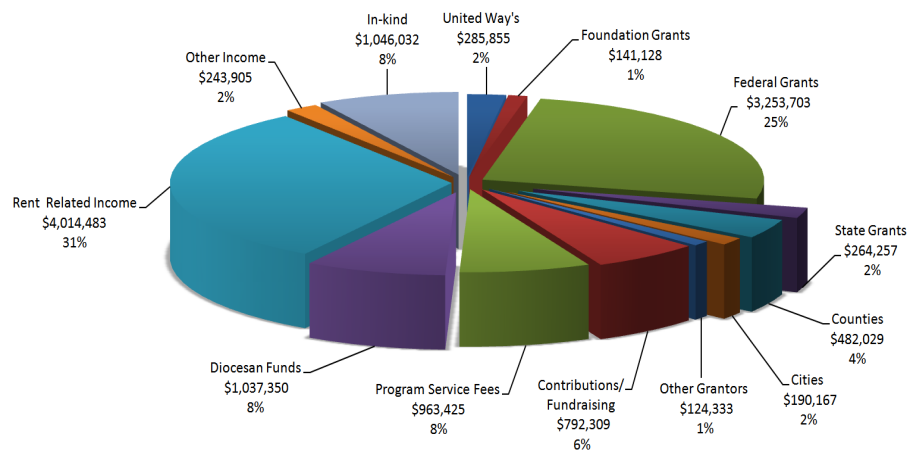
Please visit our new website and Facebook page to learn more!

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



Again, we thank you for your generosity and your commitment to *Provide Help and Create Hope*.

# Sources of Revenue





**Catholic Charities Diocese of St. Petersburg Inc.**

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Like us on Facebook: [www.facebook.com/CCharitiesDOSP](https://www.facebook.com/CCharitiesDOSP)