



Catholic Charities
Diocese of St. Petersburg, Inc.

2017 Annual Report



For the Homeless - Past, Present, & Future



“And Jesus said to him, “Foxes have holes and the birds of the air have nests, but the Son of Man has nowhere to lay His head.” Luke 9:58

Thank You to Our Supporters*

Because of your generosity, thousands in need have had their lives improved as they are lifted up in dignity. We cannot list all of you, but we thank you all equally.

\$100,000 +

Emma Catherine Bowen Family Trust

\$25,000 - \$99,000

The Spurlino Foundation • Mark and Marianne Mahaffey • Estate of Helen Joan Hartwig • Stephen and Ellen Andon • Carl and Toni Riche • Dan and Marilyn Rupp • Msgr. Joseph McCahon • Paul C. Reilly

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Non-Cash Gifts

Acts Community Resource Center • Amy Gerdnic • Angela Obrien • Angelica Madriz • Anonymous • Arturo Davila • Barbara Archibald • Beacon Street Ministries • Bill Garvin • Bishop McLaughlin Catholic High School • Boris Damianov • Brittany Calandra • Bruce Jacobs • Caf, Ponte • Cassie Fountain • Catholic Churches - All Saints • Blessed Sacrament • Christ the King • Corpus Christi • Espiritu Santo • Light of Christ • Mary Help of Christians • Our Lady of the Rosary • Prince of Peace • Sacred Heart (Pinellas Park) • Sacred Heart (Tampa) • St. Brendan • St. Catherine of Sienna • St. Francis Cabrini • St. Francis of Assisi • St. Jerome • St. Joan of Arc • St. John Vianney • St. Justin Martyr • St. Lawrence • St. Mary • St. Matthew • St. Paul • St. Theresa • St. Timothy • Transfiguration • Cheryl Grout • Chicks in the Wind • Christa Jackubiak • Church of the Isles • Complete Service Plumbing, Inc. • Cory O'Hanlan Family • Daniel Bordeaux • Darrah Hawver • David Drake • Dawn Swanson • Deb Reedy • Dennis O'Hanlan Family • Dennis Puttil • Diocese of St. Petersburg Pastoral Center Staff • Dolores O'Brien • Doubletree by Hilton • Feeding America • First Presbyterian Dunedin

* We strive for an error-free list. If we made a mistake, omitted you entirely, or you don't wish to be listed in the future, please contact us.

About Us

Background

Catholic Charities was created in 1945 by Bishop Joseph P. Hurley as the Tampa Office for Charity. It was operated under the auspices of the Diocese of St. Augustine as one of three regional offices, collectively known as Diocesan Catholic Charities, under the charter of the Catholic Charities Bureau, Inc. It was created to relieve the burden on Catholic parishes which were struggling to meet the needs of the poor in their communities at the end of World War II.

The present Catholic Charities was created as a nonprofit corporation in June 1968 when the Diocese of St. Petersburg was established reporting to Bishop Charles B. McLaughlin. Since then Catholic Charities has evolved under seven Executive Directors and four more Bishops, including our present Bishop, the Most Reverend Gregory L. Parkes.

Our mission is driven by the Gospel mandate to serve those most in need by making manifest Christ's corporal works of mercy. Catholic Charities continues to provide the highest quality social services designed to preserve families and promote self-sufficiency and social justice while operating three ministries under the *Ministries of Mercy* umbrella: *Foundations of Life*, *Friends in Need*, and *Shelters of Hope*.

Mission Statement

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

Value Statement

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

Our Board of Trustees

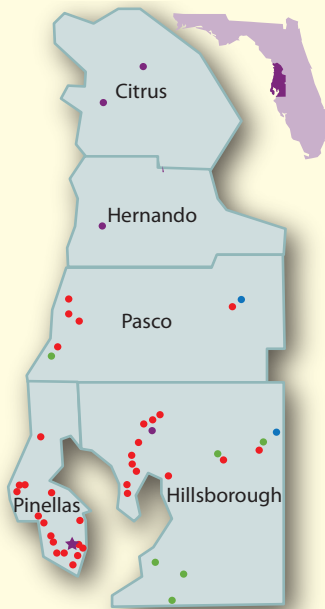
Most Rev. Gregory L. Parkes	Mr. Mark Boyce	Mr. Christopher E. McDonnell
Rev. Msgr. Robert Morris, V.G.	Mr. Robert Chiavacci	Sr. Mary McNally, O.S.F.
Dcn. Rick Wells	Mr. Tony Coleman	Mr. Dennis O'Hanlan
Mr. Jeffery Forbes	Mr. Nicholas W. Griffin	Ms. Candy Olson
Mr. Frank V. Murphy	Mr. Gerald Klufft, D.D.S.	Mrs. Karen Reich
Sr. Mary Clare Neuhofer, O.S.B.	Fr. Emery Longanga	Dcn. Glenn Smith, PhD.
Sr. Dorothy Dwyer, O.S.F.	Ms. Cecelia Mahone	Mr. Eduardo Suarez, Esq.
Mr. Gerald P. Giglia	Mrs. Stephanie Marie Martin, Esq.	Mr. Dennis Waggoner, J.D.
		Mr. Joseph DiVito, Esq. Counsel

Catholic Charities would like to thank Most Reverend Robert N. Lynch, Dcn. John Alvarez, Very Rev. Daniel R. Kayajan, C.S.J. and Mrs. Joan Morgan for their service to the Board.

Non-Cash Gifts (continued)

Fox Hollow Elementary • George Case • Geraldine Beneitez • Guillermo Aceves • Harvest is Ripe • H & R Transport • Jackie McCrae • Jan Martini • Jason Hinton • Javier R. Siller • Jennifer Boyd • Jesuit High School • Jimmy Schmidt • Joe Suozzi • John Breen • John Margaritondo • Joseph J. Covello • Joseph Maiorella • Joseph Martins • Joto's Pizza • Julie O'Brien • Karen A. Corr • Karen Morris • Kate MacDonald • Kathleen Glassell • Kimberly Haswell • Knights of Columbus - St. Mary Council #11138 • Ambassadors of St. Paul Council #11211 • Larry Santisteban • Laura Bajor • Linda Graham • Linda Smith • Loura Klein • Margaret McGeary • Maria Carriera • Mark Brenner • Mark Toporowski • Martha Rodriguez • McCree Family • Melody Rosenberg • Michael Halpern • New Dawn Restoration Center • Nicholas Argird • Our Lady of the Bay Parish • Palm Harbor Univ. H.S. • Panera Bread • Pasadena Community Church • Patricia Bochart • Paul Rohr

Our Programs and Locations



LEGEND

- ★ - Headquarters
- Blue - Foundations of Life
- Green - Friends in Need
- Red - Shelters of Hope
- Purple - Multi-Ministry Site

		Pinellas	Hillsborough	Pasco	Hernando	Citrus	Clients Served / Results
Foundations of Life	Foundations of Life Pregnancy Center*	●	●	●	●		2,429
	Project Rachel (post-abortion counseling)	●	●	●	●	●	89
	Catholic Charities Adoption Services	●	●	●	●	●	198 / 9 adoptions
Shelters of Hope	Homeless Shelter & Services	●	●	●			1,952
	Affordable Family Housing	●	●	●			1,927
	Special Needs Housing	●	●		●		295
	Elderly Housing	●	●	●			1,200
Friends in Need	Immigration & Refugee Services	●	●	●	●		2,869 / 425
	Medical & Respite Care	●	●	●	●	●	1,228 / 70
	Financial & Life Skills Counseling	●	●	●	●	●	1,088
	Outreach Center Assistance				●	●	2,376
	Disaster Relief Services			●			4 families

* includes Knights Women's Center

Total Clients Served: 15,125
Total Meals Served: 203,437

Hope Cottages™

Goal

Enhance residents' quality of life and self-esteem, hastening a return to stable, permanent housing for more of them and with fewer returning to homelessness.

Vision

Repurpose 50 shipping containers into sleeping quarters for 150 residents. The 20-foot long steel containers are re-configured into three separate living spaces called HOPE COTTAGES™. A multi-level improvement over tents, in addition to enhancing residents' sense of dignity and community, they provide:

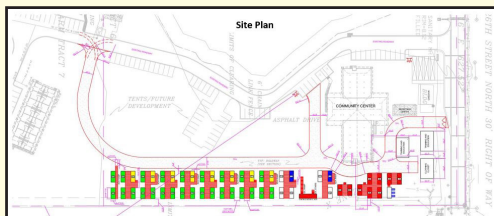
Safety: Built to withstand Category 4 Hurricane winds (Miami-Dade code)

Privacy: Individual room, lockable door with security peephole, exterior light

Comfort: Air-conditioned, bed (vs. mat on ground), LED (night) light, window

Progress Update

We presently have 26 cottages on-site. All but 2 have residents living in them (72 residents). We are making engineering modifications prior to building the remaining 24 cottages.



Goal (original: 50 cottages to replace 150 tents)	\$1,500,000
Paid or Pledged	\$1,202,682
New Goal (reflects cost increases):	\$1,651,632
Balance Required (26 units @ ~\$30K+ misc. costs)	\$459,420

We have achieved 80% of our original Hope Cottages funding goal, but unplanned costs have added \$200,000 to the goal.

Site Costs	
Emergency Access Road	\$50,000
Paid	\$35,000
Drainage Install	\$500,000
Balance Required	\$550,000

Funding needed for addition of required emergency access road and drainage installation needed to significantly reduce flooding.

Workforce Development Program	
3 years at \$250,000 per	\$750,000
Paid or Pledged	\$0
Balance Required	\$750,000

We are utilizing strategic partnerships to implement a workforce development program.

Next Steps: Help Build a Legacy of Hope

We have raised 80% of the original \$1.5 million needed to replace 150 tents with 50 *Hope Cottages*. We are actively seeking a combination of private and public funding for the infrastructure (i.e., site improvement) costs and the workforce development program. Naming rights are available for the cottages and road. Through your gift you will build a legacy of hope for our residents:

Guardian of Hope
(naming rights for one Room)

\$10,000

Defender of Hope
(naming rights for two cottages)

\$60,000

Protector of Hope
(naming rights for one 3-room cottage)

\$30,000

Champion of Hope
(naming rights for 4-cottage deck)

\$120,000

Our Stories

Dennis O'Hanlan



"Whatever good things we build end up building us." - Jim Rohn Visionary. Leader. Builder. Since 2007, Dennis O'Hanlan, construction and real estate business owner, has contributed in each of these roles while serving as an advocate and supporter of Pinellas Hope. Dennis learned of Pinellas Hope through "the Diocese" and, after closing down his successful construction company, began donating his time there as a volunteer.

In 2008, the camp found itself at a crucial crossroad, at risk of closing due to a lack of funding. Dennis decided to step up and help. "Frank Murphy, the director of Catholic Charities, told me Pinellas Hope needed \$50,000 a month to operate. I donated the money and said I would reach out

to my business contacts to secure additional funding. Frank then solicited support from additional sources such as Pinellas County and the city of Clearwater. Within three months, we acquired the necessary resources to keep Pinellas Hope open."

Today, Dennis's continuing passion for supporting Pinellas Hope is driven by one simple reality: he sees a community in need and ways that he can help. And, as a former business owner and builder, Dennis understands how important teamwork is to translating any vision into reality. "I'm not the only one who helps out. I'm thrilled that other members of my family, my friends, and parishioners in my local church get involved, too. I'm also grateful to other area churches, the business community, and to Pinellas County for their contributions."

For Dennis, Pinellas Hope is an easy sell to his business colleagues and to his local parish. "The residents need immediate help with getting food, clothing, education, and counseling services. We need to help to alleviate the homeless problem in our city and in the surrounding neighborhoods. My business colleagues understand that addressing this problem helps the community and improves the quality of life for residents and for businesses."

Dennis takes great pleasure in reflecting on the improvements he has witnessed at Pinellas Hope during his time as a stakeholder. But, like any other visionary developer, he sees a building process that is far from over. "When I started at Pinellas Hope, we only had a few tents for resident to use. We've come a long way but there is so much more that needs to be done. We're continuing construction of the new residential sleeping quarters. We're building 40 more at a cost of \$1 million and we continue to solicit for support. We're also looking to build a better kitchen and we want to expand our workforce training program to teach residents skills in construction, the culinary arts and other trades."

Because of his close involvement with Pinellas Hope, Dennis can confidently speak of the camp's benefits to for those who use its services. "Pinellas Hope is a refuge for people who have nowhere else to go. It is a life-saving facility for people who need help getting back on their feet. Pinellas Hope means salvation. It's not a hand out but a hand up to help people improve their life situation."

Most importantly, Dennis, who is now a member of the Catholic Charities Board of Trustees, takes satisfaction in knowing he's helping to build something that will continue to give back for years into the future. "It really is gratifying to know that after I'm gone, and after all the others who have helped are gone, Pinellas Hope will continue to be a facility that helps others."

Our Stories (Continued)

Charlie

Charlie, a navy veteran, had built a successful 33-year career in the restaurant business and had become accustomed to a highly independent, self-reliant lifestyle in which he was able to provide for all of his needs without ever asking others for help. But a few years ago, life happened and Charlie began suffering from a series of health complications related to his diabetic condition. He had to stop working and the cost of his medical treatments drained the savings nest egg he and his wife had accumulated. They lost their house and were forced to live outside in the woods.

Eventually, Charlie and his wife found temporary housing at Safe Harbor and from there they found Pinellas Hope. "It was real tough for me to ask for help because I was so used to doing for myself. But the people at Pinellas Hope were great. They took me and my wife out of the woods, gave us shelter and helped us get back on our feet. Pinellas Hope helped me to qualify for disability benefits because of my diabetes."

Charlie has nothing but praise for the staff and volunteers of Pinellas Hope. "The counselors and directors will give you all of the help you need. They listen to you. If you end up backsliding a little in dealing with your problems, the Pinellas Hope people will help you get back on track." Charlie and his wife now commit their time as volunteers at Pinellas Hope, providing food to current residents and they absolutely love it. He has even recommended Pinellas Hope to several of his friends who need temporary housing and the other services offered at Pinellas Hope.

Charlie has benefitted in so many ways from Pinellas Hope. His experience has taught him one great lesson that he passes on to anyone he meets who he thinks could also benefit from its services. "Pinellas Hope will help. Please come. Don't be afraid to ask for help, because they will help you all they can. As soon as you walk through their doors, you instantly feel welcome. Whatever you need -- food, clothing or counseling services -- it's all here. You don't have to go without anything."

Willie

Willie is a living testament to the idea that one small change can affect the direction of an entire life. He had fallen into a cycle of despair and hopelessness, driven by drinking and drug use. As a result, he lost his family - wife and two sons. Ultimately, this path led him to unemployment and homelessness. Then he found Pinellas Hope.

"Pinellas Hope is a place where you can get your life together again. When I came here, the people helped me to get a social security card and other identification. They pointed me in the right direction so that I could get my life better."

Willie acknowledges all of the valuable help he received from the Pinellas Hope counselors and other people on staff. "Pinellas Hope means so many things to me. In fact, they actually saved my life by showing me the right way and helping me to keep my mind clear. I no longer think about drinking and doing drugs. Instead, I attend the Alcoholics Anonymous meetings. With anything you need, Pinellas Hope can help."

Thanks to Pinellas Hope, Willie's life is pointed in a positive new direction and his expectations for the future are bright. While he sees his family occasionally, they do not know he is homeless. He regrets his failure as a father. "I do love them. I miss them very dearly. I'm sorry I wasn't there for them." "Three years from now, I hope to have my own place to live and a good job. I'm just looking forward to a normal existence. That might sound strange to some people but I just want to be a normal person in society."

Hurricane Irma - Disaster Relief

Amber Horton was relieved when a Catholic Charities van showed up in her neighborhood to hand out food, water, clothing and other emergency support. She especially needed clothing; not only because she'd lost almost all of hers, but also because what she had was far too large. Horton dropped four sizes in 10 days due to stress and suffering brought on by Hurricane Irma.

"I had one pair of pants left," she said. "I'm wearing size zero now." Hurricane Irma's arrival surprised many locals. Despite numerous threats and its coastal vulnerability, the Tampa Bay area hadn't experienced a direct hit for 60 years. Residents went from mildly interested to panicked as Irma's strength grew to a Category 5. Many belatedly tried to flee.

Catholic Charities Executive Director Mark Dufva was nervous



having experienced Ivan and Dennis in Pensacola and having spent a month helping New Orleans and Mississippi residents recover after Hurricane Katrina.

Preparation centered on the agency's most vulnerable clients: the nearly 200 homeless residents of the Pinellas Hope "tent city", and the over 1,000 seniors living in 13 HUD apartment buildings.

"We got the word on Thursday that we would have to evacuate on Friday," said Homeless and Veteran Services Director Rhonda Abbott, who oversees Pinellas Hope.

Residents packed their belongings into plastic bags that were placed on a pavilion used for meals. Some left with family, but 150 others, many suffering from chronic illness, physical limitations or behavioral issues, collected their bedding, boarded buses, and caravanned to a nearby shelter, where Pinellas Hope staff assisted them.

The Community Steps In

Hurricane Irma hit the Tampa Bay area in the early hours of Sept. 11. Most residents of the five coastal Florida counties making up the Diocese of St. Petersburg felt blessed as they made their way home. Over two million were without power, but the impact was not as significant as feared.

Four hundred sixty-three of the HUD senior apartments were without power. Oxygen tanks couldn't be replenished, food was lost, there was no air conditioning in apartments as temperatures climbed to 95 degrees. It would be six days before power would be restored in some buildings.

Local organizations brought in cooked meals for the seniors. Residents took respite from the heat in common areas with generator power. There they also charged their phones, replenished oxygen and fixed crock-pot meals.

At Pinellas Hope, the power was out for days, but people just showed up to rebuild tents and clear debris. A large truck brought water, canned goods, and personal care items – a gift from people in Texas. Abbott will always remember the kindness of strangers and the moment the power company truck lumbered down the road and stopped in front of the complex and power was restored.

"We were laughing. We were jumping up and down, giving high fives, whooping and hollering," she said.

Hurricane Irma (Continued)

Stepping Up to Help

As Catholic Charities worked toward normalized operations, people started calling for help. Assistance sites were set up in four locations, and Catholic Charities partnered with national and local governments and organizations. Most of the early calls were for food, furniture, clothing, and utility and rent/mortgage assistance for those who lost work or lost their homes due to damage. Many situations couldn't be resolved with one type of assistance.

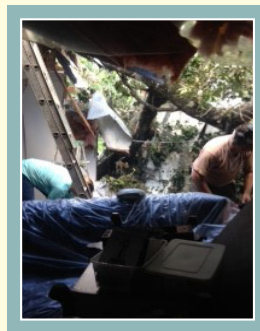
The biggest problem facing the agency was money. A huge boost came one week after Irma's visit, when Sister Donna Markham, Catholic Charities USA President and CEO, arrived with \$250,000 for immediate emergency assistance in the St. Petersburg Diocese alone. In the weeks that followed, CCUSA sent another \$460,000 and parishes raised \$420,000. Catholic Charities donors gave \$40,000. The Tampa Bay Lightning Foundation also gave \$250,000 to be distributed across Florida.

Catholic Charities quickly earned a reputation for stepping in when others couldn't.

Senor residents of 463 HUD apartments that lost electricity were given \$100 grocery store gift cards to replace spoiled food or purchase medicine.

Catholic Charities paid an electrician to help an elderly couple left in the dark for more than a week when the electric panel was destroyed. "They are both on Social Security," said caseworker Melissa Brass. "Insurance wouldn't cover it because it happened outside the house."

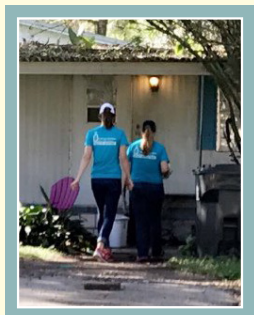
By early November, Catholic Charities had received 544 requests for assistance. Just under 2,000 people received aid. Caseworkers were still sorting through and addressing a backlog of emergency cases.



'What did I get myself into?'

Horton thought she was okay before the storm. Neighbors in her rural community helped each other prepare their homes and livestock for the anticipated Alafia River flooding. Horton sent her family to higher ground, but stayed home afraid that someone would steal their belongings. The storm was bad. At 3 a.m. the water was waist-high. Horton carefully navigated a street she could no longer see. Terrified, she envisioned encounters with fleeing wildlife and damaged power lines.

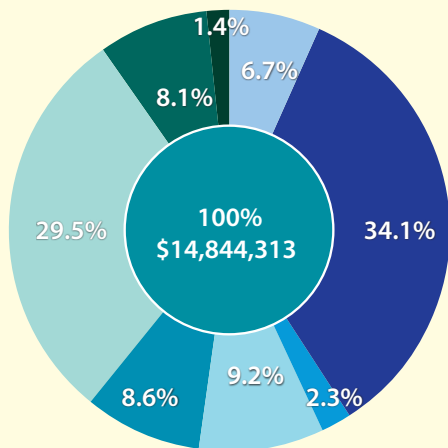
She slowly navigated her way to a store where many of her neighbors had taken refuge. The river reached almost 20 feet above normal levels and didn't recede for days. Roughly half of the community's 300 homes were damaged or destroyed.



Once the water subsided, many were left with condemned homes and are now living in tents in their yards. Horton's family lost clothes, food, household items, and a John Deere mower she used to earn money. Livestock were traumatized. Catholic Charities has provided utility, mortgage and rent assistance and is involved in long-term recovery efforts there. "It is what it is," Horton said. "That's the only thing I can say."

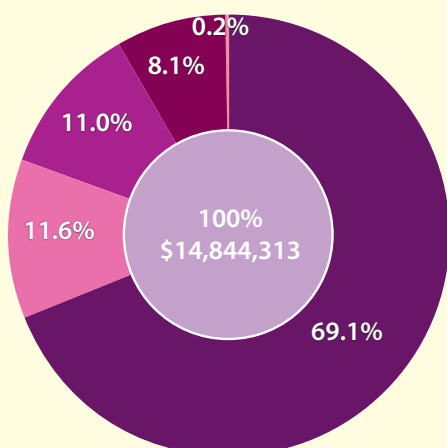
There have been some funny moments, Horton said. The family also has a new fish - a beautiful golden koi. "It's about 14-inches long. It just showed up in a pond," she said. "We don't know where she came from, but we named her Irma."

Financial Information



Revenue

Diocese of St. Petersburg	\$1,000,000
Grants	\$5,065,327
United Way	\$344,549
Contributions/Fundraising	\$1,366,659
Program Service Fees	\$1,281,947
Rent Related Income	\$4,372,120
In-Kind Revenues	\$1,203,889
Other Income	\$209,822



Expenses

Program Services	\$10,253,340
Administration & Fundraising	\$1,715,364
Occupancy	\$1,635,068
In-Kind Expenses	\$1,203,889
Net Increase from Operations	\$36,652

Grants:

AHCA, Allegany Franciscan Foundation, Catholic Charities USA, Catholic Relief Services, Central Florida Behavioral Health Network, Children's Board of Hillsborough County, Citrus County, City of Clearwater, City of Largo, City of Pinellas Park, City of Seminole, City of St. Petersburg, City of Tampa, Catholic Relief Services, Diocese of St. Petersburg, Florida Association of Free and Charitable Clinics, Florida Housing Finance Corporation, Florida Pregnancy Care Network, Hillsborough County, Hillsborough County Housing Finance Authority, Mid- Florida Homeless Coalition, Office of Refugee Resettlement, Pasco County, Pasco County Homeless Coalition, Pinellas County Department of Health and Human Services, Pinellas Community Foundation, Publix Supermarkets, Senior Citizen Services, Inc., St. Petersburg Housing Authority, Tampa Metropolitan YMCA, Tampa Hillsborough Homeless Initiative, United States Catholic Conference of Bishops, United Way Suncoast, United Way Pasco County, United Way Hernando County, United Way Citrus County, US Department of Agriculture, US Department of HUD, Wells Fargo, Walmart Community Foundation.

100% Financial Transparency Score from Charity Navigator

Over 88% of all Funds go directly to our clients through our services and programs



Message from our Leadership

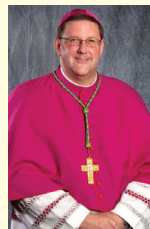
"It is the time of mercy because the poor should feel that they are regarded with respect and concern by others who have overcome indifference and discovered what is essential in life."

~ Pope Francis *Misericordia et misera*

Dear Friends of Catholic Charities,



Mercy is the beating Heart of the Gospel and the Mission of the Catholic Church. Over the past 12 months Catholic Charities has carried out this mission to those living on the peripheries of society. This was the theme at the Convocation of Catholic Leaders in July and the voice of the Church loudly expressed through nine listening sessions over my first year as your new leader. At Catholic Charities, our rise in budget to more than \$16M and service to more than 15,125 people shows how we respond to those on the periphery and remain in solidarity with each of the following communities seeking help.



The immigrant and refugee. We celebrate Advent during the "Share the Journey" campaign led by Pope Francis, which calls the Church around the world to reach out to our immigrant and refugee neighbors. As we reflect on how around the world looking for shelter. While our refugee arrivals in the Tampa Bay area have dropped by more than 50%, our immigration services have increased by more than 100% because of uncertainty and fear our immigrant and refugee brothers and sisters continue to experience.

Woman with an unplanned pregnancy and considering abortion. I greatly appreciate the dedicated work carried out by Catholic Charities and everyone involved in 40 Days for Life to promote respect for the lives of all unborn children. My prayerful support is for our colleagues and all those whose counseling are saving countless lives and giving glory to God. Our network of pregnancy and adoption centers and the Knights Women's Center has seen more than 2,400 women this past year and the number of women who have chosen life over death for their baby remains the Foundation of all Life.

The homeless. December 1 marks 10 years of Pinellas Hope leading our Diocese in moving the homeless to housing and self-sufficiency. Since 2007, more than 8,000 homeless individuals have resided at Pinellas Hope with 52% successfully housed. This year we have completely occupied our 156 units of permanent supportive housing and remain \$500,000 short of completing our \$1.5M Hope Cottage™ campaign to convert 50 shipping containers into Hope Cottages™ for 150 people. We remain the region's leader in re-housing more than 1,500 homeless people every year.

Thank you for supporting and being a part of our Ministries of Mercy for Catholic Charities in the Diocese of St. Petersburg. Thank you for seeking God in every human life.

A handwritten signature in black ink, appearing to read "Mark Dufva".

Mark Dufva
Executive Director

A handwritten signature in black ink, appearing to read "Gregory L. Parkes".

Most Reverend Gregory L. Parkes
Bishop of the Diocese of St. Petersburg



1213 16th St. North, St. Petersburg, FL 33705
www.ccdosp.org • 727-893-1313