Providing Help & Creating Hope...

DIGNITY
Each person is a Gift from God

...For Over 197,000 People Last Year

CSS is a division of Catholic Human Services of the Archdiocese of Philadelphia
I’m pleased to present the 2016 Annual Report for Catholic Social Services (CSS) of the Archdiocese of Philadelphia, entitled **Dignity: Each Person is a Gift from God.** In his Lenten message this year, Pope Francis reflected on the parable of the rich man and Lazarus from the Gospel of Luke. Our Holy Father spoke of the Gospel’s call to recognize each person as an individual with his or her own story, who “becomes a face, and as such, a gift, a priceless treasure, a human being whom God loves and cares for.” To see all persons as a gift, according to Pope Francis, means “recognizing their value … [which] invites us to open the doors of our heart … to all those in need, recognizing in them the face of Christ.”

As shepherd and pastor of the Church in Philadelphia, I’ve been blessed on numerous occasions to witness firsthand how Catholic Social Services (CSS) promotes the dignity of the persons they serve, particularly the weak and vulnerable. CSS services for individuals with intellectual disabilities are grounded in a deep appreciation for the joy they bring to their families and many others. The long history of CSS foster care and adoption services is replete with stories of their paving the way for new parents to open the doors of their hearts to children. CSS programs for the homeless daily recognize the value of those in need, called out of the shadows and accorded the dignity of persons with a name and a face. And our programs for immigrants and their families welcome them as brothers and sisters deserving of our care, because God loves and cares for them first.

The heart of the Gospel is that God has first loved us and given us his best, his Son Jesus Christ, and so we are moved to respond by caring for others with grateful hearts. I extend my deepest thanks for the dedication of the men and women who work for and volunteer with CSS. Their daily efforts – giving their best to treasure all God’s children – invite us to do whatever we can to share in that mission. I’m also grateful for the ongoing generosity of so many of our Catholic faithful who support the good works of CSS programs directly, as well as through the annual **Catholic Charities Appeal.** Over 197,000 individuals were helped last year because of your goodness.

May God, who treasures each of us, bless our efforts to see the face of Christ in all our brothers and sisters, especially those in need.

Most Reverend Charles J. Chaput, O.F.M., Cap.  
Archbishop of Philadelphia
This year’s Catholic Social Services Annual Report underscores our enduring commitment to the DIGNITY of every individual we serve, amid ever changing trends in social services delivery. Vital partnerships with government and our firm commitment to employ best practices have led to greater emphasis on community-based models of care for vulnerable adults, preschool age children, and at-risk youth. The following success stories differ significantly from those written in times past, and testify to our agility in program evolution in order to ensure long-term mission sustainability.

In Shanice’s story, we see the changing face of community-based care for adults with mental health challenges, and the homelessness it often occasions. Years ago her situation might have resulted in placement at a local state hospital. Today, she is able to turn to Women of Hope, where she found safe haven and renewed hope for a path toward healthy independent living.

With research demonstrating how quality preschool impacts positive school outcomes, we began a program at Casa del Carmen in the 1990’s. Recent expansion was enthusiastically received by the local community, allowing us to double enrollment in just a few months. Now, more children in quality preschool education are being prepared for future success in school and in life.

Our historical roots are in Foster Care and Adoption. Today, permanency is the number one priority, aimed at preventing children from languishing too long in uncertainty.

Nicole and Michael were CSS foster parents who eventually adopted the sibling of three children previously adopted by Nicole’s sister and brother-in-law. This extended family is creating the loving and stable home life that every child deserves, assisted by our expertise and flexibility.

Services for individuals with intellectual disabilities have likewise shifted toward community-based and family-based care models. Jaqueline is a 20-year-old woman with Down Syndrome and Autism whose family has been solidly dedicated to her care. Recent medical challenges led them to seek out our In-Home Support Services. Now, a daily caregiver comes to the house to assist Jaqui with daily living activities, and accompanies her to private art classes and Zumba dancing at the local YMCA.

Your ongoing financial support and prayers are vital to who we are and what we do. Our programs will surely continue to evolve and change, yet what remains constant are our Catholic identity and faith-inspired commitment to provide quality services that defend the dignity and promote the integral wellbeing of everyone entrusted to our care. As God’s gift to us, each one deserves nothing less.

James T. Amato, LSW
Secretary for Catholic Human Services
Phyllis remembers the day Jaqui was born, when she first learned of her daughter’s disability. It was a day of joy – “she was the sweetest child” – mixed with anxiety about what lay ahead. As a nursing assistant, Phyllis was confident she could take care of Jaqui’s needs – “that was my job, to take care of people, so I thought, I’ve got this.” However, Phyllis soon realized that a mother’s love and best efforts might not always be enough to meet all of Jaqui’s needs.

She and husband Jack learned about her diagnosis – Down Syndrome, along with a form of autism. They were her primary caregivers and tireless advocates, struggling to understand and navigate the complex world of medical, social, and educational services available for their daughter. They got Jaqui early intervention support to overcome the developmental delays she was experiencing – she did not walk until 22 months, and talking came much later than usual. Yet each delayed milestone was celebrated with that much more appreciation. They found a lending library that helps parents to pick out toys appropriate for their child’s developmental stage.

Phyllis remembers how Jaqui enjoyed stacking things, and how “she loved singing and dancing along with Barney!”

As Jaqui went off to school, Phyllis and Jack began exploring every avenue of services out there to assist their beloved daughter. Jaqui did well in special education settings, and with inclusion into mainstream schools was progressing nicely until middle school. Then she became the target of teasing and bullying. Remedies were short-lived, and finally in high school Jaqui just refused to go because she had such bad feelings associated with school. Nothing could change her mind, so the family sought in-home education and support alternatives.

Amid that stress, Phyllis developed medical issues that limited her ability to provide the personal care and support that she had done in the past. With Jack leaving early for work each morning, they needed a solution, and after trying a few options, they visited Divine Prov-
idence Village and discovered In-Home Supports. Latoya soon began visiting for four hours each day with Jaqui, assisting her with personal hygiene and dressing, completing chores, transportation and accompaniment to medical appointments, and recreation opportunities in the community. While Jaqui was resistant to her at first, she soon came around and now eagerly looks forward to her friend “Toya” arriving. They found common ground in their love of music and art – they do Zumba classes at the Y together, and enjoy private art classes weekly. Jaqui says she loves going to the mall with Toya, listening to her favorite band, One Direction, on the way!

Phyllis is so relieved and grateful for the in-home support Latoya provides and how it has brought stability into their home. As lifelong Catholics, Jack and Phyllis consider Catholic care options to be the “gold standard” and so they feel comfortable with CSS. The fact that Jaqui could eventually become a resident at Divine Providence Village gives them reassurance that “she would be living in a place where she will be treated with dignity and respect.”

Jaqui introduces Toya to everyone proudly as “my friend” and Latoya genuinely loves what she does: “It just takes patience and a willingness to listen well, to really understand what Jacqui wants to say or do.”

**DEVELOPMENTAL PROGRAMS:** (services to individuals with intellectual disabilities)

- **Divine Providence Village** – residential campus and group homes for women
- **Don Guanella Homes** – twelve residential community group homes for men
- **St. Edmond’s Home for Children** – residence for children with multiple disabilities
- **Community Outreach Program** – in-home support to individuals & their families
- **Life Sharing Through Family Living** – supporting individuals living in private homes
- **Day Programs** – adult training facility, work activity center, community employment
- **In-Home Supports** – services to individuals with disabilities living with family

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626
Clients in Developmental Programs

1,315
Family Beneficiaries
Until she was 12 years old, life was normal for Shanice growing up in West Philadelphia with her parents, sister and brother. Then, as she puts it, “things got rocky.” They lost their home, and ended up in a shelter. The two girls were placed with a foster mother, but Shanice insisted she and her sister not be separated: “I was taking care of my little sister, so I never got to just be a kid myself.” At first it worked out, but after a few years Shanice left to live with an aunt. During high school, she experienced an emotional rollercoaster that seemed out of control at times. She thought she just had “bad days” but friends told her, “Shanice, something is wrong. You should talk to somebody and get help.” She just pressed on, finding a way to get over bad spots.

One reason she made it through was her special education teacher Sharon, who remembers Shanice as motivated and tenacious despite some learning deficits: “She didn’t let anything hinder her; she was a great writer, especially her poetry – watching her excel at that was amazing.” Shanice recalls how Sharon encouraged her to keep up the good work, and when she didn’t have enough money to go to prom, how Sharon stepped in to help make it possible. Shanice graduated with honors and went off to Lockhaven University, where she had earned a scholarship for her poetry. She did well her first year, but coming “home” for breaks was traumatic, bouncing from one place to another – her aunt, a cousin, even back with her parents. When she returned to college,
the mood swings and depression got worse, her grades suffered, and she dropped out to return home and get a job. Yet she felt surrounded by relationships that were empty or abusive. So she abruptly left, and found herself days later in a food line at Women of Hope on Lombard Street. A staff member invited her to apply to live at Women of Hope; she first had to undergo a psychological evaluation, which yielded a mental health diagnosis requiring medication and counseling.

Shanice moved in and quickly began to flourish with personal attention and caring mentorship from life skills specialists. Terri is teaching her to cook and bake, observing that, “Shanice is a real joy to work with. She asks lots of questions, and soaks up attention. She’s just happy to be with me in the kitchen, and I’m happy that I can play a part in getting her to a better place.” Program supervisor Cecilia explains that Women of Hope is now a Community Rehabilitation Center for women ages 18 to 24 like Shanice: “We provide life skills they need to succeed when they move out. Women can stay for up to a year and receive help with budgeting, personal care, goal setting, job search, and developing healthy relationships. We love what we do, and we love these young ladies.” Shanice has found renewed strength through the support of her boyfriend Cliff, and reconnecting with her old friend Sharon, who recently visited her. They shared a long, tearful embrace as Sharon told her, “Everything’s going to be okay, this is a stepping stone, and I’m here if you need me.” Shanice hopes to return to college and become a teacher, saying “my dream is to one day have a performing arts studio for kids.”
Catholic Social Services was again named Service Provider of the Year by Real Alternatives, as the agency serving the most pregnant women in Pennsylvania; the CSS Family Service Center in Northeast Philadelphia received its 7th Site of the Year Award. Amy Stoner and members of her staff are pictured at the annual conference held in Harrisburg. In 2016, CSS provided services to nearly 5,700 pregnant women, including counseling, education, adoption assistance, material support such as baby care items and furniture, and prenatal and parenting support groups.

After their son Sean died in a tragic accident, Joe and Carol Ann Casey along with their family and friends donated $50,000 to the Day Programs at Our Lady of Fatima in Secane, to build the Sean J. Casey, Jr. Greenhouse in his memory. Sean’s uncle Chris Kates participates in the Day Programs, which serve individuals with intellectual disabilities.

St. John’s Hospice recently received an $800,000 legacy gift from the estate of Nicholas Muraresku. Nick was honored posthumously at the SJH Gathering of Leaders, where his stepdaughter Patricia was presented with a 3D rendering of Eichenberg’s lithograph “Christ of the Breadlines.”

Operating Base Cecilia (OBC) received leadership gifts for capital improvements from the Connelly Foundation ($50,000) and Mrs. Jane MacDonald ($25,000), a relative of OBC Development Committee Chair, Dr. Mark Beaugard. With $110,000 raised, this program for homeless veterans installed a wheelchair lift, walkway and garden, showers, laundry facilities, new kitchen appliances, and a security system. Pictured with Bishop John McIntyre from left: Jim Amato, Dr. Beaugard, Amy Stoner, Emily Reilly from the Connelly Foundation, Tim Meserve of partner agency Veterans Multi-Service Center, and Tim O’Malley, who coordinated a corps of regular volunteers from St. Cornelius Church in Chadds Ford.

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Jim and Tina Gula, longtime friends of Don Guanella Village, donated two properties whose net proceeds of $796,153 have helped to fund capital improvements and program enhancements on the new Cardinal Krol Homes mini-campus. One of the three group homes is named in honor of Jim, pictured with his wife Tina, Fr. Dennis Weber, SdC and Sr. Kathleen Schipani, IHM.

Children from the Vacation Bible Adventure at St. Joseph’s Church in Downingtown did good deeds and chores to earn money that they donated to Operating Base Cecilia, a CSS program serving homeless veterans in nearby Coatesville. They and their parents raised $640, which DRE Kathy Thomas delivered to Chuck Forshee of our partner agency Veterans Multi-Service Center.

Patrick Walsh, the manager of Martha’s Choice Marketplace located in the CSS Family Service Center in Norristown, was one of three finalists for the Food Access and Nutrition Award from the Philadelphia Social Innovations Journal. In his first year running the largest choice model food pantry in Montgomery County, Patrick has become a respected leader and social innovator within the emergency food community. He is pictured with his assistant Eli Wenger.

Amy Stoner received the James D. Kelly Defender of Life Award from the Pro-Life Union of Greater Philadelphia at their annual Stand Up for Life Dinner. She has made CSS a leader in the Real Alternatives program for pregnant moms, and helped start Elizabeth Ministry and Lily’s Gift, building bridges between social services and pro-life groups to offer comprehensive assistance to pregnant moms and their families, especially those experiencing a difficult journey.

Gianna White, a Kindergartner at Queen of the Angels School in Willow Grove, asked friends not to give her birthday gifts, but instead give money “to help people without houses.” Her father Chuck asked parents to honor her request by directing donations to CSS programs for the homeless. They collected $300 which has been given to Mercy Hospice for their work with homeless women in recovery and their children. Thank you, Gianna!

St. Francis-St. Vincent Homes received two generous donations to support its work with at-risk youth: a $92,500 legacy from the Estate of Joan C. Ratcliffe of nearby Bristol, and $50,000 from the McCartney Family Fund for the needs of children and youth at Christmas. Daniel McCartney, of Richboro, continues his family’s history of supporting St. Vincent’s Home, which recently merged with St. Francis-St. Joseph Homes.
Valentina has four children, ranging from 17 years to four months old. Her husband drives a truck and is home a few days every two weeks, so she is mostly alone. A Casa educator saw her at a nearby store and invited Valentina to join a pregnancy support group, and then a parenting group after her daughter was born. While at classes, she heard of additional slots made possible through the Philly Pre-K initiative that allowed her 3-year-old son, Omar, to enroll in Casa del Carmen Academy, a high quality preschool program. That new funding made it possible to welcome 30 more children, hire new teachers, purchase new learning materials, and upgrade classroom furniture.

Having Omar in preschool allows Valentina to work part-time, and still attend to her baby. She says it’s like “returning home” (casa means home), since she first visited Casa 15 years ago, when her oldest was a toddler.
enrolled in a daycare program which helped her to learn English and be ready for school. Valentina benefited from community baby showers, receiving baby care items, clothing, and a stroller. In parenting classes, she learned to be more patient in listening, and about good nutrition during pregnancy and breastfeeding.

Valentina’s older daughter is in Casa’s Out of School Time (OST) program, run out of the nearby public school, where she benefits from academic enrichment and safe recreational opportunities. Christopher Gale, the Administrator at Casa, estimates that like Valentina, about 70% of clients at Casa are beneficiaries of two or more programs: “People come in for one thing and end up staying for another; they find multiple sources of support for their families here. It’s about cultivating a community through services that strengthen families, helping parents to build networks of friendship where they look out for one another.”

Rosemary Duarte and Jenny Munguia believe that their work as pregnancy and parenting educators is helping parents to build healthy family life, by learning to communicate better. Rosemary says that it brings her joy “when I see parents bonding more deeply with their children, and applying what we show them to relate better to their children.” Jenny says that as a mom herself she is happy to see parents like Valentina learn to deal more effectively with stress, and to take quality time with their spouses and children: “At Casa, we have compassion for people, we share their struggles and happy times, we listen and try to give them the support they need, no matter what.”
FOSTER CARE AND ADOPTION
Youth Services

Nicole and Michael were married a few years and considering adoption after being unable to have a child. Nicole’s sister and brother-in-law had adopted three children, all siblings, after being their foster parents. When a fourth sibling was born, Nicole and Michael offered to foster the child, and a year later adopted John, who now plays with his “cousins” and will one day learn they are also his brothers and sister.

Michael and Nicole are true Philadelphians (Kensington, Morrell Park, Mayfair, Tacony) who attended Catholic schools (her St. Tim’s & St. Hubert’s, him St. Bart’s & Christ the King). After high school, she went to work; he joined the Army and became a paramedic. They met playing co-ed softball, dated for 5 years, and married on St. Patrick’s Day. Coming from large Irish-Catholic families, they wanted a family of their own. After trying to conceive without success, they discussed fostering and possibly adopting a child.

Lou Ann, one of Nicole’s five sisters (all live nearby), and her husband Matt fostered and later adopted three children from the same mother, through Catholic Social Services. Then they were told of a fourth sibling just born, whom CSS hoped to keep together with his brothers and sister. Feeling overwhelmed, Lou Ann talked to Nicole and Michael, who readily responded to the opportunity. They became certified foster parents, and welcomed John into their home at four months old, immediately falling in love with him, despite knowing he might well return to his birth mom.

CSS caseworker Katelyn (Sutula) Nashwick explains to foster parents that the first goal is always family reunification, but that foster placement might lead to adoption if parental rights are terminated. It is a delicate balancing act, working for the best interests of the child while considering the goals of birth mothers and foster parents. Katelyn had regular communication with Mike and Nicole throughout, lending an ear and keeping them hopeful but ready for whatever outcome. Nicole acknowledges the struggles that come with fostering and hoping to adopt: “It’s not for the faint of heart, but you’ve got to be strong for the child, because in the end that’s who it’s all about.” Michael concurs, saying that although they intended to guard their hearts for fear that one day John might leave them, “those fears went out the window the minute we saw him. It’s just not right giving a child part of your heart. He deserves all of our love for as long as we have him, whether it’s for an hour, or a week, or forever.” Nicole echoes something her sister said over four years waiting to adopt: “Even to be a mom to a child for a day is the greatest thing.”

Our lives have been enriched by having John in our home. It’s a warmer, more loving home with him. He’s a blessing to us. Sometimes God has a different plan than what you expect. I think John was always in God’s plan for us.” – Michael

When asked what she finds most gratifying about her work, Katelyn says, “seeing new families come together. As a Catholic, I think this is what the Church is meant to do. We keep families together or help make new families possible. Every child deserves a loving, happy home.” Nicole encourages more people to become foster parents, not only because there are plenty of children who need a good home, but for how it will change you: “We as parents are the lucky ones. I think that John made us a better couple; he made our family better. I believe he was the gift we had been waiting for.”
John loves when his mom Nicole and dad Michael read books with him.

YOUTH SERVICES: (Community-Based and Residential)
- Adoption Services – assisting birth mothers and adoptive parents in the adoption process
- Foster & Kin Care – training and support for family-based care of dependent youth
- Catholic Community Services – case management & collaborative care network for at-risk youth
- St. Francis - St. Vincent Homes – group homes, education & treatment for dependent youth
- St. Gabriel’s System – residential, educational & treatment programs for court-adjudicated youth
  (St. Gabriel’s Hall, De LaSalle Vocational, Outpatient Treatment, and Reintegration Services)
FINANCIAL OVERVIEW 2016
(year ending June 30, 2016)

12.9% 1.8% 0.5% 84.8%

GOVERNMENTAL FUNDING  $104,128,932
- Phila. Dept. of Human Services
- Community Behavioral Health
- PA Office of Developmental Programs
- PA Department of Education
- Other government contracts

ARCHDIOCESAN SUBSIDY  $15,883,237
- Catholic Charities Appeal
- Donations & Bequests
- Program-based Annual Funds
- Trust Fund Disbursements

FEES FOR SERVICE  $2,244,567

UNITED WAY  $571,056

Total Sources of Revenue  $122,827,792

Catholic Social Services Corporations
- Catholic Charities of the Archdiocese of Philadelphia
- Catholic Community Services (CUA #4, NE Philadelphia)
- Divine Providence Village
- Don Guanella Village
- St. Edmond's Home for Children
- St. Francis – St. Vincent Homes for Children
- St. Gabriel’s System
- Saint John’s Hospice

Full-Time, Part-Time, and Seasonal Employees = 1,938
Total Full-Time Equivalents (FTEs) = 1,609.40

The following fund operations of the above corporations:
- St. Joseph Homes for Children
- St. Joseph House
- St. Vincent's Home, Tacony
- St. Vincent's Services for Women & Children

Expenditures Compared to FY 2015
- $2.6 million for Developmental Programs (-5%)
- $2.3 million for Youth Services (+5%)
- $0.5 million for Community-based Services (+4%)

Revenue Compared to FY 2015
- $4.7 million in Governmental Funding (+5%)
- $4.8 million in Archdiocesan Subsidy (-23%)
- Overall budget virtually the same as last Fiscal Year
1,087,757 Meals Served at homeless shelters, afterschool & residential programs for youth and the intellectually disabled

$550,782 in Financial Assistance provided to individual households

6,050 Persons trained in Life Skills such as financial literacy, job search, prenatal care and parenting

Client Distribution across the Region
- 4 Suburban Counties: 29,148 (42%)
- Philadelphia: 39,548 (58%)

3,077 Children Educated/Tutored in specialized school or afterschool settings

3,739 Volunteers who served

69,638 Volunteer Hours

123,670 Clothing Items distributed to the homeless and needy families

130,521 Baby Care Items Distributed via Family Service Centers, St. Vincent Homes, and Foster Care

55,683 Individuals received Food & Groceries

45,108 Beneficiaries of Social Work, Case Management, & Referral Assistance

6,482 Clients & their families receiving Counseling & Behavioral Support

2,953 Clients benefiting from Residential Care, In-Home Support or Housing Assistance
- Residences for Dependent/Delinquent Youth: 696
- Housing Relocation and /or Support: 572
- Shelters and Residences for Homeless Persons: 491
- Children and Youth in Foster or Kin Care: 532
- Residences for Persons with Intellectual Disabilities: 350
- In-Home Support Services for At-Risk Youth: 312

197,159 Individuals whose lives were Positively Impacted
- Clients: 68,696
- Family Beneficiaries: 128,463

1,949 Households received furniture, small appliances and other Home Goods
Catholic Social Services Board of Directors

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From my perspective as a CSS Board Member

WHY I SERVE!

“Love God above all else, and love your neighbor as yourself.” I asked myself how could I do that? The answer came more than thirty years ago when a Sister of Saint Joseph, who was a student in my MBA accounting class at LaSalle University, asked me to serve on the Finance Committee of the Catholic Social Services Board. Since accepting that invitation, I have had the opportunity to work with dedicated men and women who faithfully serve all our neighbors, young and old, of all races, religions and origins. Truly, the staff and volunteers of CSS serve their neighbors as they would their very own families. This is why I cherish the opportunity I have had over the past three decades to give my time and talent to help them, so that they in turn can lovingly provide help and hope to our neighbors.

Dr. Dennis Kennedy
Associate Professor, School of Business, LaSalle University