

CATHOLIC CHARITIES

Indianapolis

Operating Funds Only
Fiscal Year Ended 6/30/16

Revenues

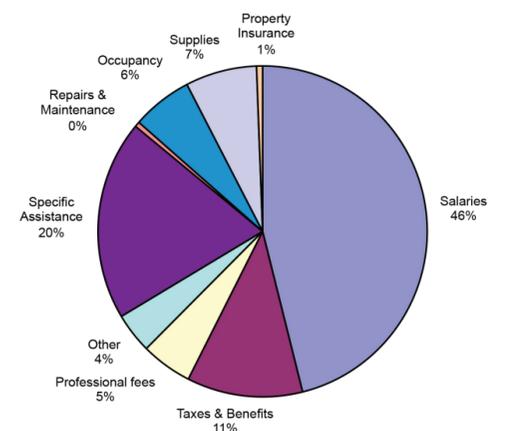
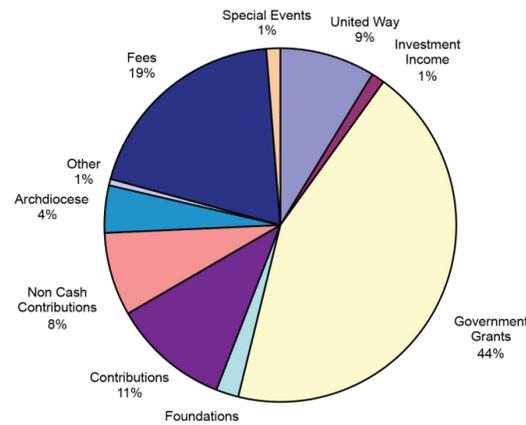
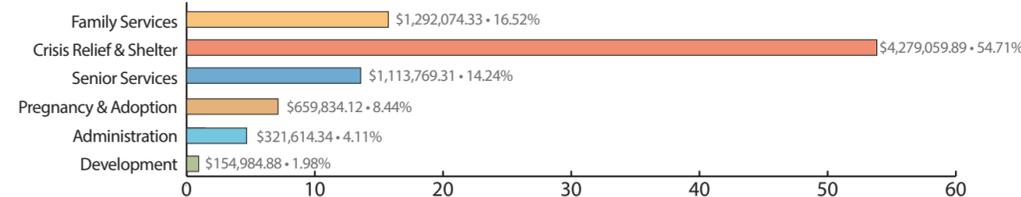
United Way	688,994	8.76%
Investment Income	95,328	1.21%
Government Grants	3,449,970	43.88%
Foundations	162,874	2.07%
Contributions	844,669	10.74%
Non Cash Contributions	599,849	7.63%
* Archdiocese	339,993	4.32%
Other	45,736	0.58%
Fees	1,534,461	19.52%
Special Events	101,018	1.28%
Total Revenue	7,862,892	100.00%

Archdiocese

Cash subsidy	108,833
Accounting subsidy	137,480
Rent subsidy	93,680
Total	339,993

Expenses

Salaries	3,604,822	46.09%
Taxes & Benefits	889,378	11.37%
Professional fees	393,045	5.03%
Other	307,552	3.93%
Specific Assistance	1,528,079	19.54%
Repairs & Maintenance	39,316	0.50%
Occupancy	464,682	5.94%
Supplies	548,318	7.01%
Property Insurance	46,144	0.59%
Total Expense	7,821,337	100.00%
Net Profit	41,555	



Based on our Statement of Functional Expense, nearly 94% of funds raised goes directly to program delivery and client support.

Financials

Catholic Charities

Providing Help. Creating Hope. Serving All.

1400 North Meridian Street
Indianapolis, IN 46202
HelpCreateHope.org



ARCHDIOCESE OF INDIANAPOLIS
The Church in Central and Southern Indiana

To stay up-to-date on all the good work and happenings at Catholic Charities in Indianapolis. Visit us online at HelpCreateHope.org to sign up for our e-newsletters and join us on [Facebook: Catholic Charities Indianapolis](https://www.facebook.com/CatholicCharitiesIndianapolis).

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Catholic Charities

Annual Report: Fiscal Year July 1, 2015 – June 30, 2016

Director's Letter

Dear Friends of Catholic Charities,

This Annual Report highlights the accomplishments of Catholic Charities, conducted through our twelve programs and six program sites in Indianapolis. It is a clear picture regarding the use of resources that Catholic Charities receives from the Archdiocese, from individual and parish contributions and from state and federal programs.

Catholic Charities has always been blessed with leaders and staff who demonstrate the love of Christ in their care for all those in need. This is done in keeping with the organization's mission to **"empower those we served and transform lives in the spirit of God's love and compassion."** As we conclude the "Year of Mercy" Pope Francis reminds us that, "Wherever the Church is present, the mercy of the Father must be evident... wherever there are Christians, everyone should find an oasis of mercy." Catholic Charities clearly embraces the call to offer an "oasis of mercy." So in addition to the many ways we already offer mercy to those we serve, we recognize that we are called to action when we see other needs.

As we have embraced this charge – a charge of action – we find ourselves becoming part of a journey to provide help and create hope for all people who are lost, defeated and fragile.

Working with people like you and many community partners who support our mission, Catholic Charities has

been able to design programs and services that develop the full potential of individuals and families through education, socialization and personal and physical development.

With your help and understanding of mercy and compassion, Catholic Charities will continue to offer services to reduce poverty, uphold human dignity and open doors for those we are called to help to address not only immediate basic human needs, but also critical social and economic barriers in people's lives so that all may achieve the goal of economic and emotional self-sufficiency.

The message we spread to the **74,000 people** we were privileged to serve this year was that we are all children of God, and we offer an oasis of mercy to all who seek our help. Your prayerful support allows Catholic Charities to touch many lives with acts of kindness, charity and mercy, especially the lives of the poor and oppressed. Because of you, Catholic Charities will continue to provide help, create hope and serve all in need.

Sincerely,

David J. Bethuram, MA., M.Min., CFLE
Executive Director, Secretariat for Catholic Charities

MISSION STATEMENT

The staff and volunteers of Catholic Charities in Indianapolis are called by the Gospel to uphold the dignity of all people. Guided by Catholic social teaching, we consider it a privilege to deliver compassionate and caring service to help and empower those in need.



Program Outcome Studies: 2015-2016

- All Adult Day Service clients participated in Occupational Therapy activities, assisting them to remain in society and lessen the level of care needed.
- 100% of Adult Day Services participants had their functional assessments of daily living completed with two weeks of admission.
- 80% of caregivers reported improved safety to homes due to home modifications.
- 94% of the clients/households requesting assistance through the Crisis Office live at or below the poverty level (\$24,250 for a family of four).
- 85% of able-bodied adult residents who stayed in Holy Family Shelter were placed in jobs during their stay at the emergency shelter.
- 79% of families who stayed in Holy Family Shelter improved their housing status at the conclusion of their stay at the Shelter.
- 100% of families who stayed at Holy Family Transitional Housing completed their case management plans.
- 78% of adult clients served by the Individual, Couple and Family Counseling Program reported a decrease in depression symptoms.
- 68% of the students enrolled in the St. Joan of Arc Neighborhood Youth Outreach After-School Program completed individualized learning style inventories, allowing staff to better provide the necessary support for the students to succeed.
- 100% of the students enrolled in St. Joan of Arc Neighborhood Youth Outreach progressed to the next grade level.
- 100% of the elderly served by the Senior Companion Program indicated a reduction in feelings of isolation.
- 85% of School Social Work Program clients demonstrated improvement in their functions and showed progress in attaining their goals.

Giving a Legacy

Do you want to continue your legacy of giving to Catholic Charities for years to come? Including Catholic Charities in your planned giving can continue your ability to provide help, create hope and serve all in need in your community. Planned giving can be as simple as including a bequest provision in your will or naming Catholic Charities as a beneficiary of your retirement plan or life insurance policy. **Planned giving is simple and offers many benefits:**

- Choose when payments begin
- Design a personalized plan to benefit one or many beneficiaries
- Qualify for income tax deductions and favorable taxation of payments received

Planned giving ensures that your passion for giving is handled the way you want it to be – even after you're gone.

To learn more about how you can plan a legacy of giving, contact Valerie Sperka, Director of Development at 317-592-4072, or Joanna Feltz, Director of the Catholic Community Foundation at 317-236-1829. *Together, we can provide help, create hope and serve all for years to come!*

UPCOMING EVENTS FOR 2017

Feb. 25 – Reverse Raffle to benefit the Crisis Office held at the Catholic Center

April 13 – Simple Soup & Bread Luncheon to benefit the Crisis Office held at the Catholic Center

April 27 – Spirit of Service Awards Dinner held at the Indiana Roof Ballroom

May 21 – Walking for Dreams held at the Indianapolis Downtown Canal

June 25 – Coffman Memorial Golf Outing to benefit St. Elizabeth|Coleman Pregnancy & Adoption Service held at Bluff Creek Golf Course

June 27 – World Refugee Day to benefit Refugee and Immigrant Services held at the Catholic Center

Fall TBD – Raffle to benefit A Caring Place Adult Day Services

Providing Help, Creating Hope In the past year...

All services through Catholic Charities in Indianapolis provided help and created hope to nearly **75,000** people both directly or indirectly:

- 83%** live below the poverty line (\$24,250 for a family of four).
- 2,627** children participated in youth development programming.
- 3,990** meals served to fragile, low-income seniors.
- 48,474** people helped through our food services.
- 266** children and youth fed through the summer community meals program.

1,022 resided in our emergency family shelter and transitional housing, including 382 children.

3,040 received Christmas assistance.

18,567 received clothing assistance.

532 received emergency assistance in one or more of these services: transportation, birth certificates and medical prescriptions.

105 birthparents received pregnancy and adoption counseling.

22% increase in food assistance requests from prior year.

867 veterans and **6,641** people with a disability helped with basic needs: food, shelter, clothing and other material needs.

1,987 people received a wide range of health-related services, including mental health, prevention and maintenance programs.



Responding to Needs, Creating Hope Individual & Family Mental Health and Support Services (People Served – 4,198)

Individual, Couple and Family Counseling – professional counseling available on a sliding fee scale, based on income

School Social Work Program – professional counseling services provided for school children along with consultative services for teachers and parents

St. Joan of Arc Neighborhood Youth Outreach Program – serves urban youth and their families with safe and educational after-school care activities and summer day camp; located on the near northeast side of Indianapolis

Senior Services (People Served – 3,899)

A Caring Place Adult Day Services – therapeutic, safe day care for adults, including seniors with cognitive and physical impairments

Caregiver Support – monthly caregiver support groups, identification of community resources and small-scale home modifications for family and friends of adults 55-years-old and over

Senior Companion Program – Companions, low-income adults 55 years of age and over, visit homebound clients (at no charge to clients)

RSVP – A clearinghouse of volunteer opportunities for adults 55-years-old and over, these senior volunteers maintain the flexibility to decide which organizations to serve and how frequently. Catholic Charities partners with community nonprofits and public agencies offer opportunities for volunteers to meet significant community needs.

Crisis Relief and Shelter Services (People Served – 45,093)

The Crisis Office – food, clothing, limited transportation, rent and utilities money for those in emergency or critical need

Holy Family Shelter – temporary shelter, meals, counseling, child care and job assistance for homeless families

Holy Family Transitional Housing – extended services for families facing chronic homelessness

Refugee & Immigration Services – advocacy, family reunification, job assistance and help in setting up a household for refugees resettling in the Indianapolis community; offers professional legal, educational and human services to immigrants

The Christmas Store – Christmas gift assistance for needy families

St. Elizabeth|Coleman Pregnancy and Adoption Services (People Served – 5,786)

Full service birthparent services – provides counseling to work through parenting or adoption services with ongoing post-placement counseling: Birthmother Support Group and Single Mother Support Group

Adoption Services – provides home studies, adoption preparation and post-placement services for domestic and international adoptions

Transracial/Transcultural training – workshop to help prepare and educate adoptive couples on issues associated with adopting a child of another race or nationality

Adoption search services – provides helpful and accurate information about the Indiana Adoption Registry to birthparents and adoptees as well as counseling and guidance when a birthparent or adoptee is interested in locating the other party

Information and Referral (People Served – 15,894)

Catholic Charities programs provide information and referral services to help link people in need with services that are not directly provided by Catholic Charities. Our dedicated staff assists each person by helping them identify their own needs, finding the most appropriate services to meet those needs and connecting them to the most appropriate service providers.



Client Satisfaction Results

Catholic Charities performed an annual survey of our clients to understand their satisfaction with our services and care as well as give us an opportunity to improve and better serve those in our community. The following represents the outcomes of this survey:

- 98% responded they were either very satisfied or satisfied with the overall care and concern they received by the staff and had been contacted in a timely manner.
- 98% responded they felt safe in the Catholic Charities environment.
- 95% indicated they received valuable services or information that improved their life situation.
- 98% responded they were very satisfied or satisfied with their overall experience with the services provided to them by the agency.
- 98% indicated they would recommend our services to a friend or family member.

2015-2016 Performance and Quality Improvement Report

Catholic Charities values service quality by promoting strong performance, program goals and positive outcomes for those we serve. All Catholic Charities programs set performance expectations each year with regard to operations, program results and client outcomes, which are linked to the overall agency strategic plan. The priorities set by the strategic plan include: stewardship, potential services (unmet community needs/expansion of services), community outreach, organizational leadership, staffing and diversity as well as effective and assessable services.

Catholic Charities' programs indicate that 91% of our strategic priority areas met the desired threshold for 2015-2016. Below are some of these results:

- 100% of the Adult Day Services participants at A Caring Place facility have person-centered care plans.
- 100% of the participants in Caregiver Support programming felt more secure and safe after the program completed home modifications.
- The Crisis Office increased the number of households served in 2015-2016 with food, utility and rent assistance by 8%.
- Holy Family Shelter exceeded their goal by 12% (totaling 1,025 individuals) in providing basic needs to homeless families (food, clothing and shelter).

- Individual, Couple and Family Counseling Program provided 66 students with mental health services in the school setting.
- St. Joan of Arc Neighborhood Youth Outreach Summer Camp program retained 65% of eligible students from 2015-2016.
- Refugee Resettlement helped 451 refugees find employment in 2015-2016.
- RSVP had 168 volunteers.
- St. Elizabeth|Coleman Pregnancy & Adoption Services increased the number of clients needing basic infant and mother services by 15% over the prior fiscal year.
- Senior Companion Program reported 124 companions received basic needs, including transportation, food and additional care.
- School Social Work Program reported 85% of students showed progress toward their annual goals.
- 1,209 people received immigration or human rights-related legal assistance.
- 695 adults secured employment as a result of training and/or job search assistance.
- 136 children affected by domestic violence participated in one-on-one or group therapies.
- 631 people received transportation to medical appointments.
- 105,575 hours of in-home services were provided to older adults.
- 4,465 households experienced documented increases in wages and/or public benefits as a result of case management services.



2015-2016 Agency Council Members

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