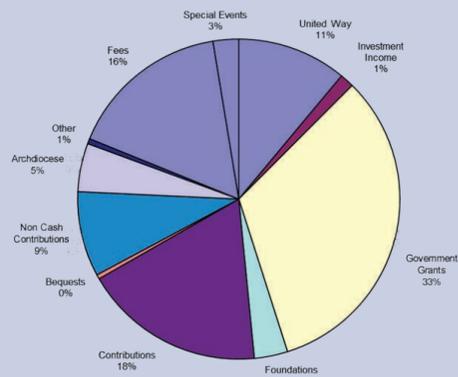


Catholic Charities Indianapolis

Operating Funds Only
Fiscal Year Ended 6/30/2012

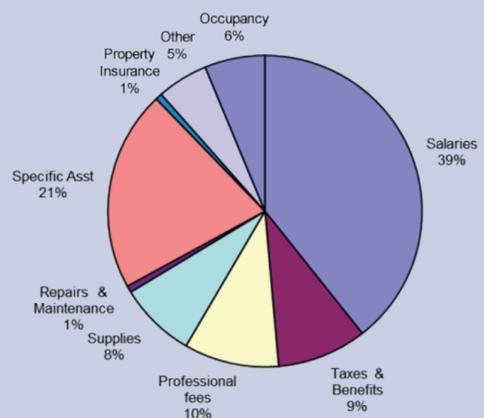
Revenues

United Way	880,584
Investment Income	113,296
Government Grants	2,613,685
Foundations	267,530
Contributions	1,459,305
Bequests	36,097
Non Cash Contributions	686,527
Archdiocese	391,217
Other	42,552
Fees	1,300,827
Special Events	205,468
Total Revenue	7,997,088



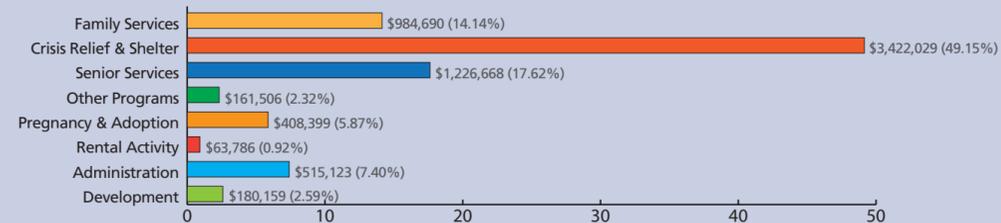
Expenses

Salaries	2,739,795
Taxes & Benefits	644,222
Professional fees	681,066
Supplies	551,476
Repairs & Maintenance	48,752
Specific Asst	1,449,695
Property Insurance	48,243
Other	366,832
Occupancy	432,279
Total Expense	6,962,360
Net Profit	1,034,728*



*Net Profit was \$1,034,728 due to collecting \$1,009,531 for disaster relief while only spending \$161,365 as of 6/30/12. We anticipate spending the remainder within the next 12 months.

Functional Operating Expenses



Financials

CATHOLIC CHARITIES
PROVIDING HELP. CREATING HOPE.

1400 North Meridian Street
Indianapolis, IN 46202
CatholicCharitiesIndpls.org



Community Partner



ARCHDIOCESE OF INDIANAPOLIS
The Church in Central and Southern Indiana



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.

A Forecast of Hope

This summer's oppressively high temperatures and incredibly dry conditions following the disastrous spring tornadoes surely demonstrate our world of extremes. The world over, we witness the extremes of Mother Nature and the havoc wreaked on people's lives.

In the same way, economic extremes right here in Indiana bring about a similar crisis in the lives of many Hoosiers – most notably the lives of our children. Sometimes a single storm in a family such as the loss of a job can put that family on the streets and other times storms combine, such as a job loss and a health crisis or an addiction, the death of a family member or a prison sentence to cause as much destruction as a tornado.

Most of us have the resources to weather many of the storms that come our way – we have family and friends, perhaps a

savings account, good health insurance, a good education or the skills to find a new job quickly. For many of our neighbors in the Archdiocese of Indianapolis, they suffer from a lack of resources of every kind.

What a blessing it is for the thousands of individuals and families that make their way to Catholic Charities, St. Vincent de Paul, our Catholic hospitals and many of our parish outreach programs every year to gain the resources and the support that they need to get through their personal storms – creating a forecast for HOPE!

David Siler
David Siler

Executive Director, Secretariat for Archdiocesan Catholic Charities and Family Ministries

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Catholic Charities Indianapolis

2011/2012 Annual Report

Fiscal Year July 1, 2011 – June 30, 2012

From the Agency Director

Dear Friends of Catholic Charities, Recent years have shown us how difficult it can be for an individual, family, or senior on a limited income to survive challenging circumstances like homelessness, hunger and job loss.

Catholic Charities is often a place where many turn for help and we consider it a joy and privilege to be here for our community in times of need. Our inspiration is described in a recent letter from the Holy Father Benedict XVI, entitled "Charity as a Means of Salvation," as he quotes from the Letter to the Hebrews: "Let us be concerned for each other, to stir a response in love and good works."

In Fiscal Year 2011-2012, we were inspired to respond in love and good works through new ideas in nutrition, housing, employment assistance and other services; resulting in positive outcomes in the lives of those in need – whether at a clothing room or food pantry, through a support group for pregnant women, legal immigration services, or with housing assistance and counseling programs. Our clients moved past seemingly insurmountable challenges with the compassionate help provided by our staff – from improvement in their school work or employment status to resolving emotional crises, avoiding eviction, diminishing the damage from abusive situations, and in many cases, ending the cycle of poverty.



The people we serve and their successes inspire us; and they inspire others to push ahead even in their darkest moments. We share these outcomes and successes with you as an inspiration and a reminder of the difference your continued support is making in the lives of so many in need.

We are sustained by an accomplished team of staff, volunteers, agency council members and financial supporters. I have witnessed the generosity of so many throughout the year, and it gives me great hope even in these extraordinarily challenging times.

I want to thank each and every one of you for your generous giving of

time, talent, and financial support to Catholic Charities in Indianapolis. We all participate in "charity as a means of salvation."

We find continued joy in our clients' accomplishments and in the fellowship of our volunteers, donors and staff toward a common goal. We pledge to continue these efforts in Fiscal Year 2012-2013.

Sincerely,

David J. Bethuram

David J. Bethuram, MA, M.Min., CFLE
Agency Director

Responding in Love

In the past year...

Our services benefited more than 44,000 people directly or indirectly.

73% of people we helped live below the poverty line (\$22,050 for a family of four).

20,345 people were provided services to achieve and/or maintain optimum social, psychological and physical functioning.

1,118 meals were served to at-risk youth, seniors and homeless.

26,198 people were helped through our food pantry.

502 children and youth were helped through the summer community meals program.

1,092 people resided in the emergency family shelter of which 659 were children.

6,016 people received rent or mortgage assistance.

17,038 people received clothing assistance.

11,039 people received utilities assistance.

133 birthparents received pregnancy and adoption counseling.

1,571 people received a wide range of health-related services, including mental health, prevention, and maintenance programs.

Results from program outcome studies for 2011-2012

- 70% of adult day service participants remained in society precluding a higher level of care.

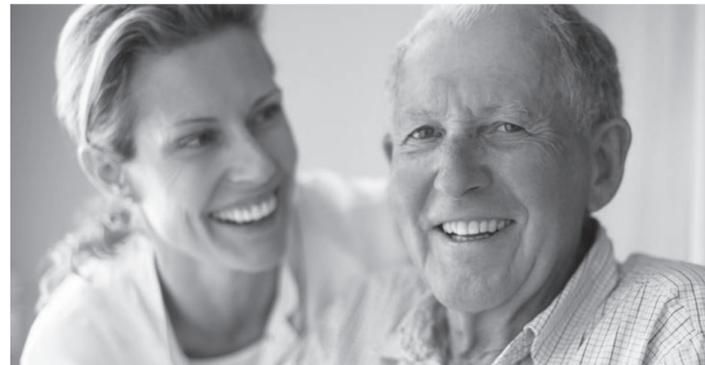
- 100% of caregivers served by the agency indicated they felt more educated about the resources available to them and their loved one than they did prior to their participation in the program.

- 95% of the clients/households requesting assistance through the Crisis Office live at or below the poverty level.

- 72% 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.

- 74% of adult clients served by the Individual, Couple and Family Counseling program reported a decrease in depressive symptoms.



- 60% of the students enrolled in the St. Joan of Arc Neighborhood Youth Outreach after-school program completed the learning style inventories in order for the staff to provide the necessary support for the students to succeed.

- 9% increase in the number of newly arrived refugees resettled in the community.

- 81% of the frail elderly served by the Senior Companion Program indicated a reduction in feelings of isolation.

- 86% of School Social Work program clients demonstrated improved functioning.

Responding in Good Works

Individual & Family Mental Health and Support Services

(People Served – 3,826)

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

- School Social Work Program – professional counseling services are 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 – 2,886)

- 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 are available for family and friends of adults 60 years 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 of age and over; partnerships with community nonprofits and public agencies offer opportunities for volunteers to meet significant community needs.

St. Elizabeth | Coleman Pregnancy and Adoption Services

(People Served – 4,401)

- Full service birthparent services – provides counseling to work through parenting or adoption services with ongoing post-placement counseling

- Birthmother Support Group – open to women who have placed a child for adoption through our agency; designed to give women a safe place, feel supported, and share their story with other women who have been through the same journey

- Parent Support Group for women – daycare provided during group sessions; offers educational topics on child development, home safety, budgeting and many others

- Adoption Services – domestic adoption placement; 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

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

Crisis Relief and Shelter Services

(People Served – 33,218)

- 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

2011-12 Agency Council Members

Officers

Constance M. Runkel, *President*

Michael T. Batt, *Vice-President*

Adam D. Grissom, *Treasurer*

Members

Louise W. Collet

Jan L. Kilies

Toni Peabody

Raymond O. Pierce, MD

Jacqueline Pimentel-Gannon

Richard C. Ruwe

Steven B. Stapleton

Ex-officio Members

David J. Bethuram, *Agency Director*

David J. Siler, *Executive Director, Archdiocesan Secretariat for Catholic Charities and Family Ministries*

2011-2012 Performance and Quality Improvement Report



Catholic Charities values service quality by promoting strong performance, program goals, and positive outcomes for those we serve. All programs of Catholic Charities set forth 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, diversity and effective/assessable services.

Catholic Charities' programs indicate that 75% of chosen strategic priority areas met the desired threshold for 2011-2012. Below are some of the results:

- Adult Day Services staff completed all training required to operate an adult day center.

- Caregiver Support program completed a comprehensive educational resource for caregivers.

- The Crisis Office increased the number of households served last year with food, utility and rent assistance by 6%.

- Holy Family Shelter exceeded their goals for residents to actively participate in their case management plans. 97% of families staying longer than 5 days actively participated in case management/goal planning.

- Holy Family Transitional Housing exceeded its goal of apartment units being ready for occupancy within 2 weeks of client exit in order to increase accessibility for families to move into a transitional apartment.

- Individual, Couple and Family Counseling program decreased the number of client no-show appointments to 7%.

- St. Joan of Arc Neighborhood Youth Outreach Summer Camp program retained 65% of eligible students from the prior year.

- 100% of the Refugee Resettlement program staff completed thirteen trainings specific to the work and population the program serves.

- RSVP had an 8% increase in the number of volunteers in the program.

- St. Elizabeth|Coleman Pregnancy & Adoption Services increased the number of referrals from service providers for international home studies by 50%.

- Senior Companion Program reported 82% of caregivers supported by the program indicated a reduction in their daily stress level.

- School Social Work Program reported that 87% of students showed progress toward their annual goals.

Client Satisfaction Results

97% of the clients surveyed were either very satisfied or satisfied with the overall care and concern they received by the organization/program.

97% of the clients surveyed were either very satisfied or satisfied with staff attention to their needs.

95% of the clients surveyed indicated a high level of confidence in our staff.

98% of the clients surveyed were very satisfied or satisfied with their overall experience with the services provided to them by the agency.

96% of the clients surveyed were very satisfied or satisfied and would recommend our services to a friend or family member.

