



CATHOLIC CHARITIES

Diocese of Wilmington

For 180 years - A legacy of caring service

**2009 ANNUAL REPORT TO
THE COMMUNITY**

The legacy continues...

Dear Friends in Our Lord:

Over its 180-year history, Catholic Charities has put into action God's directive to love our neighbor. Catholic Charities' legacy of caring service brings to life its mission on a daily basis.



The services provided by Catholic Charities have adapted to the changing needs of our communities. Orphanages may be a thing of the past, but care for children continues through our adoption, pregnancy counseling, mental health counseling, basic needs, and childcare food programs. We no longer make clothing to sell, but we still offer clothing and household items for sale through our thrift centers. No matter the service, our focus remains to recognize the dignity and sacredness of each human life.

Catholic Charities would not be able to continue our legacy of caring service without the powerful commitment of our supporters. Our volunteers, donors, and collaborators, joined together with our staff, reach out to the most vulnerable in our communities each and every day.

Become a part of Catholic Charities' legacy of caring service through continued prayers and support.

Sincerely in Our Lord,

Most Reverend W. Francis Malooly

Bishop of Wilmington



Catholic Charities is very proud to have served the residents of the Diocese of Wilmington for one hundred eighty years. We've seen unprecedented growth in technology, cultural revolutions, the nation's only Civil War, the War on Poverty, man's landing on the moon, the finding of cures for dreaded diseases, and the discovery of other killers.

The one constant throughout the changes seen during the past 180 years is that Catholic Charities has been there to help. Providing caring service to families and persons in need has been our guiding principal, and we continue to focus on that goal as our mission.

It would be impossible to meet the needs of the most vulnerable in our communities without the prayers and support of our friends, and for their donations of time, talent, and treasure, we are forever grateful.

As a sign of our gratitude, we remain careful stewards of what is entrusted to us. Our job is to put those resources in the hand of those who need it most.

Please continue to follow our journey by participating with us in our prayer services and other activities to commemorate our Anniversary Celebration throughout 2010.

Warmly,

Richelle A. Vible

Executive Director

PROGRAM OPERATING FINANCIAL REPORT FISCAL YEAR 2009

SOURCE OF FUNDS

Government Grants, Contracts --	\$13,727,833
Contributions, including Annual Catholic Appeal ---	2,303,718
United Ways -----	719,625
Program Fees -----	494,320
Sales -----	264,864
Special Events -----	162,387
Reserves -----	720,596
Total -----	\$18,393,343

EXPENSES

Children's Residences -----	\$664,968
Pregnancy, Parenting & Adoption ----	524,781
Bayard House -----	387,765
Parish Social Ministry -----	111,259
Casa San Francisco -----	591,324
Crisis Alleviation -----	297,640
DE Energy Assistance Program -----	9,813,144
Child & Adult Care Food Program --	1,858,196
Immigration -----	92,559
Seton Center -----	363,028
Thrift Store -----	700,734
Family, Individual, & Substance Abuse Counseling -----	845,829
Intensive Outpatient program -----	688,006
Family Life -----	301,175
HIV Ministry -----	227,982
Administration -----	903,179
Total -----	\$18,371,569

PROFESSIONAL STANDARDS

Catholic Charities, Inc., complies with all applicable licensing standards set by government bodies, is accredited by the Council on Accreditation for Children and Family Services, is a United Way member agency, and is a member of Catholic Charities USA.

Catholic Charities monitors outcomes to assure the highest quality services and maintains the best use of resources.

All staff are qualified commensurate with their area of responsibility, meeting the standards of their respective disciplines.

Catholic Charities Inc. directs and coordinates the charitable and social service programs of the Catholic Diocese of Wilmington. It delivers critical direct care human services to individuals and families residing in Delaware and the Eastern Shore of Maryland regardless of their religion, race, or ability to pay. The services offered are life sustaining, healing, and life enriching.

Life sustaining services are:

- **Basic Needs Program**, supporting families and individuals who need emergency financial help to keep them in their homes and keep utilities turned on
- **Food Distribution Programs**, providing emergency food pantries and food cooperatives, based at three of its sites, Bayard House in Wilmington and Casa San Francisco in Milford, Delaware, and Seton Center in Princess Anne, Maryland
- **HIV Services**, providing emotional, educational, material, and emergency financial help to Delawareans living with HIV/AIDS and their families
- **Low Income Home Energy Assistance Program**, helping Delaware households that need assistance to pay the cost of home energy
- **Thrift Centers**, providing gently used clothing, furniture, appliances, household goods, mattresses, and much more at deeply discounted prices

Healing services include:

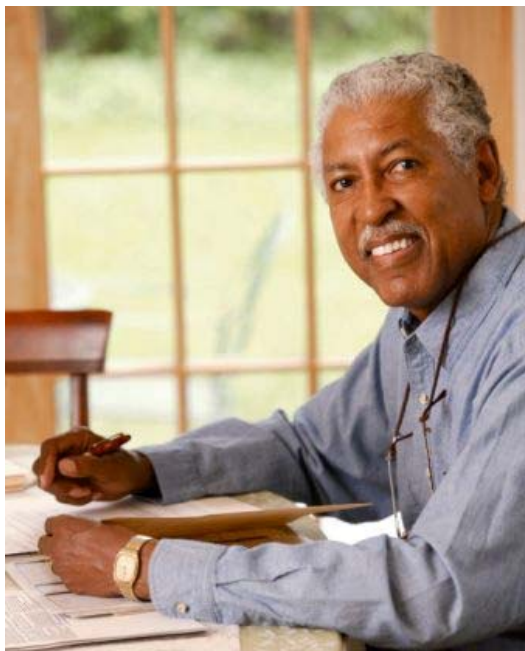
- **Bayard House**, the only fully licensed residential program serving homeless or transitional pregnant minors in Delaware
- **Casa San Francisco**, an adult emergency shelter, providing a wide range of services aimed at helping low-income residents of Sussex County
- **Counseling Services**, making available outpatient counseling programs to persons with mental health issues

- **Intensive Counseling for Children**, providing help for children ages 0-17, living in Delaware, whose behavioral problems are severe enough to threaten their home, school, or day care
- **Seton Villa**, a group home providing 24-hour care to children between the ages of 6 to 12 with histories of serious abuse, neglect, dependency, and emotional problems
- **Pregnancy Counseling**, allowing the expecting parent to carry her child with dignity while making well-thought-out decisions
- **Seton Center – the Eastern Shore’s community center**, working to identify and respond to the needs of local residents, the Hispanic community, and the area’s migrant farm workers

Life enriching services are:

- **Adoption**, establishing the legal relationship of parent and child between those who are not so related by birth
- **Immigration and Refugee Resettlement Programs**, lending a hand to persons and families with immigration and citizenship matters
- **Family Life Bureau**, providing marriage preparation classes, educational programs for individuals, couples, families and groups, and support groups for widowed and divorced persons.
- **Parish Social Ministry**, offering a diverse array of programs reflecting the entire range of the Church’s social mission
- **Certified Alcohol and Drug Counselor (CADC) Training**, providing an introductory and intermediate learning experience in substance abuse counseling, promoting professional development and growth

**CATHOLIC CHARITIES USES
85 CENTS OF EVERY DOLLAR
FOR DIRECT CLIENT SERVICES.**



A 74-year-old male called Catholic Charities to ask for help with an overdue electric bill.

Mr. A* had fallen behind in his monthly obligations for the first time in his life. His adult daughter had moved in with him after losing her job. Mr. A was paying his daughter's expenses with his Social Security and pension income.

Catholic Charities assisted Mr. A with the electric bill to keep his service on, and referred him to the Low Income Home Energy Assistance Program for which he was eligible.

In FY2009, Catholic Charities **Basic Needs Program** assisted over 1500 families, an increase of 75% over FY2008. We fielded 11,782 phone calls into our Basic Needs program. Due to limited funding, our program was unable to assist 2,482 families, despite increased need.

**All names have been changed to protect the privacy of our clients. Photos are not those of actual clients, but stock photos representative of our clients.*

Catholic Charities **Counseling Services** saw a 95% increase in the numbers of persons served by our programs in FY 2009. Sliding scale fees are available to qualified individuals.

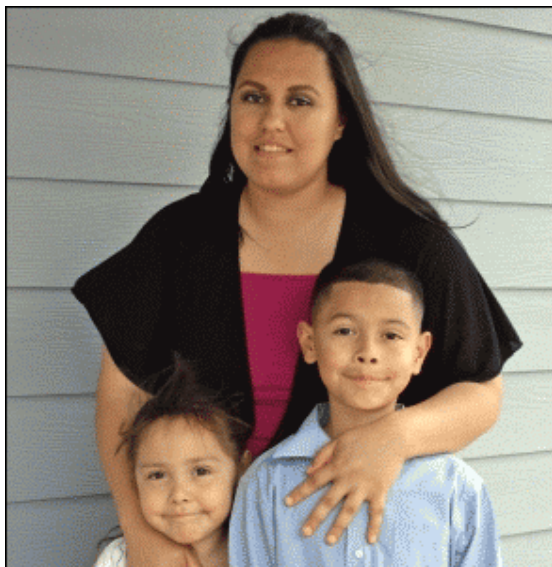


Mr. J*, a 28-year-old male, had several failed attempts to get sober. Because of his problems with substance abuse, his marriage was experiencing serious stress and was in danger of disintegrating.

After attending weekly counseling sessions at Catholic Charities, Mr. J has been able to stay clean for over one year.

Catholic Charities has also been able to help his relationship with his wife. Mr. J and his wife now see his therapist for marriage counseling.

In FY09, **Seton Center** assisted over 11,000 individuals, a 26% increase over last year. Most of these cases involved emergency financial grants for either rent or utility payments.



Ms. SW* is the mother of two children who works full time in a job with no medical coverage.

She sustained a burn on her hand while cooking. This injury resulted in both a loss of work and medical expenses related to the burn. The unusual charges caused a shortfall in the family budget, and Ms. SW could not meet her rent.

After a long search, Ms. SW found an apartment for a reasonable rent. In order to secure the apartment for her and her family, Catholic Charities provided a partial subsidy to supplement payment.

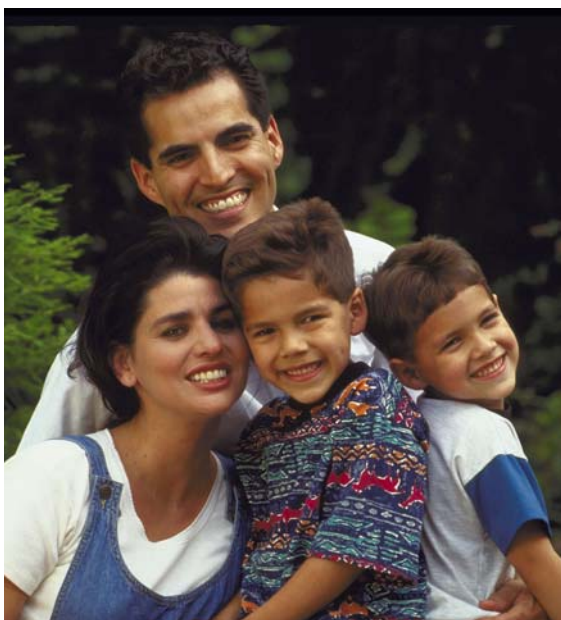
She returned to work two weeks later and her family is stable once again.

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Mr. R* first came to Catholic Charities to obtain legal status in the United States. After he received his citizenship, Mr. R wanted his wife and children to join him. Catholic Charities helped the family to gain legal admission to the United States from Mexico.

The family has become US Citizens. They are now working and have become active in their church and community.

The caseworker for Mr. R and his family made them aware that, instead of renting an apartment, they could purchase a house. She explained the process, and their dream has become a reality.



The **Immigration and Refugee Resettlement Program** of Catholic Charities helped 250 persons in FY09, a 22.5% increase over the previous year.

ADMINISTRATION

BOARD OF DIRECTORS

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Vice Chair for Finance

Matthew F. Boyer
Vice Chair, Development

Michael Headman
Vice Chair, Continuous Quality Improvement

Terri Mullins Young
Vice Chair, Nominating

Jennifer Jauffret
Vice Chair, Services/Facilities

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Geoffrey Gamble
Sister Patricia Gamgort
Rev. Daniel Gerres
Martin Infanti
Kevin Kelly
Thomas McLoughlin
Virginia M. Nowland
Amelia Wyant

EXECUTIVE TEAM

Richelle A. Vible, MBA
Executive Director

Frederick Jones, MS
Northern Regional Director

Katrina A. Eichler, BA
Southern Regional Director

Paula C. Savini, BA
Director of Community Relations

Frank Julian, BS
Controller

ADMINISTRATION

PROGRAM LEADERSHIP

Susan K. Bailey, CAP
Administrative Support Staff

Evelyn V. Blackman
Delaware Energy Assistance Program

Mark Coffey, M.Ed., CADC, LCDP
Counseling Services

Linda DiSabatino, RN
Seton Villa, Therapeutic Group Care
Program for Children

Position vacant
Child and Adult Care Food Program

Diane Giovannozzi, BS
Wilmington Thrift Center

Shavonne Hines, BA
Bayard House, Residential Maternity Home

Sr. Regina Hudson, SC, RN
Seton Center

Thomas R. Jewett, CM, MA
Family Life Bureau

Stephen LaPerle, MSW
Adoption, Pregnancy Counseling,
and Immigration

Albert Manganiello, MPA
Basic Needs and HIV Services

Theodora Millerline, LPCMH
Clinical Supervisor, Kent & Sussex Counties

Pippa McCullough, LCSW-C
Eastern Shore Maryland

William Post, M.Ed
Casa San Francisco

Valleree Lynne R. Roach, MSS, LCSW
Clinical Supervisor, Intensive Outpatient
Program

Andrew A Zampini, MS, SFO
Parish Social Ministry

OUR MISSION

It is the mission of Catholic Charities to address human suffering and to promote and restore the well-being of people and society by providing, as a primary focus, caring service to families and persons in need; coming together with members of the community to become informed about and to take action on critical social issues; and advocating publicly for social policies which enhance human dignity and safeguard basic human rights.

LOCATIONS

Main Office
2601 W Fourth Street
Wilmington DE 19805
302.655.9624

Casa San Francisco
127 Broad Street
Milton DE 19968
302.684.8694

Bayard House
300 Bayard Avenue
Wilmington DE
302.654.1184

Sussex Office
406 S Bedford Street Ste 9
Georgetown DE 19947
302.856.9578

Seton Villa
800 Bellevue Road
Wilmington DE 19809
302.762.2982

Seton Center
30632 Hampden Avenue
PO Box 401
Princess Anne MD 21853
410.651.9608

Wilmington Thrift Center
1320 E 23rd Street
Wilmington DE 19802
302.764.2717

Eastern Shore Office
1201 Pemberton Drive Ste 1A
Salisbury MD 21801
410.749.1121

Kent Office
1155 W Walker Road
Dover DE 19904
302.674.1600

Toll-free Pregnancy Counseling Hotline — 877-225-7870

HOW YOU CAN HELP

PRAY - for clients, their families, and those who serve them.

DONATE – by check, by credit card online at www.cdown.org/ccdonation.html, or through United Way or other workplace campaigns. You can also donate food, clothing, or furniture.

VOLUNTEER - donate your time and help meet the needs of our communities. Call Catholic Charities at 302-655-9624 to learn more.

www.cdown.org/charities.html