

20

17

CREATING POSITIVE CHANGE

Annual Report // Fiscal Year 2017



Catholic
Social Services



“A single sunbeam is enough to drive away many shadows.”

— **St. Francis of Assisi**

DEAR SUPPORTER

We are proud to share with you our annual report. It will review a year of work towards ending homelessness, strengthening families, and supporting those in need in our community. As you look through this report, we believe you will agree our work has met clients where they are, helped them with their basic needs, and supported them on the road to permanent stability – whether that comes in the form of housing, food security, or a sense of community. Without you, none of these successes are possible.

Creating positive change takes an entire community.

Because of you, our organization has become even stronger and more capable of serving our clients. With the support of our donors, our volunteers, and our partners as well as with the hard work of our clients, more than 460 people were housed. As you can see, hundreds of lives have been changed, thanks to you.

Ending homelessness does not have a one-size-fits-all solution, and we continue to evaluate what we do and what changes we can make to meet the needs in our community more efficiently. As a leader in coordinating care, services, and housing for individuals and families in Anchorage, we are committed to working with our partners. Together we ensure that all people who are without housing in Anchorage have access to services that help them achieve permanent stability.

We are grateful to all of the dedicated and compassionate people who support us, including you. You live out our mission by serving the most vulnerable and in need every day. Your commitment to the values of Catholic Social Services inspires us and enables us to help more than 23,000 each year.

Thank you to our clients, donors, volunteers, partners, and, most importantly, to you. You strengthen our community, make a difference, and create positive change for the future

May God bless our community and our clients.

OUR MISSION

WE COMPASSIONATELY SERVE
THE POOR & THOSE IN NEED,
STRENGTHEN INDIVIDUALS &
FAMILIES, AND ADVOCATE FOR
SOCIAL JUSTICE.



LISA AQUINO



Executive Director



MICHAEL
FREDERICKS



Board of Trustees Chair

VOLUNTEERS MAKE A DIFFERENCE

Every week, our volunteers generously serve clients. Sometimes they help guests shop in the food pantry or teach refugees English at the Welcome Center. Other times, they provide dinner for the women and children of Clare House or treat those who visit the Foot Clinic in Brother Francis Shelter. Of course, these are just a few of the ways our volunteers dedicate themselves to serving the most vulnerable people in our community.

Volunteers are changing lives.

Volunteers like Jeanne...

Three years ago, she began volunteering with a group from St. Elizabeth Ann Seton's Parish. At the time, she helped food-pantry shoppers pick out their food. But it became too hard for Jeanne to push the heavy carts, so she found another way to give of herself. Now four hours every Friday, Jeanne volunteers behind the scenes, entering data for the food pantry. Her work makes the pantry operate smoothly. Jeanne helps ensure that guests who visit can check in efficiently, shop for their food, and be on their way.

After all these years, Jeanne still believes in our mission. Like all of our volunteers, she cares about those in need and dedicates herself to serving our community.

In fiscal year 2017, 1,049 volunteers provided 21,097 hours of service across our 8 programs. **We are thankful for the support from our volunteers. Because of them, more is possible.**

“It’s my personal mission to be able to volunteer and to give some of my time to help out.”

—Jeanne

Board of Trustees

Michael Fredericks, Board
Chair, RIM First People

Mark Fineman, Vice-Chair,
Cook Inlet Housing Authority

Lisa Bruner, ConocoPhillips

John Conway, Eklutna
Construction & Maintenance

Gerard Diemer, Wells Fargo

Patrick B. Gilmore,
Atkinson, Conway & Gagnon

Cynthia Gough,
Providence Alaska

Stormy Jarvis, Oceanic
Management Group

Elaine Kroll, Wells Fargo

David LaChance, BP

Christian Muntean, Vantage
Consulting

Walter Williams,
Doyon Limited

Ex-Officio

Fr. Scott Medlock,
St. Patrick's Parish

Rabbi Michael Oblath,
Congregation Beth Shalom

ROAD FROM RESPITE TO HOUSING

In April 2017, Medical Respite at Brother Francis Shelter opened. This unit in our shelter gives people experiencing homelessness a safe place to be discharged after a hospital stay. To make Medical Respite possible, the three largest hospitals in Anchorage formed an unprecedented partnership. Working together, they created a 10-bed unit to help those coming out of hospital care enter an appropriate place to rest and recuperate. **Now, more than 60 individuals have been admitted, and each of them stays an average of 40 days.**

One of those individuals was Lewis.

Lewis, a 61-year-old Army veteran, was homeless more than two years and lived in his car. He ended up in the hospital, due to kidney failure and other medical issues. When he was discharged, Lewis came to Medical Respite at Brother Francis Shelter to recover, instead of returning to homelessness, which would only worsen his condition.

During his time here, case managers worked with Lewis to move toward permanent housing. Like many veterans, he discovered he could receive benefits, but Lewis did not want to accept them. He said others were more deserving. He believed if he didn't take them, someone with greater need could have them. But other veterans Lewis met at Brother Francis Shelter and his case managers reminded him that he earned and deserves those services. They helped him understand and accept the benefits available to him.

As case managers and other veterans encouraged Lewis to accept benefits and assistance from organizations across Anchorage, doctors began to see his kidneys and heart improve. With support and rest, Lewis found hope. When he discharged from Medical Respite, he did so with good health to a fully furnished apartment.

Like Lewis, over 45% of guests exiting Medical Respite go to a place they can call their own.

Although Medical Respite has only been open for about 15 months, the program has been funded for another year by the hospital partnership. It will continue to positively impact Anchorage's future.



CHANGING HER FUTURE

Walking into a shelter for the first time can be intimidating. At Clare House, our case managers make it easier, though. They connect clients to services and help them navigate the path moving forward. One of the most things our case managers offer is employment assistance. They work with clients to find jobs that enable them to support themselves and their families.

Sherilee, a case manager at Clare House, has helped many women over the years prepare for the workplace and find jobs that match their skills. Not only does she help them with their resumes, but she advocates for them by working with employers to place clients and empowering the women to gain financial literacy.

Sherilee has helped change many women's lives.

Recently, a client came to Clare House, and Sherilee started helping her get back on her feet. During this woman's time here, she attained her driver's license, secured full-time employment, opened a savings account, paid off past debt, and saved enough money to search for permanent housing.

The woman began applying for jobs too, but she was not getting any call backs. Sherilee worked with the woman to update her resume and recommend work that was suited to her abilities. Soon after, the woman had several interviews. Then a non-profit organization offered her a position that allowed her to serve others who were facing similar – or even worse – issues than she had. She was happy to be able to change her future and to start helping other women change their futures too.

“Most of the women who come to Clare House just need someone to believe in them and support them. I try my best to be that person.”

—Sherilee



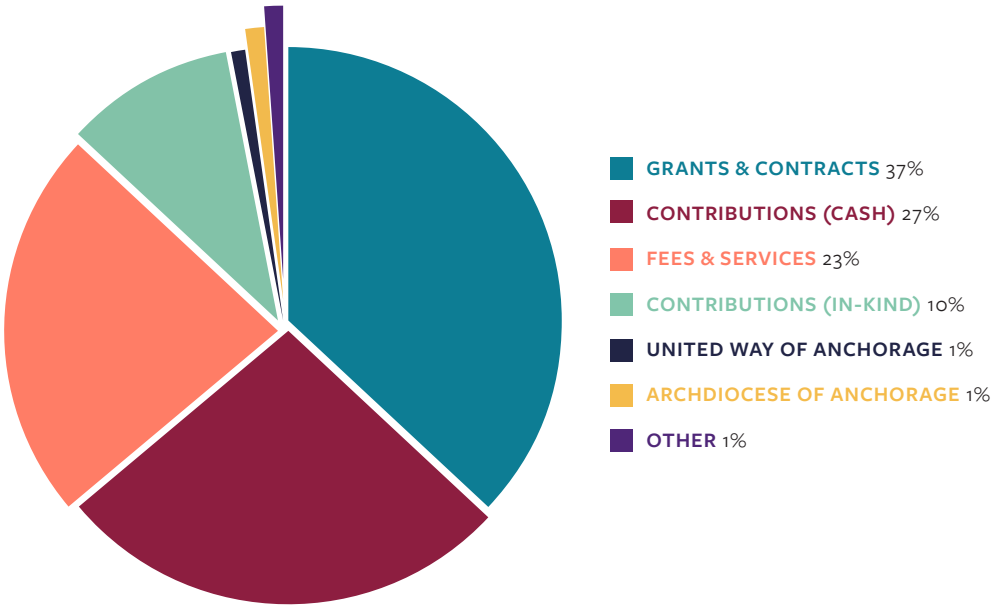
CATHOLIC SOCIAL SERVICES

Annual Financial Report

REVENUES \$11,555,172
EXPENSES \$11,024,304

SOURCES OF FUNDS

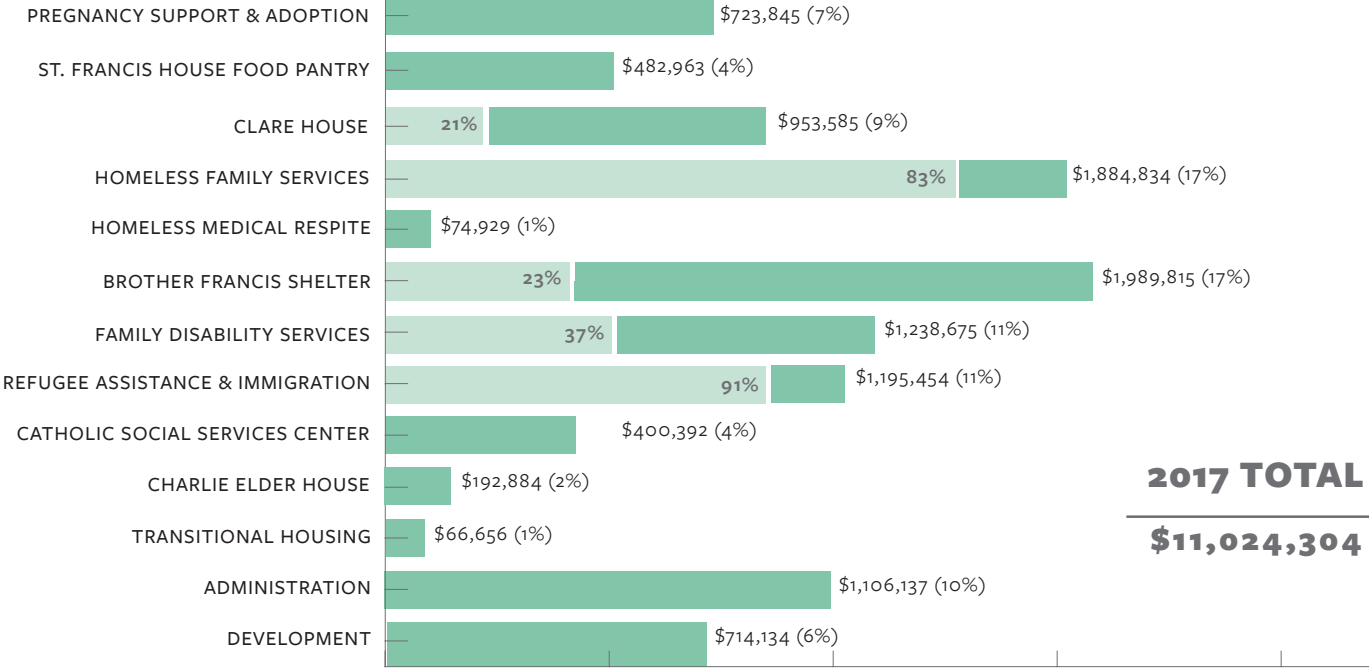
Sources of Funds	\$ Amount	% of Total
Grants & Contracts	4,324,873	37%
Archdiocese of Anchorage	76,000	1%
Contributions (Cash)	3,074,827	27%
Fees & Services	2,647,240	23%
Contributions (In-Kind)	1,146,755	10%
United Way of Anchorage	146,063	1%
Other	139,414	1%
2017 Total	\$11,555,172	100%



NOTE: In-Kind Contributions are reported as described and valued by their donor.

FISCAL YEAR: JULY 2016–JUNE 2017

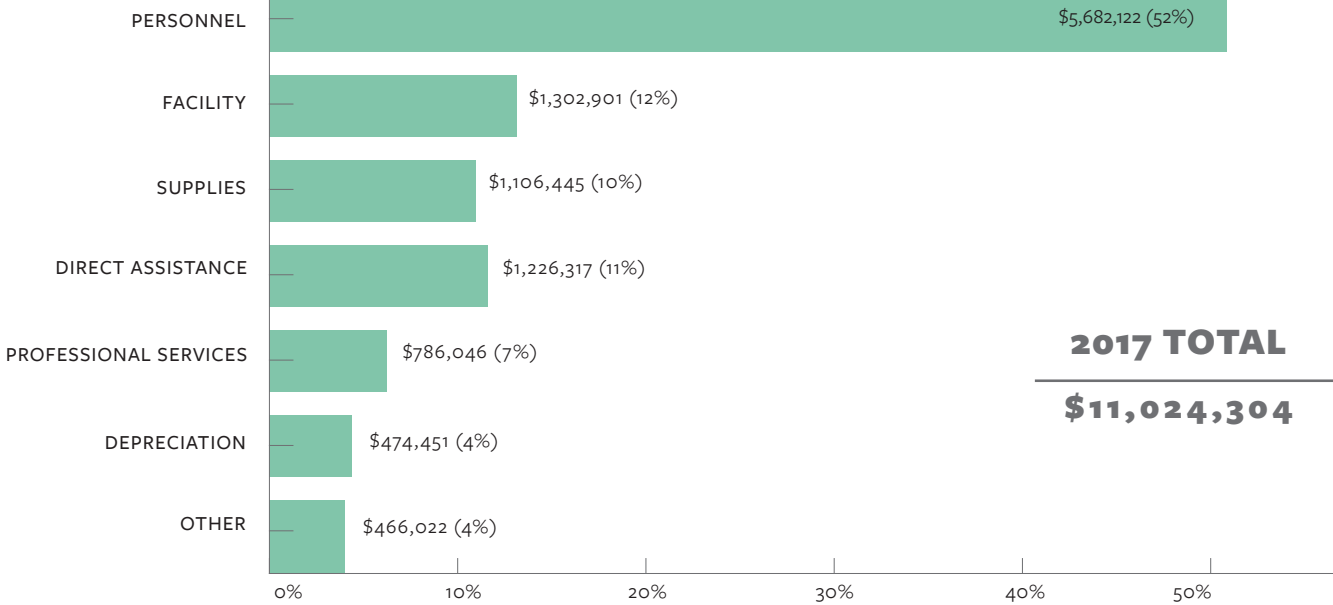
USE OF FUNDS (PROGRAM)



PERCENTAGE OF TOTAL

PERCENTAGE OF GOVERNMENT GRANTS PERCENTAGE OF FUNDS FROM COMMUNITY

USE OF FUNDS (ACTIVITY)



PERCENTAGE OF TOTAL

2017

Catholic Social Services recognizes our community supporters for whom a generous donation was made in their honor.

IN HONOR OF

Albert Maffei
Alice & Don Aylward
Annette McCarty
Barbara
Betty Stokes
Family of Archbishop Etienne
Gregory Bill
Heather And Bill Byrne
Ian William Glynn
Iolene Rathbun
James Babb
Jan Heier
Jane Hall
Jim Eason
John Hughes
Lila Hobbs
Lindsey & Jed Smith
Madelon Blum
Marguerite Durk
Marjorie Dittrich
Michal Stryszak
Patrick "Jack" Cooper
Robin & Jessica Austin's Wedding
Timothy Lynch
Wilma Beard
Winifred Murphy

THANK YOU

To our very generous corporate
and foundation donors:

Alaska Airlines
Alaska Federation of
Filipino Americans
Alaska Innovative Medicine, Inc.
Alaska National Insurance Co.
Alaska Native Tribal Health
Consortium
Alaska Peace Officers Association
Alaska Premier Dental Group
Alaska Regional Hospital
Alaska USA Federal Credit Union
Alyeska Family Medicine
Alyeska Pipeline Service Co.
Anchorage Neighborhood Health
Center
Anchorage Running Club
Anchorage Unitarian Universalist
Fellowship
Anchorage Yoga
Bering Straits Native Corporation
Bishop's Attic No. 2
BP
Bradley House
Calista Corporation
Castele Family Foundation
Chugiak High Key Club
ConocoPhillips Alaska, Inc.
Cook Inlet Housing Authority
Corporation of the Catholic
Archbishop of Anchorage
Daughters of Charity - Seton
Provincialate
Elsberg Associates/Elsberg Family
Foundation
Fiduciary Trust Company
Fraternal Order of Eagles
Gajewski Family Fund
GCI Communication Corp.
Gottstein Family Foundation
Halcro Family Foundation
Holy Cross Parish
Holy Family Cathedral
Hotel Captain Cook
Hughes Gorski Seedorf Odsen &
Tervooren, LLC
John C. Hughes Foundation
Latouche Pediatrics LLC
LuluLemon USA, Inc
Marie's Beauty Salon & Supply
Multiple Risk Managers, Inc.
Municipality of Anchorage
Park Central LLC
Pendleton Fine Arts
Perkins Coie Trust Company
Petro Star Inc.
Providence Health & Services
Alaska
Rainproof Roofing Co., Inc.
Rasmuson Foundation
Smiles for Life Foundation
Southcentral Foundation St.
Andrew Kim Parish
St. Elizabeth Ann Seton Parish
St. Elizabeth Ann Seton.
The Magi Workshop
St. Patrick's Parish
Swalling & Associates
Taiga Mining Company, Inc.
Tesoro
The Carr Foundation, Inc.
United Way of Anchorage
Wells Fargo Bank
Word of Life Lutheran Church

