



WE FOR INVEST IN



Catholic
Social Services

ANNUAL REPORT

2018



OUR MISSION

We compassionately serve the poor and those in need, strengthen individuals and families, and advocate for social justice.

DEAR SUPPORTER

For more than 50 years, Catholic Social Services has worked to support the most vulnerable in our community. The people we serve are our neighbors and friends; they are each of us. This is important to remember because the challenges that push one family into homelessness could be any of ours. At CSS, we are committed to investing in our neighbors and friends—the people of our community—and walking with them as they transition to permanent stability.

In FY2018, we focused on building partnerships and programming with the goal of housing, income through employment or benefits, and social and emotional wellbeing. This work requires us to step out of our comfort zone to find new partners, learn their concerns and connections to the issues of poverty and homelessness, and then work together using shared language and goals. Only by working together will we make a true difference.

One of the many partnerships of which we are most proud is our Healthcare and Homelessness Partnership. This collaboration with the three large hospitals in Anchorage focuses on healthcare services, respite beds for healing and recuperation, and transportation to needed appointments. This collective work has led to a savings of at least \$2 million in the first year and 19 patients in homelessness discharged from the hospital to healing beds in Brother Frances shelter. This makes our community stronger by saving resources, better utilizing emergency services and, most importantly, supporting our neighbors and friends as they move to permanent stability and self-sufficiency—and doing so with dignity and respect.

Lisa Aquino
Executive Director

Michael Fredericks
Chair, Board of Trustees



SHELTERS

On any given night, **340** men, women and children receive a safe shelter.



MEALS

Nearly **650,000** pounds of food was distributed to those in need of a meal.



VOLUNTEERS

More than **16,900** hours of service was provided by volunteers to enhance our community efforts.

BOARD OF TRUSTEES

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FINDING HOPE

HOMELESSNESS IS A STARTING POINT, NOT A STOPPING POINT.

Phillip was living life with a wife and two children he loved dearly. Then, his life took a drastic and unexpected turn. His wife died from a heart attack. That was in 2010. He struggled through grief and taking care of his family. It was too much to handle and Phillip's life spiraled out of control. He was in and out of jail, his children were placed in foster care.

When he got out of jail – with \$37 and no place to go in the dead of winter—Phillip felt hopeless. The staff at Brother Francis Shelter welcomed him. He was connected to Homeless Family Services and received a caseworker named Sarah to help him. She got him clothes, a job and bus passes. Phillip said Sarah was more than a caseworker: she was an advocate for him.

Sarah also was dead-set on getting Phillip housed. She even texted him links to Craigslist apartment postings and emailed him leads. In less than a month, Sarah found Phillip a home, and Phillip found hope.

For a year now, thanks to Sarah's and Catholic Social Services' ongoing support—plus Phillip's hard work—he remains housed, employed and sees his children again. When he looks back on how far he's come over the past year and a half, Phillip knows his homelessness was a starting point, not a stopping point.

“IF YOU’RE WILLING TO WORK, WILLING TO DO SOMETHING, THERE IS NO WAY YOU CANNOT SUCCEED WITH CATHOLIC SOCIAL SERVICES,” SAID PHILLIP.

Medical Respite is a wing in Brother Francis Shelter that opened in April 2017. The groundbreaking partnership service works well for medically fragile people experiencing homelessness. It gives clients the space to recuperate, return to health and get back on their own two feet. Each of the wing's 10 beds stay full. Clients are paired off in a room, allowing them to heal together and encourage one another to improve their recovery as well as their outlook.

A health clinic is housed at Brother Francis Shelter to assist clients, and they also can receive assistance in getting transportation to other medical appointments. In 2018, the respite program's operating costs generated 10 times the amount of savings to the community through reduced emergency medical services.

HEALTHCARE & HOMELESSNESS



DIGNITY & RESPECT

We serve the most disenfranchised members of our community. At the same time, we believe all people deserve the highest quality of care. We are proud that more than 90% of clients surveyed say they were treated with dignity and respect.



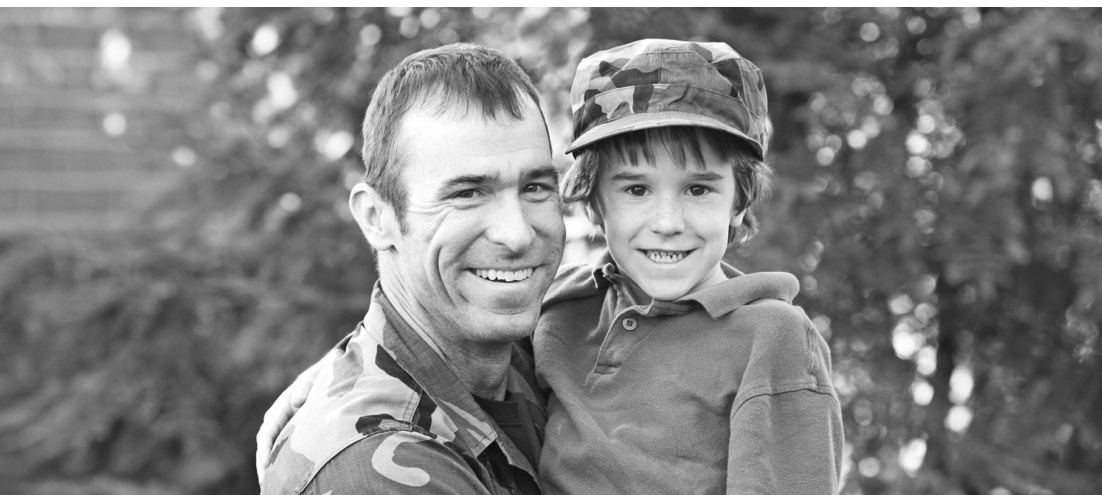
MEETING DAILY NEEDS

Catholic Social Services provides basic health and safety to more than 3,000 men, women and children in Alaska each year through homeless and shelter services. We operate the two largest homeless shelters in the state, which serve all Alaska residents.



SUPPORTING VETERANS

Nearly 1,000 Alaskans were housed with CSS's help last year. Of those, 98—or 10%—were military veterans. Our Support Services for Veteran Families program assists in identifying and addressing barriers, increasing self-sufficiency, and securing permanent housing for veterans and their families.





PROVEN SUCCESS

In 2018, CSS **housed 988 people**. More than 80% of clients housed with the help of our case management staff remain in housing, despite their experience with trauma and challenges.

Those families now hold jobs, buy their own food and better support their families. There are fewer moms and kids sleeping in their cars, people on the street corners and filling up shelters. They are working and contributing to the community.



EFFICIENCY

CSS is maximizing limited dollars and **increasing effectiveness** so the cost of serving each person decreases. We are working with partners to eliminate unnecessary redundancies in service offerings and ensure those in need of services are receiving the best available care from the most appropriate service provider.

By working with our partners, we've made improvements to data collection, targeted our outreach and implemented permanent supportive housing strategies to sharply improve outcomes to keep people housed and off the street.



RETURN ON INVESTMENT

CSS provides an excellent return on investment. We leverage partner, private, municipal and state dollars to amplify the effectiveness of our work.

CSS has implemented **groundbreaking partnership programs**, such as the medical respite program at Brother Francis Shelter, that save more than \$1.5 million annually.



INNOVATION

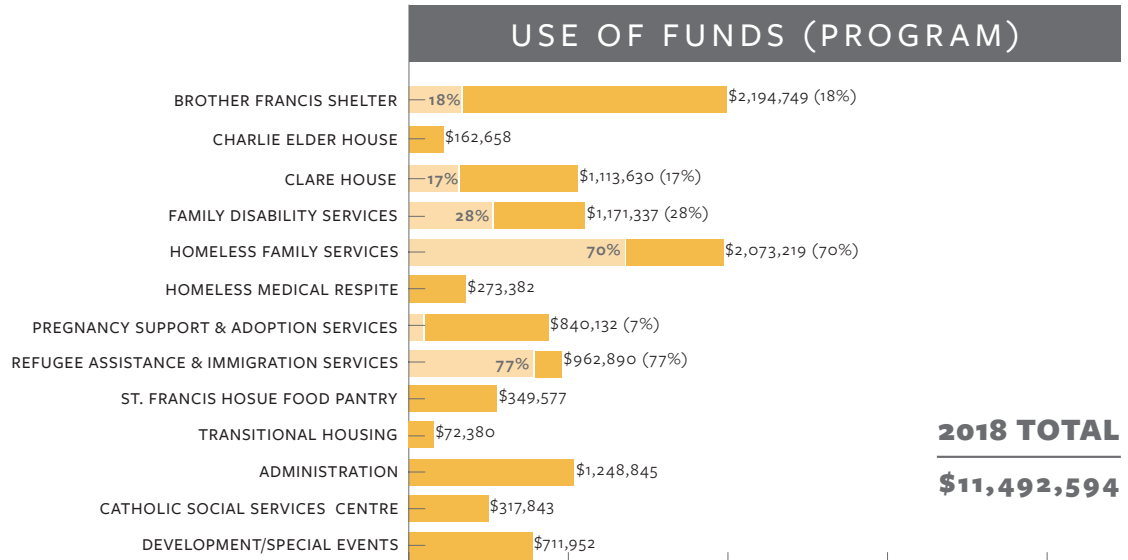
CSS changed its shelter service model in 2018 to focus on long-term sustainability and permanent stability. Ultimately, this **reduces the cost of serving each person** and has allowed CSS to serve more clients effectively without increasing funding.

We are "Alaskanizing" evidence-based best practices in order to best serve our individual and unique clients. This allows CSS to effectively support a changing homeless population, which has shifted to a large, aging population and those needing mental health services.

ANNUAL FINANCIAL REPORT

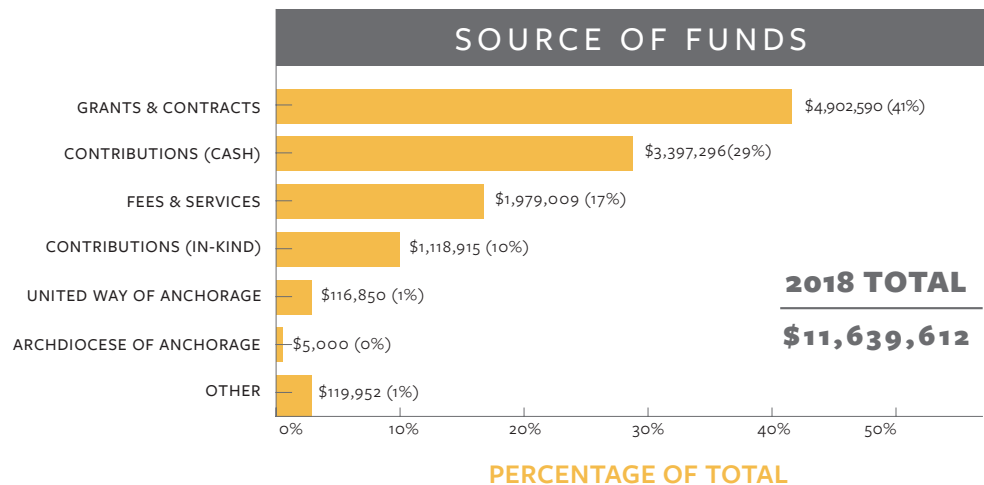
CSS is a good steward of community donations and grant funds, making the most of every dollar available to support our mission.

FISCAL YEAR: JULY 2017–JUNE 2018



PERCENTAGE OF TOTAL

PERCENTAGE OF GOVERNMENT GRANTS PERCENTAGE OF FUNDS FROM COMMUNITY



CSS Alaska is one of the largest social service agencies in Alaska. It was incorporated in 1966 as a registered 501(c)3 nonprofit corporation. CSS is the social service arm of the Archdiocese of Anchorage, serving, engaging and employing people of all faiths.

THANK YOU

Catholic Social Services recognizes our generous corporate and foundation donors of \$5,000 or more.

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IN HONOR OF

We remember our community supporters and generous donors.

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**WE TRULY APPRECIATE AND
VALUE ALL OUR DONORS WHO
SUPPORT OUR MISSION TO
BETTER OUR COMMUNITY.**



INVEST IN HOPE