Annual Impact Report 2016-2017



Every day, we help our community's most vulnerable by taking on the effects of poverty and helping all those in crisis move toward a better life. If we can't help, we know who can. **Pass it on.**

For more than 125 years, Catholic Charities Dallas has been the leader in social services in our community. Today, we help nearly 38,000 individuals achieve stability and self-sufficiency through programs for adult and child education, employment services, financial literacy, food and meals, immigration legal services, refugee resettlement, pregnancy counseling, adoption services and assistance with disaster relief and preparedness.

Catholic Charities Dallas comprises more than 26 individual programs that serve nine north Texas counties. The strengths of each of our programs are as diverse as the populations we serve, but our belief in the need to provide dignity to all those in our community who are so often overlooked remains the same.

Nine Counties, Many Missions

Delles	0 570 000
Dallas	2,570,000
Collin	939,585
Rockwall	93,978
Kaufman	118,350
Ellis	168,499
Fannin	34,031
Grayson	128,235
Hunt	92,073
Navarro	48,523
Total	4.193.274

Population increase from 2000-2014 **28%**

Increase in people living in poverty from 2000-2014.. **75%**

CCD Volunteers 1,067

CCD Volunteer hours ...14,375

Children, Family & Senior Services

We're here to enrich every aspect of our clients' lives. For children, our Cardinal Farrell Community Center offers education and care throughout the year. Our Brady Center assists seniors with support services, meals, activities and food pantry access. With pregnancy services and adoption, we provide valuable information on pro-life options along with parenting services and counseling.

The Need >

Adequate nutrition

Affordable and engaging activities

Access to community resources

Our Response ≻

Five days a week of classes and programs Daily breakfast and lunch Physical mobility activities Computer education and training Community resource linkages Client Outcomes >

Improved physical health Increased independence Reduced isolation Enhanced quality of life

Community Impact

Healthier communities

Decreased need for expensive institutional alternatives like skilled nursing facilities

Decreased use of emergency services

Children, Family, and Senior Services centers and programs

Cardinal Farrell Community Center Together We Learn, After-School Program, and Summer Camp

Together We Learn Children and parents learning simultaneously

Pregnancy Counseling & Adoption Services

Pro-life options and adoption, pregnancy, and parenting resources

Brady Senior Center

Support services, activity programs, food pantry, and meals for low-income seniors

Andrew moved from Harlingen to Dallas to be closer to his sister, brother and 94 year-old mother.

Since moving to Dallas he has met many challenges and currently resides in the Austin Street homeless shelter. During the day he visits the Brady Senior Center and has found a much needed sense of community. He has been regularly attending the Brady Senior Center since 2014 and is proud of the many friendships he has made that enrich his life.

"The Brady Senior Center has given me so muchIt's important for me to be around people and continue to remain active. I'm grateful for the opportunity to socialize with others and to have a place like the Brady Center."

Andrew, 72, CCD Brady Senior Center client and active senior citizen

The Need >

Low-income families are monolingual or limited English skills

Families are turned away from quality education programs when paperwork is incomplete or incorrect

Students are not getting quality instruction and only half of public school children are kindergarten-ready

Our Response 🕨

High-quality preschool for children and classes for parents

After-school programs for children in kindergarten through eighth grade

Affordable summer camp programs

By The Numbers

Senior Services DeliveredClients servedMeals served25,673

After- School ProgramsStudents servedMeals served12,949

Together We LearnChildren and parentsserved427

Pregnancy & Adoption

Women served and counseled with pro-life options **515**

Client outcomes >>

Improved language and cognitive skills

Increased English proficiency Improved reading and math scores

Community Impact

Decreased dropout rates

Increased self-esteem and knowledge of parenting

Better employment with higher-paying wages

Financial Stability & Career Services

An innovative program where coaches help clients achieve financial stability. Catholic Charities Dallas provides a relaxed and nonjudgmental setting where clients can discuss their situations without conditions. The goal of the program is to improve the quality of life for individuals and families by incorporating these integrated services that help sustain their independence.



The Need 🕨

Finding jobs with livable wages

Understanding of family budgets and healthy spending habits

Alternatives to payday lenders and check cashers

Assistance with recovery after a crisis

Our Response 🕨

Free or low- cost job skills training programs

Financial coaching

Matched savings accounts, debt counseling, free tax preparation and credit reports

Income supports such as food and childcare subsidies

Client Outcomes 🕨

Better employment options and increased incomes

Improved knowledge of family budgets that result in less debt and higher credit scores

Increased family savings and participation in formalized banking

Fewer evictions and foreclosures

Community Impact

More people moving out of poverty

Reduced labor shortage with more skilled and trained workers

Increased family savings with a path to asset ownership

More vibrant and empowered neighborhoods

Mother, military veteran, community leader— Stephanie is the kind of selfless, engaged, enthusiastic neighbor anyone would treasure.

Recently, however, she received notice that she would have to leave her home, a west Dallas apartment where she had lived for seven years. On a fixed income and caring for her disabled son, Stephanie feared she would never find a place that would fit her needs.

That's when a Financial Coach from Catholic Charities Dallas offered to help. With an array of services and key experience in the community, Catholic Charities worked with Stephanie to locate apartments

that accommodate residents on fixed incomes. Her Financial Coach developed a personalized budget for future planning. In a tight market with long



waiting lists, we stood ready to assist with moving expenses, security deposit, her first month's rent and other details. So when Stephanie learned an apartment had suddenly become available, she and her son were able to make the move immediately.

It wasn't merely a win for Stephanie and her son. Since she was able to relocate within her community, it was a win for west Dallas, too. Stephanie is now in a wonderful environment, still working closely with her Financial Coach and, with real peace of mind, is in an even better position to help others.

By The Numbers

Employment services clients served
One-on-one financial coaching, clients served 489
Financial education clients served565
Income support 211

Language classes and adult vocational training clients served 64



Services: Employment Services Financial Coaching & Education Income Supports Housing Counseling Financial Assistance Food Programs

Immigration Legal Services

As a growing number of immigrants move to north Texas, Catholic Charities Dallas has responded. Our Immigration Legal Services was established to provide counseling and representation to individuals and their families, and our Catholic Charities Dallas caseworkers work to help individuals understand their rights under the law.

The Need 🕨

Barriers for low-income immigrants include:

Understand eligibility for and obtain legal immigration benefits

Improve employment opportunities

Become visible contributing community members

Our Response 🕨

Immigration Education Workshops and Outreach

Individual Consultations on immigration benefits

Legal representation including case completion and filing

Emotional support for victims of violence

Client Outcomes 🕨

Obtain legal right to work

Better employment opportunities and increased income

Improved knowledge and understanding of legal benefits

Increased community participation and integration

Community Impact

Vibrant, diverse society

Expanded base of workers, consumers, taxpayers and entrepreneurs

More legal permanent residents and citizens

Healthier communities

Annie first entered the United States from Zimbabwe in 1996 with high hopes of

continuing her education. A pastor from her church arranged for her to live with an American woman in exchange for doing household chores and taking care of the family. Her dream of studying here quickly dissolved when the woman seized her passport and travel documents and forced her to live in servitude. Annie eventually married, had a son and obtained lawful permanent residency. However, she soon found herself having to escape another abusive relationship. Struggling to make ends meet financially, she feared her goal of becoming an American citizen was not possible due to the high cost of legal representation. A close friend told Annie about Catholic Charities Immigration Legal Services and she was surprised to learn that the initial consult was provided at no charge. With low-cost follow-up services, she could continue pursuing her dream. After 17 years of living and working in the United States, Annie officially became a citizen. She plans to attend college to pursue a degree in administration or business management, and dreams of owning her own business one day.

"You have no idea how hard it is to get help when you are not a citizen of this country. I am so thankful to Catholic Charities for giving me the gift of citizenship."

> Annie, CCD Immigration Legal Services client and proud U.S. citizen

By The Numbers

Legal Services Delivered Total people reached ... 30,241 New agency clients 17,975 Total annual consultations 6,757 Cases opened 2,761

DACA cases opened 982



Services:

Low-cost legal representation on immigration matters

Deferred Action for Childhood Arrivals

Know Your Rights Workshops

Legal Orientation Program for custodians

Violence Against Women Assistance

U-Visa

Refugee Services



For a refugee family starting a new life in a new country, the process can be overwhelming. Having fled their homes to escape war, persecution or death, they often arrive without important documents. They rarely know how long it might be before they are able to return home. Catholic Charities Dallas is here to help.

The Need 🕨

Barriers for low-income refugees include:

Securing a home upon arrival

Integrating culturally

Securing employment

Recovery from abuse and trauma

Our Response 🕨

Provide basic needs assistance Cultural orientation

Cultural and linguistic case management

Employment and job placement English proficiency education

Empowerment through refugee support programs

Client Outcomes 🕨

Obtain sustainable housing and necessities

Become acclimated to their new environment

Self-sufficiency through employment

Improved English language skills

Increased community participation

Community Impact

Vibrant, diverse society

Expanded base of workers, consumers, taxpayers and entrepreneurs Healthier communities and citizens

Khadar resettled in the United States from Somalia along with his wife and son with assistance from Catholic Charities Dallas

Refugee Services. He had high ambitions for his new life, but he also felt isolated and overwhelmed with the prospect of providing for himself and his family. When he first met with his caseworker, he was suffering from severe anxiety and depression. Khadar is also deaf, which presented an additional challenge as he attempted to assimilate into a new country. Understanding that his disability did not have to limit his self-sufficiency, his caseworker assisted Khadar with enrollment in an American Sign Language class and connected him with resources available through a Catholic Charities

Dallas partner agency, Texas Department of Assistive and Rehabilitative Services. The program provided him with a video phone and referred him to



a specialist to be fitted for a hearing aid at no cost. Today, Khadar and his family are happily resettled, self-sufficient and enjoying their new life in America.

"Without help from Catholic Charities Dallas, my life would be very different today."

Khadar, Somali refugee resettled in north Texas through CCD Refugee Services.

By The Numbers

Refugee Services Delivered

Resettlement clients served ... 917 Employment clients served ... 803 Clients receiving language and civics instruction ... 326 Clients self-sufficient within 180 days ... 94% Match grant clients enrolled ... 604 Intensive case management Clients served ... 449

Relocation of refugee families and community integration through:

Education Employment Resettlement Services Match Grant Intensive Case Management Refugee Cash Assistance Safe Passages Donation Center

Food Services

The Food Program is one of the most vital steps our agency takes to fight poverty by alleviating hunger. Catholic Charities Dallas collects materials from food drives, volunteer donations or orders that are then sent to North Texas Food Bank, where they are distributed. By collecting and distributing food in this way, we provide nutritionally balanced food to our clients throughout the area.



The Need 🕨

The number of families living in poverty in north Texas continues to increase

In Dallas, one out of five people worry where their next meal will come from

Increased population has resulted in more demand for basic needs support

Our Response >

Six food pantries

Food Box Program in partnership with North Texas Food Bank

Meals served to children in After-School program

Breakfast and lunch served to seniors at Brady Senior Center

Client Outcomes >

Alleviates hunger

Provides income support for struggling families

Provides client access to other poverty-alleviating programs

Community Impact

Fights hunger and prevents homelessness

Collaboration with other community partners

Volunteer opportunities for those seeking to help fight hunger

Just after overcoming serious financial hurdles to become fully employed and self-sufficient, Jacob suffered a major illness that left him unable to work. A full 39% of the Dallas population is asset-poor and, like Jacob, merely one crisis away from needing social services. Jacob was unable to feed and care for himself. While visiting him at his home, Catholic Charities Dallas staff found that he was completely without food. Our food pantry provided him assistance,

but his struggles were not over. As his illness lingered, Jacob lost his home and moved from place to place. Our staff continued to assist him with food



and counseling to help him get back on his feet. Jacob now has a job, a home and food, and no longer needs assistance. He's most appreciative for the caring way that our staff made him feel. Through all his trials and struggles, he felt secure knowing that Catholic Charities was there to help him in his journey toward a better life.

By The Numbers

Food Programs Delivered

Clients served 21,530

Food Pantries6 Expanding to add seven additional Food Pantries in 2018

Food Boxing program through a partnership with the North Texas Food Bank, and St. Vincent de Paul Pantries

Food Pantries: distribution of nutritionally balanced food boxes

Meals: served twice daily, five days a week at the Brady Senior Center, served daily to children in the after-school program and summer camp at Cardinal Farrell Community Center



Disaster Preparedness & Relief Services

When disaster strikes our communities, dislocation can occur in an instant. Basic needs like food, shelter and medical care become key for survival and can remain so for months while rebuilding takes place. Catholic Charities Dallas works with regional and national relief groups and government agencies to assist in the recovery of those hardest hit communities throughout the process of rebuilding.

The Need 🕨

Survivors lack basic needs including food, shelter and clothing

Survivors are often displaced longer than anticipated

The uninsured or underinsured may not be able to rebuild their homes

Our Response 🕨

Relocation assistance

Financial assistance for utilities, hotel payments, housing, transportation and furniture

Long-term case management

Client Outcomes >>

Stable housing and selfsufficiency

Achievement of recovery plan goals

Community Impact

10

Enhanced disaster preparedness Community-led rebuilding In December 2015, a tornado struck the north Texas towns of Rowlett and Garland, taking the lives of 11 people and causing massive damage. The Barnes family lost everything when their home was completely destroyed. They were then devastated to learn their reimbursement from the insurance company was thousands of dollars short of the total cost to rebuild. Our Disaster Services team worked closely with the family to secure the additional \$10,000 in assistance needed. Although the family was displaced for almost a year, their new home was completed in November 2016. Today, the Barnes family is safely settled back in their neighborhood.

"Restoring hope and reaching out to heal lives shattered in an instant is at the heart of our mission. When others have done all they can to help, Catholic Charities remains with them on their journey, shining a light forward from the shock of a disaster to a new day of renewal."

> John Machado, Director, Disaster Preparedness & Relief Services

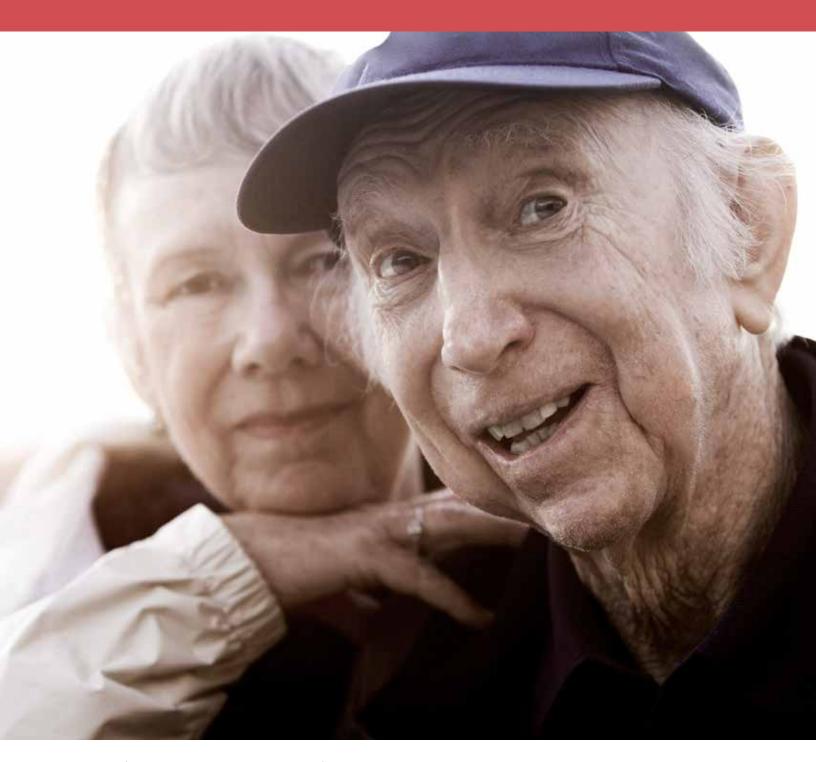
By The Numbers

Services Delivered



Services: Employment Services Financial Education Income Support Training Financial Assistance Food Program

Permanent Supportive Housing for the Homeless



The Need 🕨

Homeless low-income seniors are experiencing: Unstable housing Poverty Inability to plan for the future

Our Response 🕨

Stable housing and support services Access to public benefits Technology training Community-building activities

Client Outcomes >

Improved and maintained housing Improved income and savings Increased ability to achieve goals

Community Impact

Decrease community homeless population

City resources are available to meet other needs

Improved quality of life for formerly homeless seniors

In partnership with the Catholic Housing Initiative, Catholic Charities Dallas is excited to announce the 2018 opening of St. Jude Center,

a permanent supportive housing apartment complex located in northwest Dallas for homeless men and women aged 55 and over. As General Manager of this innovative project, Catholic Charities Dallas will provide property management, all daily functions, programming and integration of services at the facility. Our Financial Stability and Career Services will work one on one with residents to offer workforce training and financial education coaching

with the goal of helping residents return to the workforce and become self-sufficient within 18 months to three years. Catholic Charities case managers will also oversee



the care coordination for residents needing additional services and utilize partner agencies to deliver services such as addiction recovery, veterans' services, mental health counseling, housing transition assistance and benefits counseling.

Impact For The Future

St. Jude Center is projected to open in the first quarter of 2018.

Services:

Case Management Transportation Assistance Clothing Assistance Job Skills Coaching Food Pantry Access Links to: Medical Dental Mental Health



Help us meet your needs.

As a generous benefactor, you have unique priorities and reasons for giving. There are many ways to give, and each gift will be carefully used as directed. For answers to your questions about giving, contact Kathy O'Neal, Chief Development Officer at 469.801.8133 or koneal@ccdallas.org



Cash

Cash donations of any size are gratefully accepted. Mail your check to Catholic Charities Dallas, 1421 W. Mockingbird Lane, Dallas, TX 75247 or visit ccdallas.org for details.



Charitable Gift Annuities

Make a gift and receive steady payments in return. Your annuity payments will not be affected by economic downturns and will continue for life.



Corporate Giving

For many companies, giving to Catholic Charities Dallas is a compelling way to support the communities where they do business and where their employees and customers live. Volunteer, make a program grant, sponsor a special event or host a food or clothing drive.



Events

Become involved in one of our fundraising events as an individual or corporate sponsor, a ticket or table purchaser or as a volunteer.



In-Kind Gifts

Bring new or gently worn, small household goods and furniture. Please call 214-553-9909 or visit ccdallas.org/donate for details.



Matching Gifts

Ask your employer if a matching gift program is offered. You may be able to double or triple your generosity with a matching gift.



Monthly Giving

Your credit card or bank account can be automatically charged each month. Visit ccdallas.org/ donate to enroll online.



Online Giving

Online giving is safe, secure and fast. Go to ccdallas.org/donate for more information.



Planned Gifts

To help future generations, name Catholic Charities as a beneficiary of your will, trust, retirement account or insurance policy. You will become a member of our Legacy Society when you include us in your estate plans



Stocks and Securities

Gifts of appreciated stock may result in tax savings.



Tribute Gifts

You can make a donation in memory of a

loved one or to celebrate a special occasion.



Vehicle Donations

We accept cars, trucks, boats and RVs. Pick-up is free and we do all the paperwork. Call 214-553-9909 or visit ccdallas.org/donate for more details. 2017 Catholic Charities Dallas Annual Report



Dear friends

The end of our 125th year marks the end of an incredible year of growth and change. Catholic Charities Dallas gathered our forces and redoubled our efforts to respond to the poor and most vulnerable in our community. We're committed more than ever to helping them rise out of poverty by providing everything from the most basic of needs like food and clothing, to financial literacy, counseling and coaching, pregnancy and adoption services and citizenship assistance. Those efforts led Catholic Charities Dallas to establish new collaborations and partnerships, to look inward for more efficiency and higher effectiveness and to look outward with new messaging and a new look. This was also the year we established a new home for our mission at 1421 W. Mockingbird Lane. This new central service center gives us a larger platform to do more. Here, we can truly welcome the stranger, the volunteer, our employees and guests with dignity, respect and hospitality.

With poverty growing at alarming rates in our communities, we are responding on many fronts and taking on the new gaps in care. Despite the political confusion and uncertainty for many, record numbers came to our doors this year seeking help, advice and counsel. Catholic Charities Dallas added new missions to prepare and respond to natural disasters, to feed more of the hungry, to resettle the persecuted and to pursue a huge new initiative to serve the homeless directly.

We are on the move, literally and physically, and yet none of it could happen without the support of time, talent and treasure of you—our donors, volunteers and supporters for making our work and service possible. On behalf of our employees and our Board of Directors, we sincerely thank you for all you do to make Catholic Charities Dallas great.

We are counting on you to partner with us with your innovative ideas, collaboration, volunteer service and donations.



Dave Woodyard President and CEO



Tom McCarthy Chair, Board of Directors Managing Director, Jones Lang LaSalle Dallas

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Our Partner Agencies

With 60 partner and funding organizations, Catholic Charities Dallas have the unmatched capability to help our needy communities move toward a better life. If we can't help, we know who can. **Pass it on.**



Partners ACH - All Church Home **BB&T** Bank Catholic Diocese of Dallas Catholic Housing Initiative Catholic Charities Ft. Worth Catholic Charities USA ChildCare Group **Child Protective Services** City of Dallas CitySquare Commit! Consulate-General of Mexico in Dallas County of Dallas Dallas Afterschool Dallas County Community **College** District **Dallas Housing Corporation** Dallas Independent School District Early Matters Dallas **Educational First Steps** El Centro **IBERIABANK** Jewish Family Service

Kids Bring Life Metrocare Services National Accreditation Commission Neighborworks America North Texas Food Bank Readers2Leaders **Richardson Independent** School District Parkland Hospital Society of St. Vincent de Paul The Senior Source The School Zone Texas Pregnancy Care Network Texas School Ready Texas Workforce Commission United Way of Metropolitan Dallas USCCB Veterans Affairs Supportive Housing Young Catholic Professionals YMCA **Funders Catholic Foundation**

Catholic Legal Immigration

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of State, Bureau of Population, Refugees, and Migration

Vera Institute of Justice

Meet Our Donors

John and Michele Stephens share their time, talent and treasure

Donors John and Michele Stephens have been involved in Catholic Charities for more than 10 years, first in San Antonio and now here in Dallas. Whether serving on our board or in volunteer roles, their focus is helping others through refugee settlement, immigrant assistance, housing

counseling and career services.

For John, Catholic Charities Dallas demonstrates true commitment: "My experience has always been about the emphasis on others. From the management to the board, each person is focused on someone else. For everyone, especially the people who do the hands on work, it's always about, "How am I going to help someone today?"

Both John and Michele have a true passion for assisting the newly arrived. Both have grandparents who were immigrants and Michele, inspired by her own parents who helped settle Vietnamese families in their



"Catholic Charities Dallas is the most effective charity, because it's the most direct charity. It truly touches lives." John Stephens

hometown, has volunteered with refugee services. In Michele's words, "We are called to love one another as God has loved us. And there are so many people in need."

"Catholic Charities Dallas is as efficiently run as any organization you're going to find," John says. "People have a right to expect that their donations are efficiently utilized. We don't worry about that with Catholic Charities Dallas. It's comforting to know Catholic Charities will be looking out for every dollar, because ultimately it's going to translate into helping the most people."

What motivates people like John and Michele to take the first step to become involved? "In real terms", says John, "being involved in Catholic Charities is the best way to share the Gospel. We're not ones to squeeze your elbow and take you to church saying this is how you should be. We believe actions are much more important an example to pass along to our children, especially regarding our faith. The best example of our Catholic faith is action."

"We were both raised in big Catholic families," adds Michele, "and we saw our parents constantly volunteering and trying to help others. We have been so blessed in this life. We have truly found that the more we give, the more blessings we receive in return."

Our sincere thanks to the donors who provide support to Catholic Charities Dallas

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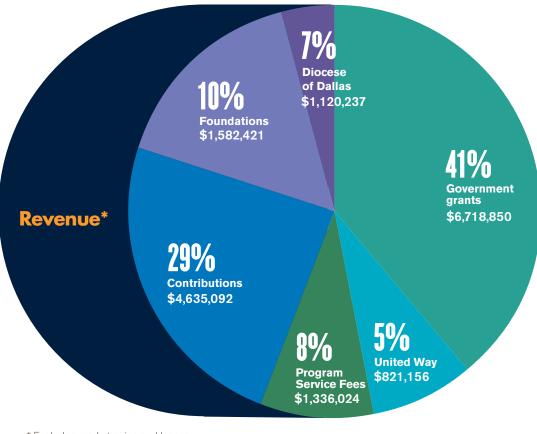
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Income Statement



* Excludes market gains and losses from trust investments.

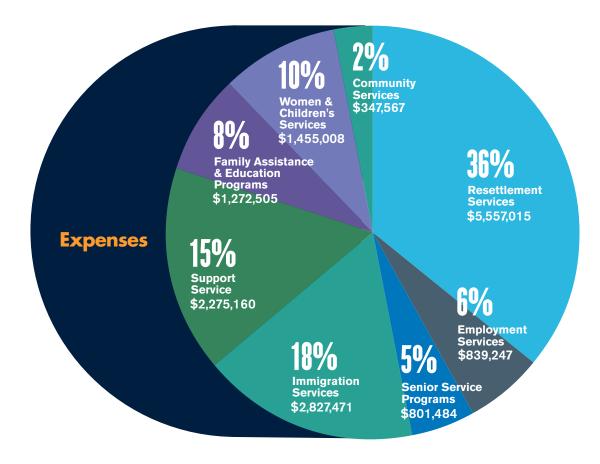
Balance Sheet

Assets	2017	2016
Cash & Equivalents	\$1,244,718	\$1,272,261
Investments	80,090	66,930
Accounts Receivable	1,115,698	1,317,263
Prepaid Expenses & Other	297,670	303,288
Interest in Trusts	14,640,652	13,717,439
Property & Equipment	8,506,938	2,933,712

Total Assets

\$25,885,766 \$19,

\$19,610,893



Liabilities & Net Assets	2017	2016
Accounts Payable & Accrued Expenses	\$633,514	\$349,472
Notes Payable	3,740,000	
Other Liabilities	700,582	204,254
Unrestricted Net Assets	4,925,290	4,484,972
Restricted Net Assets	15,886,380	14,572,195
Total liabilities & net assets	\$25,885,766	\$19,610,893

Catholic Charities Dallas

1421 W. Mockingbird Lane Dallas, Texas 75247 866.CCD.7500

Administration

Children, Family & Senior Services

Disaster Preparedness & Relief Services

Donation Center

Financial Stability & Career Services

Food Pantry

Immigration Legal Services

Pregnancy Counseling & Adoption Services

Refugee Services

Meeting & Event Center

CCD Bachman Lake

9507 Overlake Drive Dallas, Texas 75229 214.662.2283 **Together We Learn**

CCD Brady Senior Center

537 South Hall St. Dallas, Texas 75226 214.826.8330 Food Pantry, Senior Services

CCD Cardinal Farrell Community Center

321 Calumet Ave. Dallas, Texas 75211 214.337.3936

After-School Program, Summer Camp, Together We Learn

CCD Marillac

2843 Lapsley St. Dallas, Texas 75212 469.283.0159

Financial Stability & Career Services, Food Pantry

CCD Mexican Consulate

1210 River Bend Drive Dallas, Texas 75247 214. 772.0370 *Immigration Legal Services Financial Stability & Career Services*

CCD West

2323 North Walton Walker Blvd. Dallas, Texas 75212 214.217.5600 *Immigration Legal Services*

CCD St. Jude Center

(Opening 2018) 2920 Forest Lane Dallas, Texas 75234

Permanent Supportive Housing for the Homeless

CCD Jan Pruitt

Community Pantry (Opening winter 2017) 123 Alexander St. Lancaster, Texas 75149 469.607.0909 Client Choice Pantry

Additional CCD Food Pantry Locations

Holy Family of Nazareth Catholic Church 2323 Cheyenne St. Irving, Texas 75062 972.252.5521

Santa Clara of Assisi Catholic Church 321 Calumet Ave. Dallas, Texas 75211 214.337.3936

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Catholic Charities

Dallas

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