

# Avenues of Hope

Annual Report 2020–2021



# Avenues of Hope

As we turned the page to a new fiscal year in July 2020, we were still in the early months of the COVID-19 pandemic, with cases surging and no clear end in sight. Without any precedent, it was unimaginable that this global crisis would continue well into 2021, with economic impacts lasting far beyond that.

Communities and businesses shut down, leaving millions without jobs in the face of mounting bills. Community inequities were amplified: access to food, jobs, technology, and education became insurmountable challenges for far too many people.



Our staff and volunteers were tested, but rose to the occasion. Throughout each new challenge we adapted, refined, and improved how we fulfilled our mission of serving others, even as community needs trended 300 to 400 percent above pre-COVID-19 levels.

**By the grace of God, along with a dedicated team of professionals and the collaborative spirit of our many community partners, we persevered.**

We took our programs on the road to the communities and neighborhoods that needed them most, and connected virtually with those who could not come to us. Our strength became the strength of the North Texas communities we serve, allowing them to recover.

All of the challenges brought on by 2020, although devastating, allowed CCD to pave new avenues of hope through expanded programs and outreach, and allowed us to reach a greater number of new communities. In total, we touched over 275,000 lives, and our work isn't finished yet.

# Core Mission Areas

**Catholic Charities Dallas is organized into 10 mission groups, representing over 30 different programs, which address some of our communities' most pressing needs.**

Our program teams are led and organized by highly experienced executive, development, and administrative personnel. This allows them to efficiently direct over 90% of donated funds to client services, and ensures a higher level of accountability and stewardship.

- ▶ **Children's Services**
- ▶ **Disaster Relief & Preparedness Services**
- ▶ **Educational Services**
- ▶ **Financial Stability & Career Services**
- ▶ **Homelessness & Housing Services**
- ▶ **Hunger Services**
- ▶ **Immigration Legal Services**
- ▶ **Pregnancy, Parenting & Adoption Services**
- ▶ **Refugee Resettlement Services**
- ▶ **Senior Services**

# Who We Are

**Catholic Charities Dallas (CCD) is one of the leading social service agencies in North Texas striving to answer the call from all in need.**

While our work is rooted in the Catholic faith, we serve all who turn to us for assistance: families living in poverty and hunger, immigrants and refugees seeking a new life and new opportunities, parents who want to ensure their young children access quality early childhood education, and so many others—including the homeless and housing insecure, vulnerable seniors, and pregnant or parenting moms.

We believe that every person and family have the right to pursue their best life with respect and dignity. So we walk alongside them in their journeys, helping them find stability and self-sufficiency through hope and healing.



**275,000  
Served  
in 20-21**



**1,500  
Dedicated  
Volunteers**



**240  
Caring  
Employees**



**70  
Mobile  
Food Sites**



**31  
Service  
Programs**



**10  
Mission  
Groups**



**9  
Counties  
Served**



**7  
Physical  
Campuses**



## Leadership

### Sole Member

Most Rev. Edward J. Burns  
Bishop, Diocese of Dallas

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Dallas  
Bill Keffler  
COO, Diocese of Dallas  
Kathleen Bedard  
President, Angels of Charity  
David Martinez  
President, Archangels

## Partner Agencies

Aberg Center  
American Red Cross  
Attitudes and Attire  
Austin Street Shelter  
AVANCE  
Bachman Lake Together Inc.  
Bank of America  
BB&T  
Catholic Charities Fort Worth  
Catholic Charities USA  
Catholic Housing Initiative  
Catholic Legal Immigration Network  
Child Abuse Prevention Coalition  
Child Care Group  
City of Cedar Hill  
City of Dallas  
City of Frisco  
City of Garland  
City of Irving  
City of McKinney  
City of Mesquite  
City of Plano  
CitySquare  
Collin County  
Collin County Council on Family Violence  
Communities in Schools  
Community Council of Greater Dallas  
Corporation for a Skilled Workforce  
Credit Builder’s Alliance  
Crime Victims’ Council of Dallas County  
Dallas After School Network  
Dallas Association of Young Lawyers  
Dallas Bar Association  
Dallas College  
Dallas County  
Dallas County Department of  
Criminal Justice  
Dallas County Domestic Violence Awareness  
Coalition  
Dallas Hispanic Bar Association  
Dallas Life  
Dallas Public Library System  
Dallas Volunteer Attorney Program  
Dallas Independent School District  
Educational First Steps  
Financial Clinic  
Foundation Communities  
Genesis Women’s Shelter  
Hope Supply Co.  
Human Rights Initiative  
Hunton, Andrews & Kurth LLC  
iBERIABANK  
International Rescue Committee  
Jewish Family Services  
Juntos Podemos  
Knights of Malta  
Legal Aid of NorthWest Texas  
LINK Coalition  
Literacy Instruction for Texas  
Lumin Education  
Mater Filius Dallas  
Metro Dallas Homeless Alliance  
Metrocare Services  
Mexican Consulate of Dallas  
Mosaic Family Services  
National Council of Jewish Women  
North Dallas Shared Ministries  
North Texas Anti-Trafficking Task Force  
North Texas Behavioral Authority  
North Texas Food Bank  
On the Road Lending  
Parkland Health & Hospital System  
Proyecto Inmigrante ICS, Inc.  
RAICES  
Refugee Services of Texas  
Salvation Army  
SMU School of Law  
St. Vincent de Paul of North Texas  
State Bar of Texas  
Texas A&M School of Law  
Texas Association Against Sexual Assault  
Texas Pregnancy Care Network  
The Bridge  
The Stewpot  
U.S. Housing and Urban  
Development  
United Way of Metropolitan Dallas  
Unlocking Doors  
University of Dallas  
University of North Texas Dallas College of Law  
Veterans Affairs Supportive Housing  
Vickery Meadow Learning Center  
Vickery Meadows Improvement District  
WiNGS Dallas  
Young Catholic Professionals

# Dear Friends,

The onset of the COVID-19 pandemic has had a lasting impact on so many different aspects of our daily lives, but it is the most vulnerable in our communities that have suffered the greatest losses. These include losses of family members and friends, a sense of safety and security, feelings of self-worth and dignity, and even their livelihoods and homes.

Catholic Charities was determined early on – as we are still today – to provide avenues of hope and a roadmap for families in need so that they could see their way clear to a brighter future. We saw firsthand the exponential increase in needs across the North Texas community, and we came together to meet those needs.

## **Some of our highlights from this past year included:**

- Fully deploying all three of our mobile community pantries and our new refrigerated box trucks, leveraging our partnership as North Texas Food Bank's largest "retail" provider of food to serve dozens of new communities throughout our nine-county service area.
- Partnering with Catholic Housing Initiative to open the 180-unit St. Jude Center-Park Central for the homeless, particularly those impacted by COVID-19 and inclement weather.
- Pivoting to provide wellness checks, online programming, and meal deliveries for vulnerable, low-income seniors who were isolating due to COVID-19.
- Managing all volunteer personnel for a large-scale operation in Dallas to temporarily house thousands of unaccompanied immigrant children that had crossed the southern border.
- Launching a new, mobile, hybrid program that supports high-risk families and children through both early childhood education and parenting skills.
- Continued hiring of dozens of staff – many of whom were laid off from their own jobs – to manage emergency assistance programs for residents of participating cities and counties, distributing millions of dollars in aid to struggling households across 39 cities and 114 zip codes.
- Responding to a crisis within a crisis following Winter Storm Uri, providing over \$500,000 to help families pay for home repairs, high deductibles, and bills due to lost wages.
- Partnering with area law schools to provide Citizenship workshops and clinics for asylum seekers.
- Renovating our Marillac Community Center to create new independent living space for young adults transitioning out of foster care.
- Raising nearly \$2 million at our first-ever, virtual Bishop's Gala, which helped us support our core mission areas.
- Increasing the number of lives we touched to 275,000, an increase of 75,000 people from FY 2019-20.

As we plan for the future and map out new avenues of hope, we see continued opportunities to increase our impact, especially in the areas of education, poverty and hunger, and homelessness and housing insecurity. We are also hopeful that the COVID-19 pandemic will continue to ease its grip and that the physical, mental, and financial health of our communities will greatly improve.

The lessons we have learned through the pandemic, however, will remain with us.

We learned that every life is precious, and every moment we have with loved ones should be treasured.

We learned that we are stronger together than we are apart.

We learned that we are all capable of greatness and can grow and move beyond our comfort level and rise to the challenge when asked.

We have all of you to thank for making our work possible. Your support enabled us to truly stretch and grow throughout the pandemic, serving more people more meaningfully than ever before.

The pandemic may have taken a toll on all of us, but it also shone a light on our faith and the countless, awe-inspiring acts of kindness and grace within Catholic Charities' community of donors and volunteers. It was that generosity of spirit – and of time, talent, and treasure – that carried us through the last year and will lay the foundation for the coming year.

We hope you will take great pride in all that we accomplished this past year, because it was the efforts of an entire community that collectively made a difference in the lives of so many in need. And we hope you will continue to join us as we search for and create new in-roads in combating the poverty and inequities around us and rebuilding hope and optimism in our communities.



**Steve Suellentrop**  
Chairman, Board of Directors



**Dave Woodyard**  
President & CEO



# Hunger Services



Hunger does not discriminate. Every community, regardless of whether or not it is rural, suburban, or urban, has individuals who experience food insecurity. Households with children are especially vulnerable and are at a higher risk of experiencing food insecurity. Catholic Charities Dallas recognizes the impact hunger can have on people and communities, as poverty and hunger are inextricably related. We are on the front lines in the fight against hunger and are dedicated to ensuring all people have access to nutritious food. To feed the poor is to see Jesus, hungry and thirsty, and provide food and drink (Matthew 25).

Particularly in North Texas, food insecurity is a significant problem, which became further exacerbated by the pandemic. Our three mobile food pantries and refrigerated box trucks now deliver fresh, nutritious food to over 70 different locations monthly, in addition to drive-through and client choice pantries that we staff several days each week. Hundreds of volunteers each month work to distribute food to those in need, helping families extend their household budgets in tight times. This past year, we provided over 6 million meals to more than 135,000 families.

***“What a BLESSING! THANK YOU to all at Jan Pruitt Community Pantry for being here for people like me.”***

***— Hunger Services client***

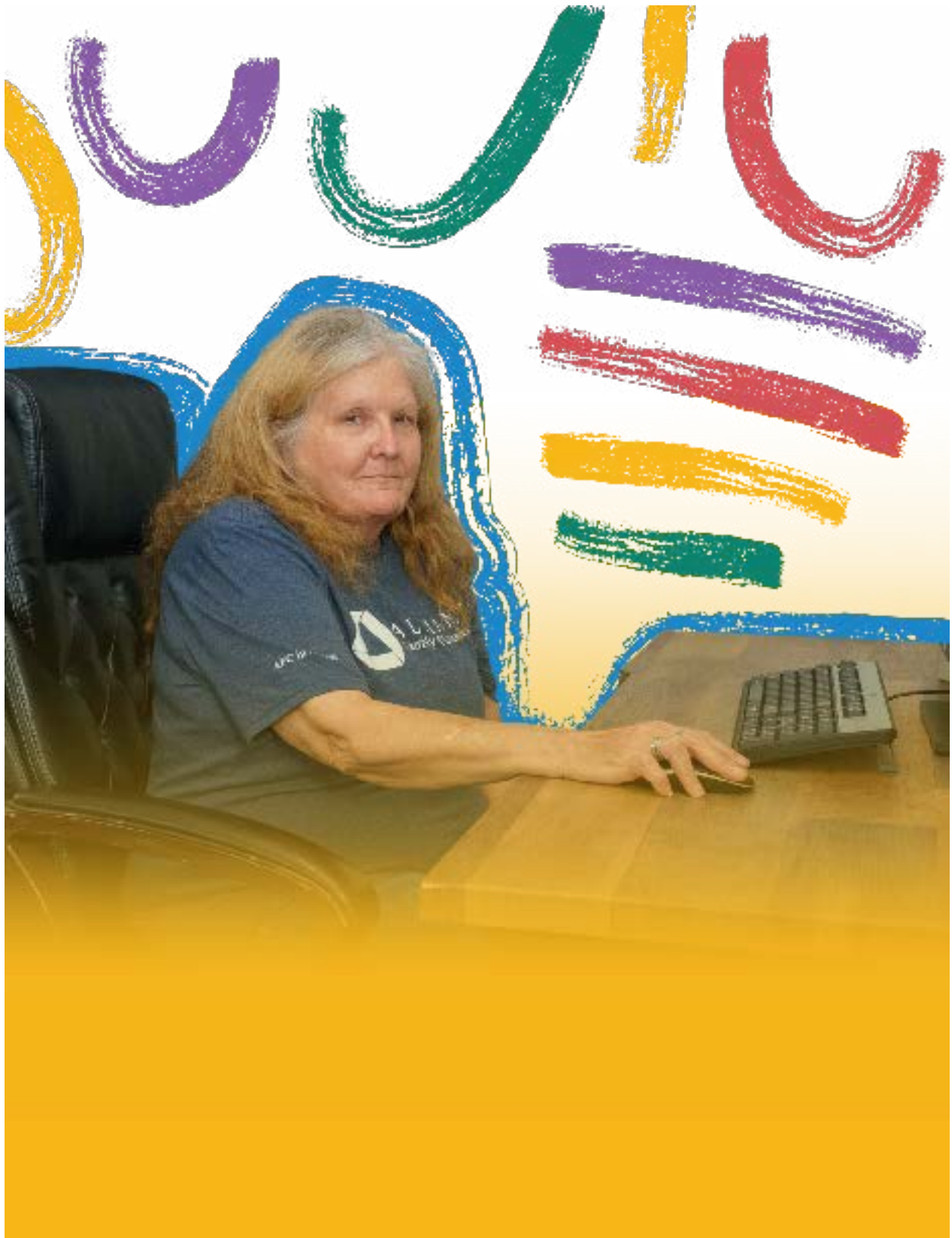
## Program Impact

- **6,179,490** Meals served
- **7,415,387** Pounds of food distributed
- **57,742** Families receiving food pantry and diaper services
- **601,217** Individuals served through food distributions
- **70** Monthly mobile food sites

### New Opportunities

- Develop a business plan to support conversion of CCD kitchens into social-enterprise or vocational-training commercial kitchens
- Implement a pilot project to coordinate last-mile service delivery of food to households in need
- Investigate development and placement of a container pantry in Ellis County





# Homelessness & Housing Services



Addressing homelessness and housing insecurity is a major strategic priority and one we have invested in with the recent addition and management of two facilities: St. Jude Center-Forest, which opened in late 2018 and provides long-term, permanent supportive housing for 104 formerly chronically homeless seniors, including veterans; and St. Jude Center-Park Central: a 180-unit, short-term housing community that opened in December 2020 in a former hotel and has since provided short-term housing for homeless impacted by COVID-19 and by inclement weather.

As COVID-19 subsides and we complete necessary renovations, St. Jude Center Park Central will shift to provide longer-term transitional and permanent supportive housing to those who are homeless or housing insecure. Case managers are on-site at both locations working with residents to stabilize their physical, mental, and financial health, and work on pathways to independence. Both centers are models of public-private partnerships and demonstrate the power of community in helping people regain their footing and restore their self-worth and dignity.

***“This is my miracle from God. It motivates me and gives me the strength to move on, stay strong, and remember what life was like before I became homeless. It’s a temporary home. I want to thank you and your staff for all that you do for me here.”***

**— St. Jude Center client**

## Program Impact

- **126** Formerly homeless seniors housed at St. Jude Center-Forest
- **2** Annual community engagement activities at St. Jude Center-Forest to minimize isolation and mental health pressures from COVID-19
- **49** Assisted Households on the brink of eviction
- **22** Clients placed through Rapid Rehousing Program

### New Opportunities

- Welcome 180 new residents to St. Jude Center-Park Central
- Create a Mentor program for St. Jude Center residents in both locations
- Respond to other time-sensitive opportunities on the horizon to purchase, renovate and operate new communities for the homeless



# Educational Services



Poverty is a major factor in a child's risk for behavioral, social, emotional, and physical challenges—as well as poor academic outcomes. Our educational programs provide access to high-quality early learning and literacy programs with a dual-generation approach. This mission is focused on building a stronger future for families through literacy.

Our Together We Learn (TWL) program is laser-focused on boosting cognition and language development for children up to 5 years old. Our After-school, Summer Camp and Together We Read programs address academic gains in reading—especially following a year of virtual learning.

Parent-child interaction and parenting education are critical components in the TWL program as well as in our newest hybrid program, Together We're Better (TWB). This 16-week, mobile program travels to high-need communities (high poverty, high numbers of children under age 5, and minimal access to quality, early childhood programs) to deliver early childhood learning and literacy, combined with a program of early developmental assessments, service referrals, access to basic needs supports (food, diapers), parenting classes and case management services. Together, these components help minimize risk factors in the home that could impede learning and growth for children.

***“I am an immigrant looking for a better future for my four children. My participation in the TWB program has been one of the best decisions I have made because it truly benefitted my family.”***

**— Educational Services client**

## Program Impact

- **749** Children served in the Together We Learn, Together We're Better, Afterschool and Summer Camp programs
- **454** Parents served across all of the educational programs

## New Opportunities

- Expand Together We're Better to 5 new locations, including in Collin, Grayson, and Kaufman Counties
- Expand Summer Camp to include the training of parents as reading coaches for their young children







# Immigration Legal Services



Our immigration system is a maze of policies, procedures, and obstacles for those struggling to exist legally in the United States. Our goal is to advocate vigorously for the rights and protections of all immigrants by helping them understand the legal process and providing pro-bono (free) legal services. We also offer regular citizenship workshops, review and prepare legal documents, help immigrants file visas and DACA renewals, and represent them in legal proceedings. Off-site, we visit detention centers, offer counseling, and redirect those in need of food, housing, or education to other CCD programs or community partners. This past year, we provided legal assistance and counseling to nearly 15,000 families and opened over 2,300 new cases; we also managed hundreds of volunteer personnel who assisted in the care and housing of thousands of unaccompanied minors who were transported from the southern border to Dallas.

The task of welcoming refugees, immigrants, and displaced persons into our communities and protecting their rights and inherent dignity is one we take seriously and are honored to be charged with. At CCD we recognize that the path to US Citizenship can be long, arduous, and tiring. It is our hope to accompany every individual and family so as to make their transition to this country as seamless and stressless as possible.

***“When you get here you already feel like you’re part of the family. I now am a US citizen, I own a home, and I am a computer engineer graduate.”***

**— ILS client**

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## Program Impact

- **14,910** Clients receiving legal assistance or counseling
- **2,310** New cases opened for representation related to family status, citizenship, victim/survivors’ assistance, humanitarian aid, removal, special immigrant status
- **98%** Of cases that applied had a positive outcome
- **1,138** Number of cases concluded

## New Opportunities

- Establish video consultation pods for immigration services at three locations outside of Dallas County to expand our reach
- Develop a mobile “ILS on Wheels” model program to expand outreach to all nine counties we serve
- Develop a plan to grow our “Low Bono Business” (low-cost legal counsel)



# Senior Services



Isolation is a very real risk for low-income seniors, leading to long-term physical and mental health issues. At CCD, we are dedicated to protecting and upholding the dignity of the elderly, a population that is particularly vulnerable, and unfortunately, often forgotten. Committed to compassionate and professional care, we provide a safe, positive, welcoming center for vulnerable elderly. Where we can ensure they receive nutritional meals, physical fitness activities, and access to social and educational programs that will engage their minds, bodies, and spirits. Our goal is to ensure seniors remain strong and healthy and can maintain personal choice, self determination, independence, and longevity in their homes. Case managers and counselors work directly with seniors so that they are able to access all the resources and benefits available to them. Additionally, we help them work through any concerns or issues in a safe and supportive space. We found new ways of connecting with our seniors in the past year due to COVID-19 – virtually, by phone, in drive-through events – but look forward to resuming in-person programming this coming year.

***“I thank God for the Brady Center. I knew I had to stay active as I got older. I’m not very talkative, so it was the perfect place to meet people, relax, and enjoy interactive activities.”***

**— Brady Senior Center client**

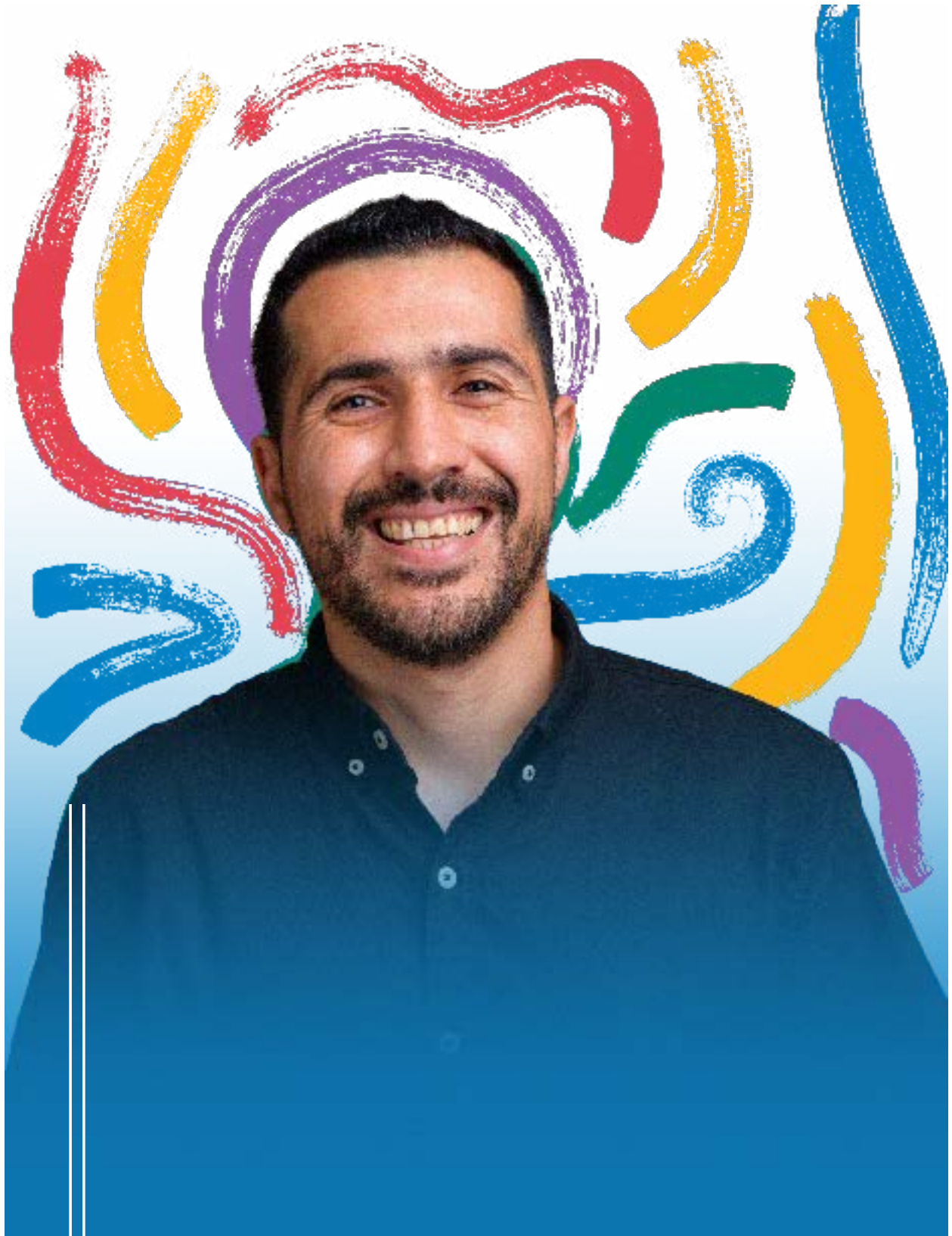
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## Program Impact

- **286** Clients Served
- **34,397** Meals Served
- **52** Number of seniors served through meal delivery services
- **81%** Percentage of seniors maintaining or improving their health, receiving case management, counseling

### New Opportunities

- Double number of clients served by creating a 3-day structured model for clients that is offered twice per week
- Focus on capturing additional metrics that demonstrate positive outcomes and program impact





# Refugee Resettlement Services



For those who flee their homes, families, and communities to escape war, persecution, or abuse, our mission is to help them rebuild their lives and become self-sufficient. Our team helps place refugees and newly arrived asylees in new homes and in new full-time jobs with benefits, where they can begin to assimilate into their new homeland. It's our privilege to protect their interests before, during, and after their entry into the U.S. We support them with ESL and civics classes, provide material help (gift cards, home furnishings, etc.) and help them secure food stamps, legal documents (Social Security, i94s, work permits), and refugee medical insurance. We walk alongside them in their journeys as they develop a new support network for their families in their new communities.

Welcoming refugees has always been an integral component of the Church's tradition. Every refugee and refugee family becomes an icon of the Holy Family who needed to flee Egypt shortly after Jesus' birth due to the evil reign of King Herod. Regardless of the individual's circumstances or country of origin, Catholic Charities affirms and validates the inherent dignity and worth of every human being.

***"I was very excited and happy when Catholic Charities accepted me. Finally, my dream has come true. I am going to live in the USA."***

**— Refugee Resettlement client**

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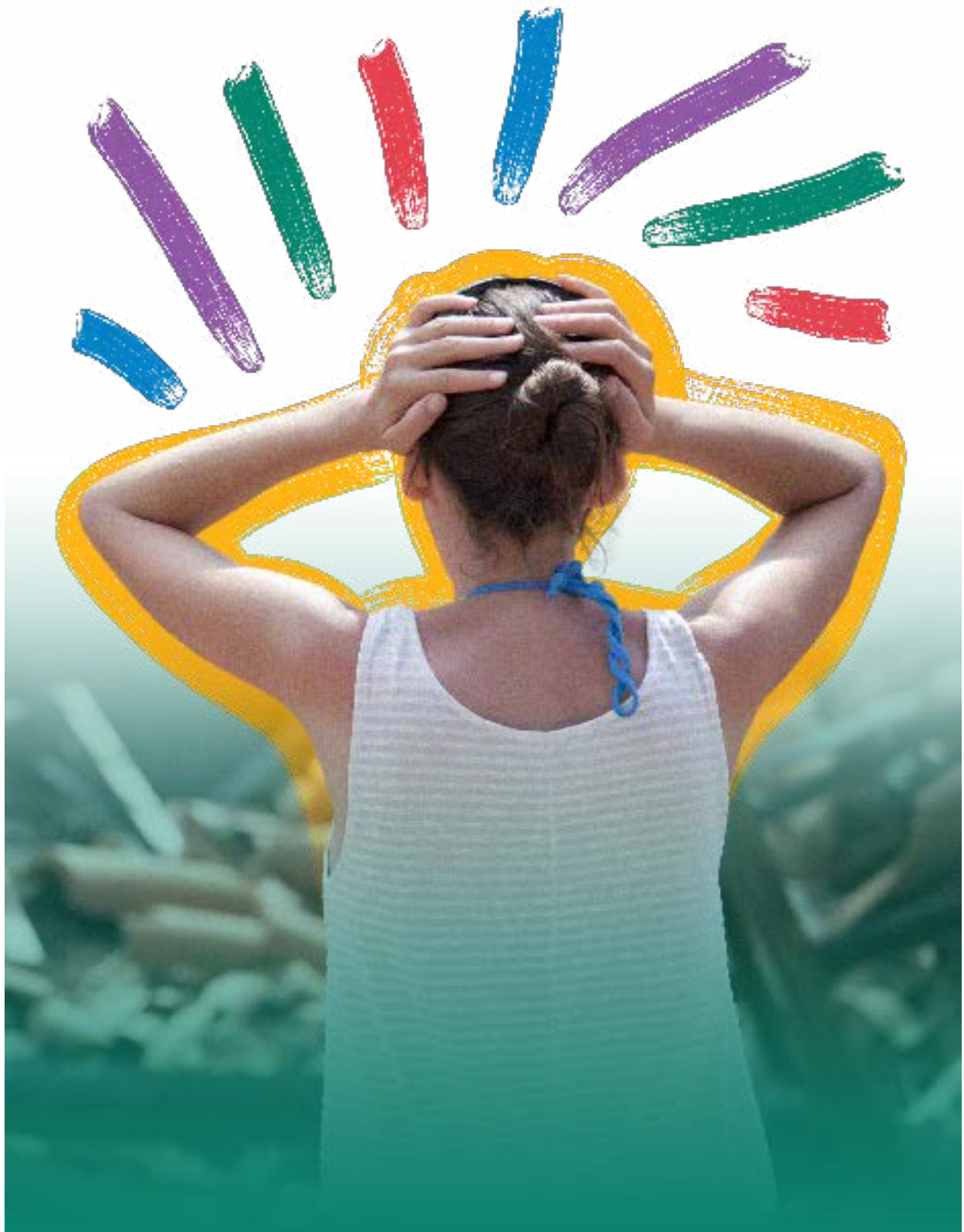
## Program Impact

- **946** Clients served
- **236** Clients securing employment
- **250** Clients receiving ESL education
- **\$87,000** Emergency financial assistance and other material assistance disbursed

### New Opportunities

- Develop a Resettlement & Placement welcoming committee comprising volunteers and interns
- Develop a mentorship program that pairs mentors with refugee families





# Disaster Relief & Preparedness Services



Fires, floods, accidents, tornadoes, and even the current global pandemic can lead to devastating impacts on homes, and jobs. Many families are just one unexpected life event away from homelessness. Our goal is to provide immediate and stabilizing support (short-term housing vouchers, emergency financial assistance, access to our food pantries, and gift cards) to families in need. We then work over the long-term to help them get back on their feet. Our work in this area has expanded exponentially due to COVID-19; we continue to administer emergency rental, mortgage, and utility assistance programs for numerous cities, distributing tens of millions of dollars to qualifying households. This past year, we provided support to more than 14,000 struggling families.

Our disaster response team mobilizes quickly and are often some of the first responders in the area. One of the benefits of CCD Disaster Relief services is that we have the advantage of knowing our communities very well. Therefore we are able to minister to individual and community-specific needs. CCD is committed to providing immediate and long term relief. We work hard to help individuals, families, and communities rebuild and restore their homes and lives.

***“In February 2021, my son and I lost everything. I can’t begin to explain the joy and happiness I feel due to Catholic Charities! I’ve been treated with such grace and compassion. I am forever grateful.”***

**— Disaster Relief client**

## Program Impact

- **\$18,130,299** Emergency financial assistance disbursed
- **15,606** Clients served through COVID-19 or personal disaster support programs

## New Opportunities

- Finalize a Disaster Master Plan to include responses to natural disasters, personal disasters, and one-time emergency assistance for households in distress
- Create a flexible agency culture that allows us to respond to disasters quickly by utilizing current staff, until long-term staff can be hired



# Pregnancy, Parenting, and Adoption Services



Catholic Charities is committed to protecting and supporting vulnerable people, including women facing unplanned or crisis pregnancies, their unborn children, as well as their partners and families. Our hope is to enable women and families to make the healthiest and most informed decisions, even in difficult situations. Our focus is on strengthening families, whether that's bringing together and building a bond between birth mothers and adoptive families, helping place children in Child Protective Services' care into permanent adoptive homes, or providing parenting training and resources for parents of young children. Our goal is to nurture each family we see and help them to create a stable and loving home environment for their children. This past year, we facilitated eight adoptions and provided support to over 2,200 parenting clients.

We also have counselors and parent educators on staff to provide wraparound support for families through financial assistance, access to our food and diaper pantries, counseling, and skill-building. Weekly parenting classes (in both English and Spanish) are offered to support parents' efforts in teaching positive practices that help to promote the social, emotional, physical, and cognitive well-being of their children's lives, while also giving parents the tools to establish a stable family life.

***"Adoption has always been on our heart and Catholic Charities made it smooth and educational as well as possible."***

**— Catholic Charities Adoptive Parents**

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## Program Impact

- **8** Adoptions finalized
- **2,290** Clients receiving parenting education, counseling and material assistance
- **13** Number of licensed adopting couples

## New Opportunities

- Initiate a new five-hour, intensive parenting class on Saturdays for CPS-referred clients/families
- Develop a foster-to-adopt program
- Expand access to parenting classes via virtual/online channels, in-person classes in new locations







# Financial Stability & Career Services



Breaking the cycle of poverty is central to our mission at CCD. However, doing so is often daunting for so many people and families, particularly during a crisis like the pandemic. Facing job losses, furloughs, and reduced wages, many families struggle to pay bills and put food on the table. Our team of financial coaches and housing counselors helps educate and empower clients to improve and stabilize their finances. Our program integrates financial education, employment services, career enhancement, homebuyer education, and income support. Our goal is to help clients identify long-term goals to increase their income, savings, and credit score while reducing debt. Of particular importance is the way these services help to reduce poverty, homelessness, food insecurity, and money-related stress that can lead to mental health issues. Though time-consuming, we believe it is much more beneficial to guide and support individuals, so as to help break the cycle of poverty, than it is to merely hand out benefits.

***‘Words almost cannot express how helpful and empowering each of you have been for me.’***

**— FSCS client**

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## Program Impact

- **302** Clients accessing financial education classes
- **47** Clients improving on the Financial Capability Scale
- **126** Clients provided with one-on-one coaching
- **320** Clients completing homebuyer’s education

## New Opportunities

- Integrate volunteer Certified Financial Planners into financial coaching model
- Develop a program to pre-qualify families for home purchases
- Research tools and resources to initiate a down payment assistance program
- Expand debt management planning and foreclosure prevention initiatives



# Children's Services



At Catholic Charities Dallas, we provide an array of services to support Unaccompanied Refugee Minors (minors who have been designated status as a refugee, an asylee, a victim of human trafficking, or a special immigrant juvenile, and are referred to us through the United States Conference of Catholic Bishops and Office of Refugee Resettlement) as well as Unaccompanied Children (minors who have entered the U.S. without proper documentation and who were subsequently apprehended by the Department of Homeland Security but are eligible for care). Of top priority is creating safe, welcoming environments where we can ensure their well-being, while we help return them to their families.

This is of particular importance as more and more unaccompanied children arrive at the southern border or are separated from their families in war-torn countries overseas. When uniting them with their families isn't possible, our goal is to find permanent, supportive homes that provide stable care, protection, and access to education. For children with complex needs, our team includes counselors, facilities staff, program managers and support staff to ensure their unique needs are met. This past year, we placed and cared for 237 children.

***"I am grateful to have Catholic Charities by my side. They were there through good and bad times. Without their help I would not be who I am today. They encouraged me and didn't give up on me."***

**— Children's Services client**

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## Program Impact

- **237** Children served
- **133** Migrant children reunited with family members
- **10** Youth who graduated from high school
- **9** Youth who entered Supervised Independent Living

## New Opportunities

- Identify and open a new agency home for unaccompanied refugee minors
- Develop a plan to expand capacity and access



# Volunteer Spotlight

## Catholic Charities Dallas' Volunteer of the Year— **Gretchen Bowen**

Gretchen Bowen is an invaluable part of the Catholic Charities Dallas (CCD) family, someone who gives freely and selflessly of her time, talent, and treasure to enhance the lives of our clients. Gretchen's journey began as a CCD volunteer over 10 years ago, serving as an ESL instructor for CCD's Refugee Resettlement program. "I met some wonderful people, both clients and other volunteers at Catholic Charities," said Bowen.

Gretchen currently volunteers at St. Jude Center on Forest Lane at least three times a week. "I'm a jack of all trades. I clean chairs, answer the phones, welcome guests, hand out food, and just spend time visiting with the residents." One of her joys is overseeing the monthly In-N-Out Burger event: "You can't believe how excited the residents are about getting freshly cooked burgers." Her love for the volunteer work she does is firmly rooted in the people. "I love their stories; everyone has a story. Also, I have been there from the beginning, so we are all like family now."

**"The issue of homelessness was always close to my heart. When I heard Catholic Charities was opening a new housing development for formerly homeless seniors, I knew it was the place for me."**





#### A RECORD YEAR FOR VOLUNTEERING

Total number of volunteers for the year: 2,586

Total hours volunteered for the year: 52,006

When much of our country went into mandatory lockdown, Gretchen showed up every day, going right to work taking temperatures, sanitizing door handles, providing hand sanitizer, while providing a friendly, calming face for the St. Jude residents. “It was tough for them. Wearing masks, socially distancing, not being able to eat together or play bingo or cards together,” Bowen said. “But we got through it together.”

Bowen received the Volunteer of the Year award in 2019 from the Angels of Charity and was recently nominated by CCD for Catholic Charities USA’s national Volunteer of the Year award following her “above and beyond” volunteer efforts in the aftermath of Winter Storm Uri in February 2021.

“When I hear the song ‘Humble and Kind,’ I think of Gretchen Bowen, because volunteering is the most humbling, kind and selfless act of kindness,” said Cindy Montgomery, property manager for St. Jude Center-Forest.

When she’s not at St. Jude Center, Gretchen is spending time with family. She and her husband, Matt, have three children, ages 25, 23, and 21. Their two oldest children live and work in

the Dallas-Fort Worth area and their youngest is a senior at Texas A&M University. “I was blessed to be home with my three kids after a long career as a cardiac surgical nurse. Now, I have time to give back to others.”



# Meet the Popolos



## Philanthropic Spotlight

For Joe and Chris Popolo, faith has been the foundation for their philanthropy. Both Joe (who practices Catholicism and is CEO at Charles & Potomac Capital) and Chris (who practices Presbyterianism) hold a deep conviction that every person is called by faith to help those in need. They have sought to pass on their Christian faith, and this deep conviction, to their three children—Kit, Buck, and Connor.

The Popolos live by St. Luke's admonition that "to whom much has been given, much will be required" (Luke 12:48). It is not an option, in their mind, to separate one's responsibilities as a Christian from the responsibilities of being a CEO or community leader. Thus, the couple allows their faith to inform every decision they make. They give generously of their time and treasure, and have served on various boards of nonprofit organizations, including The Catholic Foundation. As a former trustee of The Catholic Foundation, Joe was familiar with Catholic Charities Dallas and its mission.



When the pandemic dramatically impacted North Texas, the Popolos knew they needed to help their community in a radical way, so they turned to CCD to see how they could help.

**“When we saw the great job CCD was doing to help combat hunger during the pandemic, we felt called to support them,” Joe commented.**

In particular, Chris noted how impressed she and Joe were with, “how professionally and efficiently the mobile pantry operations were run.” As a result, Mr. and Mrs. Popolo decided to partner with Catholic Charities Dallas, making a \$330,000 commitment to CCD in 2020 to support the organization’s growing food programs. “Hunger is a pervasive issue in North Texas that has a lasting ripple effect

– on children’s and adult’s physical health, on children’s ability to learn and thrive, even on crime,” said Mr. Popolo. “We are proud to support CCD’s work to expand its reach into even more high-need neighborhoods to meet the increasing demand for healthy, fresh food.”

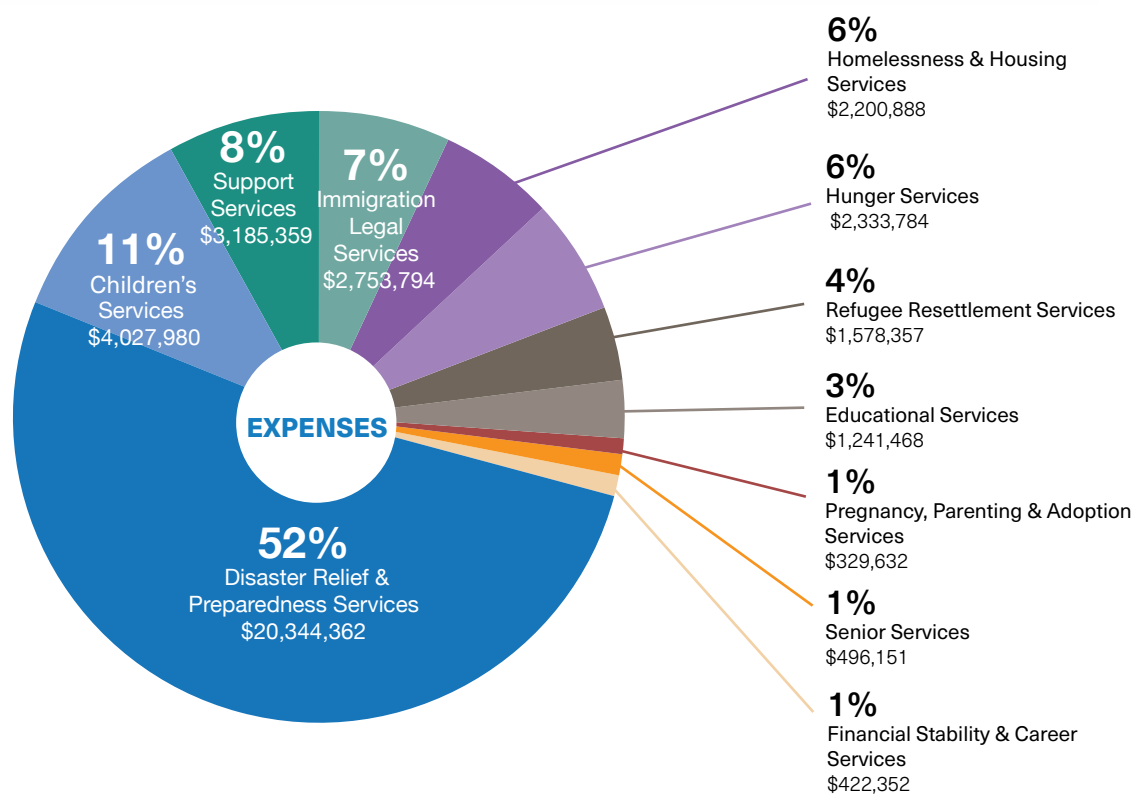
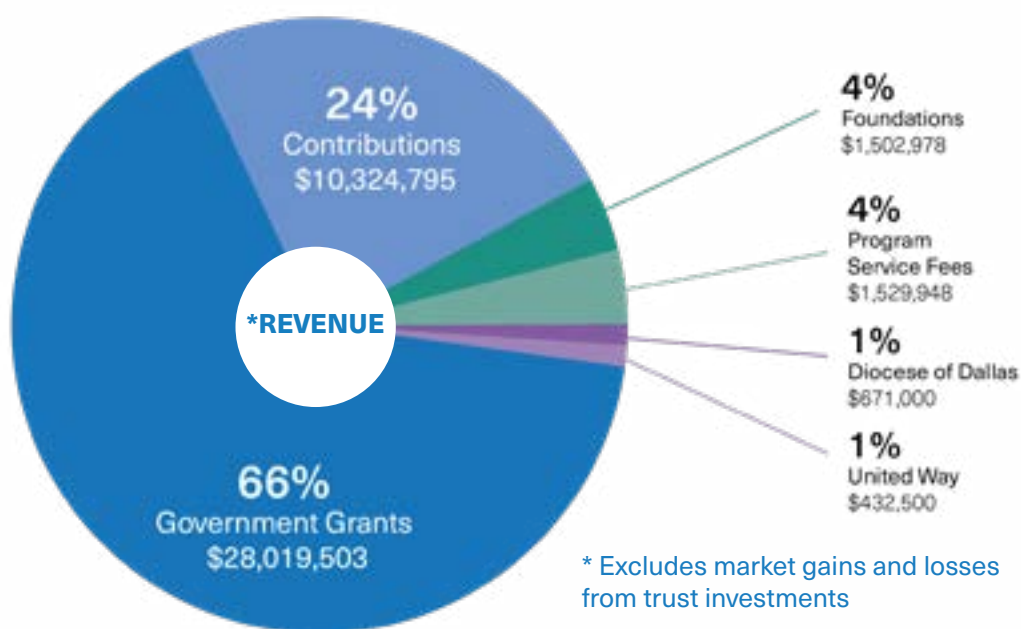
When asked why others should join the mission of Catholic Charities Dallas, Chris emphasized that “Catholic Charities Dallas is such a great steward of the resources it is trusted with. It offers so many different ways to get involved, with time or financial resources, and it is laser-focused on helping those most in need with a minimum of overhead. There are lots of different ways to give, but when you give to CCD you know the resources you give them will be put to use where they are needed most.” In addition to supporting CCD, Joe and Chris actively support many other Catholic organizations in Texas, including The HALO Initiative for Catholic Schools, Jesuit Foundation of Dallas, and St. Joseph’s Residence.

# Balance Sheet

<b>Assets</b>	<b>2020</b>	<b>2021</b>
Cash & Equivalents	\$9,369,387	\$6,262,801
Investments	\$33,380	\$4,033,435
Accounts Receivable	\$1,681,377	\$3,521,001
Prepaid Expenses & Other	\$207,617	\$213,921
Interest in Trusts	\$15,360,054	\$18,920,237
Property & Equipment	\$8,037,219	\$8,369,309
<b>Total Assets</b>	<b>\$34,689,034</b>	<b>\$41,320,704</b>

<b>Liabilities &amp; Net Assets</b>	<b>2020</b>	<b>2021</b>
Accounts Payable & Accrued Expenses	\$700,478	\$903,015
Notes Payable	\$2,062,958	\$177,150
Other Liabilities	\$4,865,285	\$4,712,129
Net Assets	\$27,060,313	\$35,528,410
<b>Total Liabilities &amp; Net Assets</b>	<b>\$34,689,034</b>	<b>\$41,320,704</b>

# Income Statement



# Thank You.

Together, we are bettering lives across Dallas.  
We are forever grateful for your support.

## Foundations/ Corporations/ Organizations

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A.N.A. GLOBAL LTD.  
Ackels Foundation  
Aileen and Jack Pratt Foundation  
Amazon  
Ameriprise Financial  
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AT&T Foundation  
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Barrett Family Foundation  
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Catholic Community Foundation  
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Chickasaw Nation Department of Commerce  
Christus Health  
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Ed Haggar Family Foundation  
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Order of Malta/Dallas  
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Pat Lobb's Toyota of McKinney  
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The Reuter Family Foundation  
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The Sealark Foundation, Inc.  
The Sophie S. Bass Foundation  
Thomas B. Jackson Charitable Gift Fund  
Tornado Bus Company  
Toyota Motor North America, Inc.  
United Way of Metropolitan Dallas  
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W.P. and Bulah Luse Foundation  
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 Mr. Richard Guiltinan  
 Mr. Ted Szywala

## Parishes & Catholic Schools

All Saints Catholic Church  
 Bishop Lynch High School  
 Christ the King Catholic Church  
 Jesuit College Preparatory  
 Prince of Peace Catholic School  
 Prince of Peace Catholic Community  
 Saint Michael and All Angels Episcopal Church  
 St. Rita Catholic Community School  
 St. Ann Catholic Parish  
 St. Elizabeth Ann Seton  
 St. Elizabeth Ann Seton Youth Ministry  
 St. Francis of Assisi Catholic Church  
 St. Jude Catholic Church  
 St. Jude Catholic Parish  
 St. Margaret Mary Catholic Church  
 St. Paul the Apostle School  
 St. Rita Catholic Community  
 Trinity Presbyterian Church  
 University of Dallas  
 University of Notre Dame

# Giving the gift of time and talent



Catholic Charities has volunteer opportunities for people of all ages and abilities; you just need a positive attitude and a giving heart!

If you are interested in becoming a volunteer, please call **(469) 801-8170** or send an email to **[volunteer@ccdallas.org](mailto:volunteer@ccdallas.org)**.

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## How to get started as a volunteer:

- Join the Angels of Charity or Archangels Men's auxiliary networks
- Serve on a Mission Advisory Council
- Volunteer with friends, family, or coworkers at one of our daily food distributions
- Become an afterschool tutor for K-5th grade students
- Read to children under age 5 in our Together We Read program
- Become a mentor for a family of refugees or asylees
- Volunteer as an ESL instructor
- Become a mentor-buddy for a St. Jude Center resident
- Provide pro-bono legal services for immigrants
- Assist with citizenship workshops
- Serve as a greeter for CCD clients at one of our 7 campuses



# Your donation can change a life forever.

This past year, we witnessed firsthand the power of a gift to transform a life. To keep a family from being evicted. To put food on the table. To give the gift of literacy. To place a newborn in a loving family. To provide a roof over someone's head during the winter storm.

There are many options available to donors, whether you wish to provide support to meet immediate needs in our programs and mission groups or help endow opportunities for program expansion into new areas and communities.

To learn more about giving opportunities and how you can help us create new avenues of hope for those in need, please contact a member of our Development team.

**Mike Murray**

Chief Development Officer

mmurray@ccdallas.org

o. 469-801-8132

**Chelsea Hafertepe**

Development Officer

chafertepe@ccdallas.org

o. 469-801-8135

**Kathleen Bentler**

Development Officer

kbentler@ccdallas.org

o. 469-801-8107

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Create a new avenue of hope.

Go to [ccdallas.org/donate](https://ccdallas.org/donate).



### **Mission**

Catholic Charities calls the community to action to join us in addressing the root causes of poverty, hunger, and homelessness by serving, educating, and empowering all those in need.

### **Purpose**

To provide support, resources, education and inspiration to empower our clients and improve their lives.

### **Our Vision**

Catholic Charities will be recognized as an effective leader serving the most vulnerable in our communities on their journey toward hope, independence and a better life.

### **Executive Leadership Team**

Dave Woodyard  
President & CEO

Mike Murray  
Chief Development Officer

Brenda Huffman  
Chief Operations Officer

Molly Jester  
Chief Financial Officer

Jari Mema  
Chief Services Officer

### **Directors**

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Communications

Abigail Kauffman  
Director, Special Projects and  
Information Services

Angela Fox  
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Director, Family Stability Services

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Director, Homelessness,  
Housing & Disaster Relief and  
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[www.ccdallas.org](http://www.ccdallas.org)

Central Service Center  
1421 W Mockingbird Lane  
Dallas, TX 75247

