

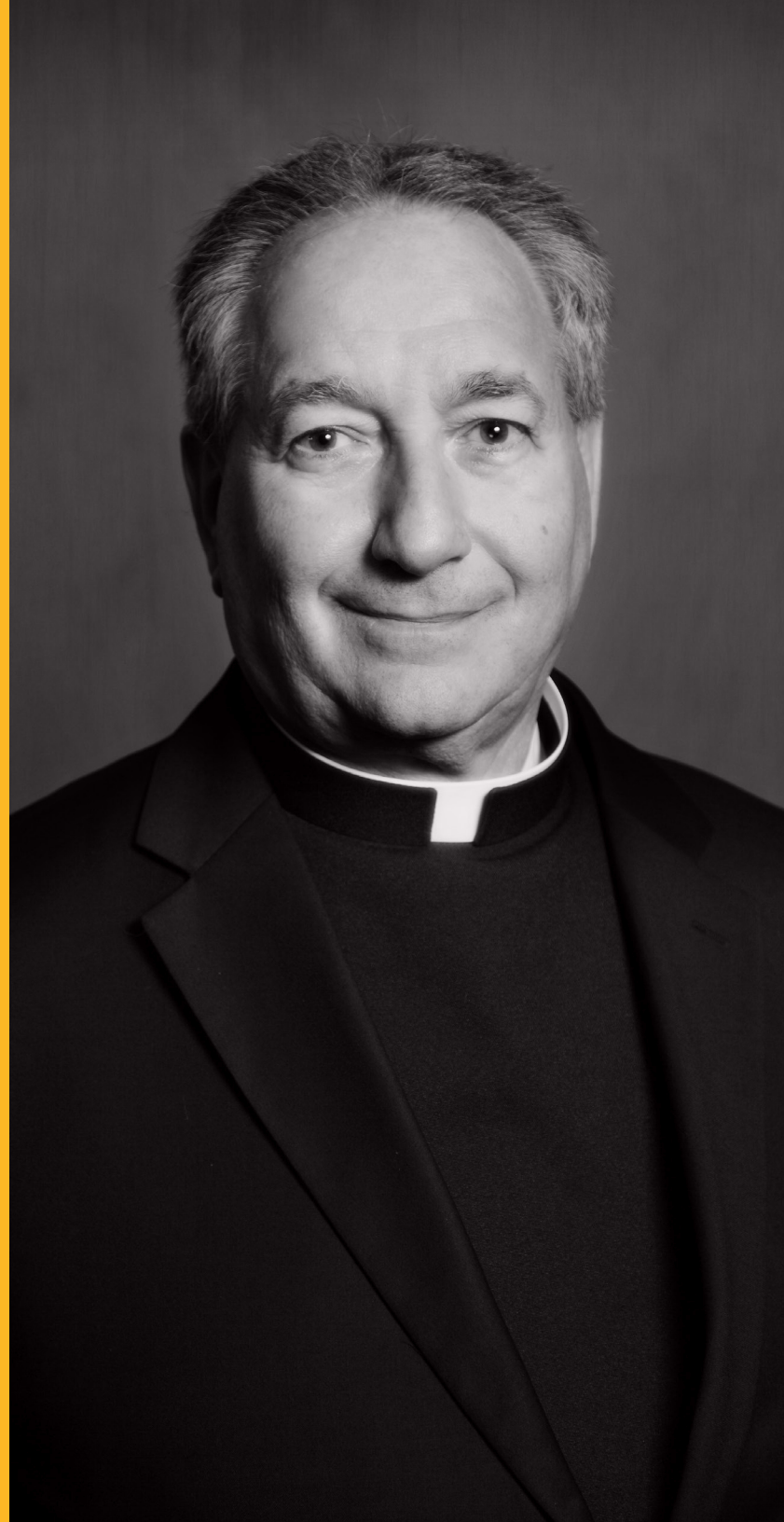
A Helping Hand to a Community in Need



**CATHOLIC
CHARITIES**
Brooklyn &
Queens

ESTABLISHED 1899

**CATHOLIC CHARITIES
BROOKLYN AND QUEENS**
2020 ANNUAL REPORT



Dear Friend,

2020 was a year like no other. At the height of the pandemic, Brooklyn and Queens were the epicenter of COVID-19 in the United States, accounting for nearly 60 percent of all COVID-19 cases in the New York metropolitan area. With the virus spreading and schools and non-essential businesses shutting down, Catholic Charities felt the impact of thousands of our neighbors dealing with so much, from the fear of the virus to an uncertain future caused by unemployment and poverty. Fortunately, Catholic Charities Brooklyn and Queens has served on the front-lines of emergency response for years (including 9/11 and Superstorm Sandy). We were able to turn our attention to emergency crisis care quickly.

Almost immediately after the shutdown in mid-March 2020, Catholic Charities planned and responded by offering emergency pop-up food pantries at different parish sites each week, providing much-needed food to those struggling with the virus. Within a few short weeks, employees at our parish-based food pantries reported a 1000% increase in food requests. In five weeks, we distributed more than 100,000 meals to more than 45,000 individuals. Throughout 2020, Catholic Charities has provided much-needed food packages and services at our 49 food pantries located throughout both boroughs. **In total, the agency distributed over \$3.4 million in food assistance.** In addition, Catholic Charities witnessed a 37 percent increase in clients in 2020, from 235,630 in 2019 to 323,478 in 2020 (87,848 new clients). These individuals came to us for a variety of reasons – for

mental health counseling, housing, family services and early childhood education – and we were there to meet their needs.

However, our neighbors were struggling with much more than hunger. **Catholic Charities witnessed a 37 percent increase in clients in 2020, from 235,630 in 2019 to 323,478 in 2020 (87,848 new clients).** These individuals came to us for a variety of reasons – for mental health counseling, housing, family services and early childhood education – and we were there to meet their needs.

Many neighbors first encounter our work through the Catholic Charities Call Center and Walk-In Centers, which are the first points of access for individuals and families seeking emergency assistance with rent, food, or referral to our wide array of services. In 2020, the Call Center received 37,000 calls and assisted 17,750 individuals with approximately 33,800 referrals. Clients at the Walk-In Center increased by more than nine percent in 2020 and served 4,211 individuals with a variety of needs. This includes 972 people provided with financial assistance in the amount of \$630,080. The Walk-In Center staff members conducted 3,522 face-to-face visits and made 3,287 referrals to other Catholic Charities agencies or, if needed, outside organizations.

Catholic Charities continued to provide immediate mental health services to those in need. Our **Behavioral Health Centers** in Jackson Heights, Jamaica, Flatbush and Far Rockaway treat common mental health issues and offer support groups for young children and teens. With the arrival of COVID-19, Catholic Charities began offering many of its services through telehealth,





resulting in an increase in clients and services from April onwards. Currently, more than 5,000 individuals are receiving services at our Behavioral Health Clinics. The PROS programs provided more than 220 individuals living with serious mental illness with group counseling around life zones such as housing, work and relationships. In addition, the Brooklyn Mobile Crisis Team provided telephone outreach within three hours of being contacted to nearly 500 individuals, often diverting crisis situations, emergency room visits and police interventions. In total, Catholic Charities five mental health clinics treated more than 7,190 individuals with 67,525 service contacts. Catholic Charities mental health clinics also expanded services to essential workers, offering immediate counseling and crisis support for frontline essential workers suffering due to the pandemic.

In July, Catholic Charities Brooklyn and Queens held a Ribbon-Cutting Ceremony for our new Behavioral Health Center at 1623 Flatbush Avenue in East Flatbush, Brooklyn. The Behavioral Health Center opening occurred in one of the most necessary times in recent history. The center provides neighbors in need with mental health, addiction, primary care, on-site pharmacy, care coordination, trauma-informed care, case management, and veteran support services.

As with all other New York City educational programs during the COVID-19 crisis, children and families across our **Early Childhood Development** programs transitioned from in-school sessions to virtual classrooms to flatten the curve. At Catholic Charities Brooklyn and Queens, children continued to receive daily remote learning from their teachers while parents received daily family engagement activities from social service staff. In addition,

staff members contacted families daily to follow up on the health status of each child and family member, connecting them as needed to other resources such as health, mental health, food and other services. Recognizing our families faced a great need in obtaining digital devices for their children's remote needs, Catholic Charities obtained a grant to provide 70 families with iPads.

Our Family Stabilization Programs continued to help adults and families navigate the difficulties of daily life. The Homebase Homeless Prevention Programs helped nearly 6,000 people in danger of losing their homes and reduced shelter entry for families, while our WIC Programs provided support and nutritional services to almost 4,000 women, infants and children each month. For young adults, Catholic Charities offered **YESS (Young Adult Empowerment Strategies for Success)**, a program aimed at providing young people with employment and

internship opportunities. During the spring and summer months, more than 45 teens received financial literacy education and job placements.

Due to the COVID-19 crisis, in-person **After School Program** activities were put on hold from mid-March to the end of May. During that time, the program acted as a liaison between the schools and the families, conducted wellness checks, and provided information about remote services, food pantries, graduation, and resources. The Moving Forward Program continued to be a valuable resource for immigrants, and staff members witnessed a spike in active cases during COVID, from 25 cases per month to approximately 70. The program provided remote classes, packages for students, phone contacts, and information and connections to valuable resources for immigrants within the community.



For young children and their parents, the Early Childhood Services at Catholic Charities continued to offer comprehensive quality programs. Our nine Early Childhood Centers boast an average monthly enrollment of 750 children participating in an interactive curriculum, and all students received remote services from March through the end of the school year due to COVID. The children returned to in-person services in September 2020, although some sites continued to do a hybrid mix of three days in the classroom and two remote learning days. Our Family Child Care Network offered in-person learning to more than 650 students with quality programs providing preschool children with a family-oriented child development program. Catholic Charities provided more than 500,000 meals to children enrolled in Head Start, and staff members provided families with 7,485 referrals in 2020 for everything from housing assistance and job training to substance abuse treatment and domestic violence assistance.

Seniors and their families received a full array of services offered by Catholic Charities through **Saint John XXIII Senior Services**. Catholic Charities programs include senior centers, senior housing, social adult day programs for seniors diagnosed with dementia or Alzheimer's disease, transportation services, friendly visiting, home-delivered meals, depression and substance abuse screening, intensive case management, nursing care and home care services. Once COVID-19 hit in March, congregate lunches and all in-person activities at the senior centers were suspended. During March to June, some centers provided grab and go meals. All centers conducted phone check-ins with seniors to provide information, referrals and general support, and some centers provided remote sessions for education/recreation, health management, and physical health/exercise. In addition, more than 500,000 meals were delivered to older adults in 2020.

During the pandemic, we continued to provide a safe shelter for citizens at our residences throughout Brooklyn and Queens. Catholic Charities is the largest provider of affordable senior housing in New York City, offering 4,330 affordable housing units with supportive services for seniors, families, the formerly homeless and those with HIV. Catholic Charities also provides more than 60 units of housing for formerly homeless veterans. In June, **Catholic Charities Progress of Peoples Development Corporation** began construction on the new Bishop Valero Residence, a \$62 million development to provide 102 units of affordable apartments for low-income seniors and formerly homeless adults with supportive services in Astoria, Queens. The Bishop Valero Residence will be a six-story, 84,900-square-foot building with on-site supportive social services for residents featuring a 200-seat capacity community senior center on the building's ground floor.

We are proud that even in times of personal crisis, Catholic Charities Brooklyn and Queens' vital work continues uninterrupted. We are truly a helping hand to a community in need. As we move forward, we are guided by the words of Pope Francis "to rediscover the concreteness of small things, the small acts of kindness shown to those who are close to us."

Sincerely,

Reverend Monsignor Alfred P. LoPinto
President & CEO

CATHOLIC CHARITIES BROOKLYN AND QUEENS
AND SUBSIDIARY AGENCIES

In 2020, Catholic Charities has:

Served more than
323,000 clients

Responded to more than
37,000 calls for assistance
through our Catholic Charities Call Center

Served more than
2,013 clients
with behavioral health services
through our Care Coordination
and Case Management Programs

Nurtured more than
2,100 children
through our Early Childhood Programs
and Family Child Care

Fed more than
3.4 million meals
to children, seniors
and the homebound elderly

Prepared approximately
1,300 young people
for their futures through the Summer Youth
Employment Program, Work, Learn & Grow
Program, Riverdale Osborne Youth Internship
Program and Young Adult Empowerment
Strategies for Success (YESS!) Program

Provided immediate
emergency services
to approximately
4,211 clients
in our Walk-In Centers

Completed more than
67,000 treatment
sessions
via telehealth or in-person at our
neighborhood clinics and recovery programs

Housed residents
in one of our
4,330
affordable housing units
for seniors, families, the formerly homeless,
those with HIV and those struggling with
mental illness

Offered services to
approximately
168,000 families
annually through Prevention Programs,
Homebase Homelessness Prevention, Moving
Forward (Immigrant Services), Afterschool
Programs, ESL and NYC Adult Literacy Initiative,
WIC Programs and the Healthy Families Program

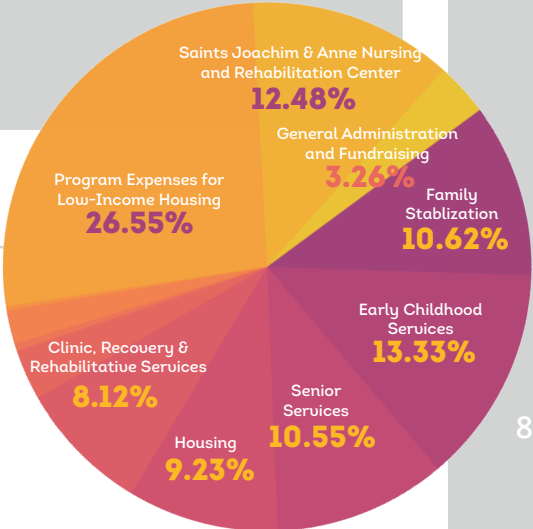
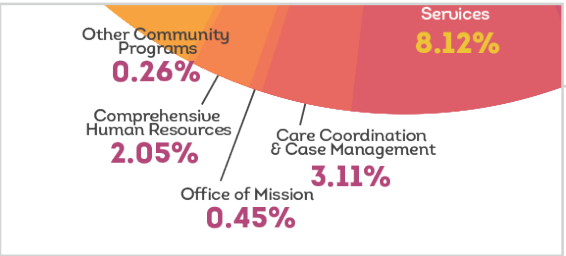
Provided
19,000 older adults
with comprehensive services each month
through neighborhood Senior Centers and
specialized Case Management Programs

Cared for
700 residents
at our Saints Joachim & Anne Nursing and
Rehabilitation Center in historic Coney Island

SUPPORT AND REVENUE	TOTAL
GENERAL SUPPORT	
Contributions, grants, and bequests	\$19,857,447
Contributed goods, services and rent	\$4,281,089
Special events net revenue	\$64,976
DIOCESAN SUPPORT	
Diocesan subsidy for programs	\$903,760
Catholic Foundation (Bishop Mugavero)	\$200,000
Parish Christmas collection	\$333,147
Total support	\$25,640,419
REVENUE	
Service fees from governmental agencies	\$79,324,069
Service fees from third-party reimbursement	\$19,764,598
Service fees from other sources	\$1,382,184
Saints Joachim & Anne Nursing and Rehabilitation Center	\$23,856,210
Rental revenue	\$50,654,212
Other revenue (loss), net	\$12,965,654
Total revenue	\$187,946,927
Total support and revenue	\$213,587,346
INVESTMENT (LOSS) INCOME	
Investment return	(\$1,653,859)
Unrealized gain on beneficial interest in charitable trust	\$838,422
Total investment (loss) income	(\$815,437)

EXPENSES	TOTAL
PROGRAM SERVICES	
Family Stabilization	\$22,319,183
Early Childhood Services	\$27,995,803
Senior Services	\$22,155,681
Housing	\$19,395,660
Clinic, Recovery and Rehabilitative Services	\$17,051,731
Care Coordination and Case Management	\$6,524,420
Comprehensive Human Resources	\$4,310,809
Office of Mission	\$941,284
Other community programs	\$551,664
Program expenses for low-income housing	\$55,762,383
Saints Joachim & Anne Nursing and Rehabilitation Center	\$26,205,922
Total program services	\$203,214,540
SUPPORT SERVICES	
General administration	\$5,481,211
Fund-raising	\$1,370,255
Total support	\$6,851,466
Total expenses	\$210,066,006
Gross Results from program services and operations	\$2,705,903
Net Assets	
\$129,032,030	

Nearly **96 CENTS OF EACH DOLLAR**
go directly to community programs and services.



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