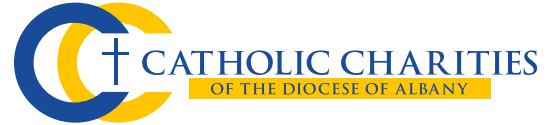




# Annual Report

Fiscal Year 2019-2020



To say I am proud of Catholic Charities' staff and volunteers would be an understatement. Their work over the course of this challenging year has been remarkable.

In "normal" times, they serve our neighbors with dignity and provide the most basic needs of shelter, food and safety. In the wake of the COVID-19 pandemic, our staff has gone one step further to adapt services and address new and increased needs. Our housing office is supporting residents who are working and learning from home. Our services for seniors are being offered at a distance or over the phone. CC MOVE and our food pantries have stepped up to address an unprecedented increase in food insecurity.

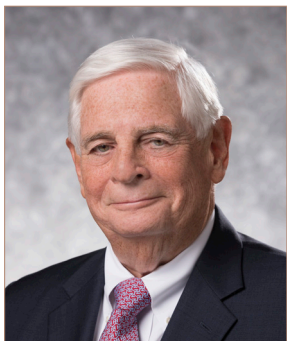
I am pleased to share with you this Annual Report, which serves as testament to our work and provides a closer look at Catholic Charities' fiscal year ending in 2020. Inside, you'll find stories of the real ways we're helping real people who are turning to Catholic Charities from across the Diocese. Last fiscal year, which ended in June, we helped over 69,000 people in our programs and an additional 34,000 people through our CC MOVE food distributions. Many people turned to us for the first time, never having had to rely on our programs previously. This fiscal year, we're on pace to match and exceed those numbers. Already, we've served over 100,000 people through our food distributions as our communities grapple with the effects of the pandemic.

Despite the challenges we're facing, I find comfort knowing that we at Catholic Charities continue to serve the poorest and most vulnerable of our neighbors regardless of race, creed, or lifestyle. I thank you, our donors and supporters, staff, board members and other volunteers who make our work possible.

Stay Safe and God Bless,

A handwritten signature in blue ink that reads 'Vince'.

Vincent W. Colonno  
CEO, Catholic Charities of the Diocese of Albany



This past year, I have seen what our community can achieve when we join together to care for one another. Across the Diocese, people have stepped up to make sure our neighbors were safe, fed and healthy. Every time I leave my house, I have the privilege to witness everyday heroism at work.

I proudly count the volunteers and community partners of Catholic Charities among the "everyday heroes" of this year. Through their compassion and commitment, Catholic Charities has remained one of the best resources in our area for those who are in need. Our partners have made so much possible – from food distributions to rental assistance to free tax preparation. It is undeniable: we are better when we work together.

I am especially grateful right now to serve as the President of the Board of Trustees for Catholic Charities. I take pride in the work we do and I am humbled to be a part of it.

I'd like to take a moment to thank you, along with Catholic Charities' board, staff, partners and volunteers. You have allowed us to continue our mission of "Caring Beyond Belief." You have kept our doors open through a challenging year. You have kept our doors open when so many others had to close.

Gratefully,

A handwritten signature in blue ink that reads 'Ken'.

Kenneth M. Raymond, Jr.  
President, Board of Trustees



## Staying Connected in a Time of COVID-19

**Scenario:** You organize wellness courses for older adults in your community. A crippling pandemic makes most gatherings unsafe. The older adults you work with are particularly susceptible to the illness. What do you do?

If you're Hollie Raux, you grab a megaphone and take your classes outside.

Hollie is the Project Coordinator for the WISE (Wellness Initiative for Senior Education) Program operated by Catholic Charities of Herkimer County. When the COVID-19 pandemic hit last March, Hollie had several WISE classes planned that had to be canceled due to safety concerns. While a majority of in-person meetings have transitioned to virtual, many of our seniors do not have access to this technology or are not interested in using remote platforms like zoom. Hollie had to figure out how to connect with her students in a strange new normal.

Hollie, along with Catholic Charities' team in Herkimer County, started doing check-ins to make sure people were ok and to see if they needed anything. They created a Wellness Newsletter to share ways to stay connected, positive and healthy. It included resources for assistance and support. She instituted "Wellness Wednesday," where she took to Facebook and YouTube to share her culinary skills, demonstrate simple exercises, and provide various wellness information to the older adults we serve. When the weather warmed up, she took her trusty megaphone and began holding small classes outside while following all of the necessary COVID-19 safety protocols.



*WISE participants focus on wellness and staying connected year-round.*

"During COVID that's something you have to do," said Maureen Petrie, Executive Director for Catholic Charities of Herkimer County, "You have to keep reassessing and adapting how you provide services."

Hollie, according to Maureen and Program Director Rae Raffle-Maxson, has done just that. According to Rae, "She has great energy and really cares about the seniors. We just started coming up with ideas."

Across the Diocese, our staff have found creative ways to connect to and provide for older adults who are particularly vulnerable to the coronavirus. At Catholic Charities Senior and Caregiver Support Services, we have provided continuity of care, increasing our Meals on Wheels routes and providing remote support as needed; all the while, re-opening and maintaining programs as safety protocols allow.

It has been challenging, but one thing is for certain: we continue to serve our seniors who turn to Catholic Charities for support.

# Mission of Catholic Charities of the Diocese of Albany

Catholic Charities, a ministry of the Catholic Diocese of Albany, is committed to active witness on behalf of the Scriptural values of mercy and justice.

Catholic Charities, recognizing human need at all stages of life, responds to all persons regardless of race, creed, or lifestyle, with special emphasis on the economically poor and the vulnerable.

Catholic Charities serves and empowers persons in need, advocates for a just society, calls forth and collaborates with women and men of good will in fulfillment of its mission.

## Service Area

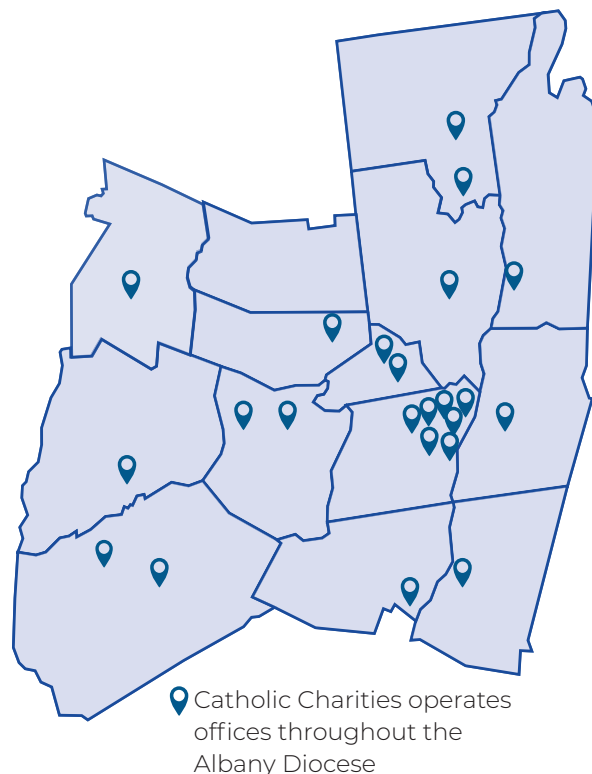
Catholic Charities of the Diocese of Albany provides services in 14 counties across New York State. Programs and services are delivered to the poor and vulnerable through Catholic Charities' twelve agencies:

### Geographic Agencies

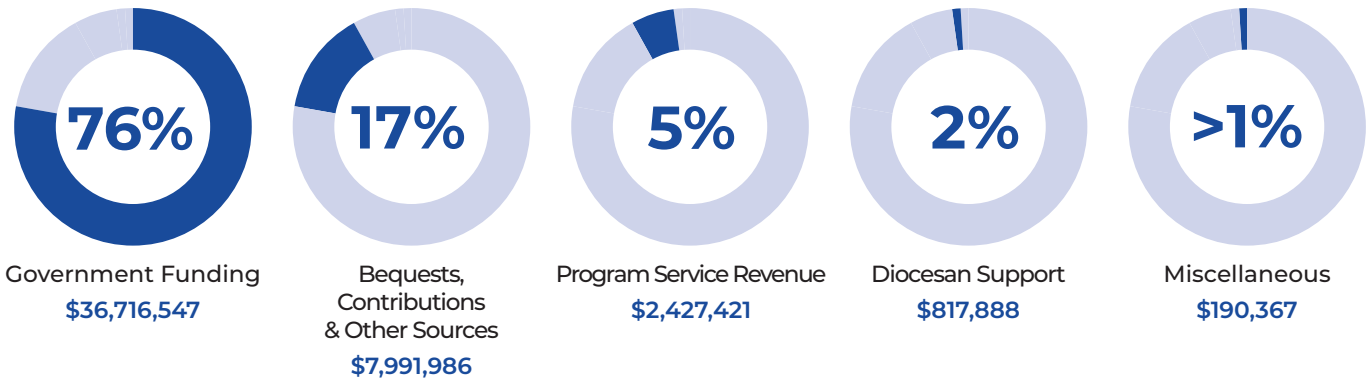
- Columbia and Greene Counties
- Delaware, Otsego and Schoharie Counties
- Fulton and Montgomery Counties
- Herkimer County
- Saratoga, Warren and Washington Counties
- Tri-County Services

### Service Specific Agencies

- Care Coordination Services
- Community Maternity Services
- Disabilities Services
- Housing
- Senior and Caregiver Support Services
- United Tenants of Albany

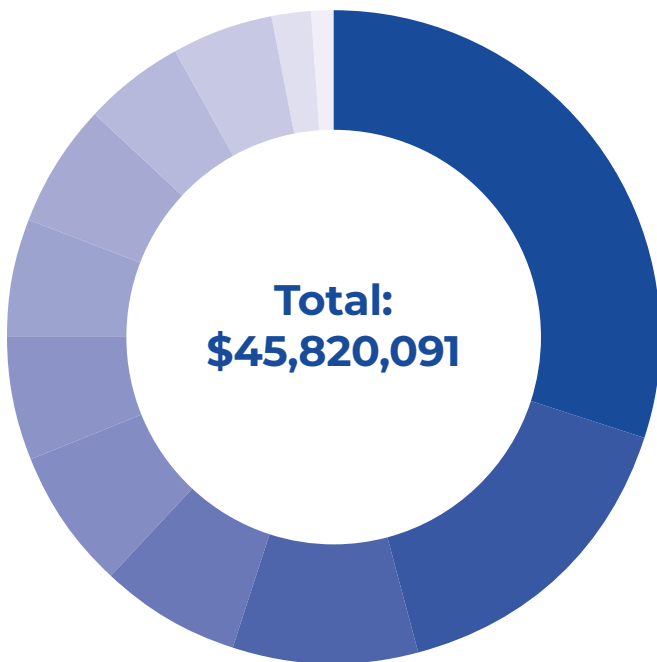


# Revenue



**Total: \$48,144,209**

# Expenses



Services for the Disabled	\$13,001,500.....28%	Community Outreach and Support	\$3,003,582.....7%
Management & General	\$6,851,053.....15%	Domestic Violence	\$2,400,721.....5%
Maternity & Family Services	\$4,159,367.....9%	Senior Services	\$2,386,430.....5%
Emergency Shelters & Permanent Housing	\$3,713,174.....8%	Youth Services	\$2,306,210.....5%
AIDS/HIV Services/Chronic Diseases	\$3,220,628.....7%	Other Programs	\$1,134,340.....3%
Behavioural Health Services	\$3,154,850.....7%	Fundraising	\$488,236.....1%

\* Please note that any year-end surplus becomes a part of a system fund balance that is available to support program needs in the future.





*“For where two or three are gathered in my name, there am I among them.”*

*- Matthew 18:20*

## Better Together

At Catholic Charities, nothing we do happens in a vacuum. Every day, we rely on the people and organizations in our area to fulfill our mission of serving our neighbors, regardless of race, creed, or lifestyle. All in all, approximately 100,000 people benefited from our work last fiscal year. Work that would not have been possible without a community - **our** community - uniting to support one another in difficult circumstances.

We wanted to take the opportunity to share a few of the things we have accomplished together:

- Over 1,500 volunteers have lent a hand at our CC MOVE Food Distributions. With their assistance, along with our partnership with the Regional Food Bank and so many other community and volunteer groups, we have helped to feed over 34,000 of our neighbors.
- Parishes have collected donations to provide funding and household goods. In Loudonville, parishioners at St. Pius Church collected household items like laundry detergent, baby items and personal care products for the people we serve.
- In partnership with the CA\$H Coalition, we were able to bring back the Volunteer Income Tax Assistance (VITA) Program, providing our neighbors with free tax assistance from IRS-certified preparers.

## A Partnership to be Proud About

We're pleased to announce that our partnership with Capital District Physicians' Health Plan, Inc. (CDPHP) is once again changing lives. In response to a challenging year, CDPHP has stepped up to support our work in a big way, providing funding for:

- Housing and Rental Assistance, including Eviction Prevention, to keep families in their homes
- Food & Nutritional Programs
- Emergency Assistance, to help cover unexpected costs
- PPE & Cleaning Supplies, to keep our communities healthy
- Maternal & Child Health Care, so children can begin their lives in comfort and safety



Through this support, Catholic Charities will be able to continue our mission of Caring Beyond Belief!

To say we are grateful would be an understatement. People who live in our neighborhoods and towns and cities are better off because of our continued collaboration. We all are better when we work together.

**Join Us!** Contact Catholic Charities at [Catholic.Charities@ccrcda.org](mailto:Catholic.Charities@ccrcda.org) or call (518) 453-6650 for more information on how to get involved.

# Services Provided

Counseling & Mental Health	2,637
Adolescent Pregnancy & Parenting	749
Adoption Services	2
Immigration Services	160
Education & Enrichment Services	3,003
Substance Abuse Prevention	14,111
Youth Programs, Enrichment & Mentoring	3,468
Transportation	543
Employment – Training & Job Prep	51
Case Management / Service Coordination	4,190
Court Related (dispute resolution/mediation/community service)	2,759
Kinship Care, Child Care Resources, Day Care	103
Elder Care, Respite, Adult Day Care	285
Health Insurance Enrollment Assistance	2,553
Health Related Services	1,232
Domestic Violence Services	1,429
Family Preservation / Reunification	382
Crime Victims	183

## Food Services

Congregate Meal Sites	916
Food Pantries & Extra Helpings	18,562
Food Stamp Advocacy & WIC	10,966
Homebound Meals	296
Soup Kitchens	1,061
Food Farmacy	779

## Housing Facilities

Housing Advocacy & Assistance	2,372
Residence (all types of supervised living, foster home, host home)	129
Community Home for the Dying	22
Shelter – Short Term (Emergency)	448
Shelter – Domestic Violence	165
SRO's	119
Subsidized Supportive & Family Apartments	347
Affordable Housing	34
Senior Housing	883
Emergency Assistance	10,721
Relief / Disaster Service	50
Habilitation	203
Prison / Jail Support Services	77
Thrift Shop	7070

**Total** **93,060**



Children (<18)	24,836
Adults Served (18-64)	37,828
Seniors (64+)	6,355

**Unduplicated Persons Served** **69,019**

**CC MOVE Persons Served** **34,947\***

▲ In addition to our traditional program and services, Catholic Charities provided supplemental and emergency aid through our CC MOVE mobile outreach program. The initiative provides fresh, frozen and pre-packed food to people experiencing food insecurity and acts as a means for them to connect to other resources.



\*This number does not represent an unduplicated count, but the cumulative impact to people within our community.



# Leadership

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Bishop of Albany  
Chairperson

**Ken Raymond**  
President

**Kirsten E. Keefe**  
Co-Vice President

**Mark D. Morrison**  
Co-Vice President

**Scott J. Houghtaling**  
Treasurer

**Bill McGoldrick**  
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**Michael Costello**  
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**Robert J. Bellafiore**

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**Mark J. McCarthy**

**James O'Brien, M.D.**

**Mary Beth O'Brien**

**Ginny O'Brien**

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**Joseph Watroba**

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Community Maternity Services

**Mary Carpenter**  
Fulton & Montgomery

**Sister Charla Commins, CSJ**  
Saratoga, Warren & Washington

**Laura Felts**  
United Tenants of Albany

**Lynn Glueckert**  
Delaware, Otsego & Schoharie

**Marlene Hildenbrandt**  
Senior & Caregiver Support Services

**Jenn Hyde**  
Tri-County Services

**Paula Jubic**  
Disabilities Services

**Stephanie Lao**  
Care Coordination Services

**Theresa Lux**  
Columbia & Greene

**Maureen Petrie**  
Herkimer

**Sondra Young**  
Housing

## Executive Office

**Vincent W. Colonno**  
Chief Executive Officer

**Carmel Foltan**  
Human Resources

**Jackie Gentile**  
Special Projects

**Mary Pat Hickey**  
Administration

**Cathy Krom**  
Corporate Compliance

**Michael Lawler**  
Fiscal/Operations

**Meghan Meyerson**  
Development

**Jack Simeone**  
Programs & Services

**Eileen Spath**  
Communications & Marketing

**Sister Betsy Van Deusen, CSJ**  
Community Partnerships

*Leadership listing current as of publication*

