



Inspiring a Way Forward



2019 IMPACT REPORT

Dear Friends,

As we close out 2019, there are so many things for which we are very thankful. Our mission of serving those most in need could not be pursued without the help and support of many. Our generous patrons, through their donations and grants, have allowed us to provide emergency services through our regional offices, and helped expand several much-needed programs. Our network of volunteers supports and supplements the work being done by Catholic Charities staff, from teaching Citizenship classes, stocking shelves in our food pantry, or working at our Bishop's Holiday Dinners. The staff at Catholic Charities comes to work each and every day, working tirelessly assisting those that come to us, who often times have nowhere else to turn. Without each of you, we would not be who we are today.

Through bringing together individuals of differing faith, culture, and status we have increased and broadened our services throughout the county. You have joined us in considering the greatest needs in our community and have spent time and resources to address many of these needs. This year alone, we established Catholic Charities Women's Recovery Program, relocated and expanded Catholic Charities Family Shelter, and increased the services provided in each of our four regional offices. With your support, we are paving the way to a brighter future for those who come to us in their time of need.

Following Bishop McManus' generous sale to us of the former convent at St Cecelia's in Leominster for one dollar, we began the process of developing Catholic Charities Women's Recovery Program, which opened in November of 2019. The program is a sixteen-bed facility for women that suffer from both substance use disorder as well as enhanced mental health disorder(s). The six-month recovery program is located in Northern Worcester County, an area of the state that lacked residential programs for women. We are grateful to so many who have helped make this program a reality.

Another vision that became reality was the relocation of Catholic Charities Family Shelter from Granite Street in Worcester to our new location on Caroline Street in Worcester. The programs new home, formerly St. Stephen's convent, has been completely renovated and now has the capacity to provide shelter to seventeen families, a significant increase from the twelve bedrooms at our previous location. These new accommodations will allow families to have a sense of dignity while they work hard to learn new skills that will allow them to sustain their housing, while we work diligently in locating them affordable and safe permanent housing.

These are just a few examples of what's possible when we join hand and hand through financial support, volunteerism, and active participation. Our mission is to help those most in need; it is gratifying to see this mission shared by so many outside of our organization. We are grateful to all, and thankful that so many in our community offer the support, guidance, and resources that make fulfilling our mission possible.

Gratefully,



Timothy J. McMahon
Timothy J. McMahon
Executive Director



Henry J. Camosse
Henry J. Camosse
Board President



A message from Bishop McManus

My dear brothers and sisters in Christ,

If you ever wondered why we help those in need, consider these words from Matthew 25: “For I was hungry and you gave me food, I was thirsty and you gave me drink, I was a stranger and you welcomed me, I was naked and you clothed me, I was sick and you visited me, I was in prison and you came to me.” Christ himself taught us that when we help others we are encountering Christ himself. We help others in need because it is at the heart of who we are as Catholics.

This Gospel passage comes to mind in light of our recent dedication of the new Catholic Charities facility for transitional housing in Worcester which has been dedicated to St. Teresa of Kolkata. St. Teresa embodied the spirit of Matthew 25 and taught by example that our encounter with Christ through service to those in need is at the heart of our baptismal call. It is also why the first Bishop of Worcester established Catholic Charities shortly after the diocese was established in 1950. Our faith is a faith expressed not just in words but in deeds.

This year’s report demonstrates how we change people’s lives by assisting them with physical, emotional and spiritual needs. We bring hope to individuals and families who otherwise may live in despair. Our clients face issues that seem like mountains. With your help, our programs move mountains so that they may move forward in hope. I invite you to review this report and learn more about how your financial contributions and volunteering are making a difference in bringing so much hope to tens of thousands of people in Central Massachusetts.

With every prayerful best wish, I remain Sincerely yours in Christ,

+ Robert J. McManus

Most Reverend Robert J. McManus
Bishop of Worcester

Inspiring a Way Forward: MEET ADAM

The Mercy Centre provides a range of programming for adults age eighteen and older with intellectual and developmental disabilities. Programs include employment, training and skill building. With the ultimate goal of individuals achieving independence realized through meaningful employment and opportunities for people to enrich their lives by developing personal skills, participating in a full range of community activities and developing a network of caring relationships.

In June of 2015, Adam turned twenty-two years old and transitioned from the Worcester Public Schools to Mercy Centre. Three years before he was born, Adam's family arrived from Poland to the United States. Today, Adam is bilingual in Polish and English, but he prefers speaking English.



Adam is successful in so many aspects of his life and has grown to become a pivotal part of Mercy Centre. He is energetic, outgoing, and a kind soul with a warm heart. Adam's always telling jokes and loves to bring a smile to everyone's faces. As a part of the Mercy Centre Group Supported Program, he's a dedicated worker in the community. On his team at Fastenal in Shrewsbury, MA he works with nine other peers constructing fastener kits for

Columbia Tech and Amazon. Not only is he a great worker, but he gets along with everyone and will do any job asked of him. His perseverance is amazing and it is obvious that he loves his job. Adam is proud of the money he earns working and as a true sports enthusiast his goal is to earn enough money someday to go to a 'real' Celtics NBA game.

When Adam is not at Mercy Centre, he likes to work on his dance moves by watching videos on YouTube and creating some moves of his own. He has been involved in the Worcester State College Theater Collaborative Dance and enjoyed many tap dancing classes. Adam has his eyes set on becoming a disc jockey or dancing at the Worcester Braveheart's games.

Over the years, it is has been remarkable to see Adam grow into a talented young man with so many accomplishments. He brings positive energy to the work environment, strives to do his best as an athlete, and demonstrates his creativity and passion through dance.



Adam enjoying his job at Fastenal in Shrewsbury, MA



A special thank you to the Emerald Club, which focuses on providing financial support to the Mercy Center and other organizations that help individuals affected with these disabilities to achieve full, productive, and independent lives in our community.

2019 Highlights

Women's Recovery Program Grand Opening

In October, we celebrated the grand opening of a brand new Women's Recovery Program. The program provides a 3-6 month women's residential program for the treatment of a substance use disorder and co-occurring enhanced disorder(s). The program, located in Leominster, MA, is the first to address a higher level of care in the area.



Ribbon Cutting Ceremony for the Women's Recovery Program



Cutting the ribbon at the new location of Catholic Charities Family Shelter

Family Shelter Relocation

Catholic Charities Worcester County has moved its Family Shelter from 133 Granite Street Worcester, MA to 4 Caroline Street, Worcester, MA. The new shelter has more bedrooms which will accommodate more and larger families who are facing homelessness. The program provides temporary emergency shelter when homelessness cannot be avoided. Since 1983, the shelter has supported families with a combination of case management and direct service, provided in an environment that affirms the dignity of the individuals being served.

School Supplies & Back to School Clothing

As the 2019 school year began, 1,116 children K-12 throughout Worcester County received backpacks and supplies. With the generosity of a grant from DCU for kids, this was the first year children were also able to receive brand new clothing for heading back to school. The smiles were endless as children tried on their new outfits.

Migrant Influx in Laredo, TX

"I am just happy to finally be treated like a human being for once in my life." Uttered a man arriving in Yuma, Arizona from the border. Each day, border patrol vans dropped off 200-250 migrants who arrived with nothing but the clothes on their back and their papers in hand. Many had just finished a 29 day journey with nothing but the hope of a better life for their family.

Seven of our staff members teamed up with Catholic Charities USA to volunteer in Laredo, Texas and Yuma, Arizona to help migrants upon their arrival to the U.S. During our time volunteering, we drove migrants to the airport, looked after children, helped people make calls to their family, and assisted in setting up the clothing closet and food pantry.



Assisting a family who recently arrived in Laredo, TX



127
men at Crozier
House worked
toward achieving
sobriety



58
homeless
parents and
children found
shelter

62
individuals
participated in
citizenship &
immigration
classes



108
Mercy Centre
adults were
provided growth
and support



106
low-income older
adults learned
new job skills



642
maintained their
independence by
receiving
homecare

5,348
parents and
children found
clothing at our
clothing closets



10,405
distributions of
emergency and
holiday
assistance



105,990
diapers were
provided to
families in
need



1,116
children
received school
backpacks &
supplies

9,452
individuals
relieved hunger
at our food
pantries



4,205
holiday meals
were served by
958
volunteers



Inspiring a Way Forward: Our Services

Our programs are designed to strengthen vulnerable families and individuals, regardless of racial, ethnic, cultural or religious origins, ability to pay, or mental, physical or developmental challenges. We serve 62 cities and towns across Central, North Central, and South Central Massachusetts.

Emergency Stabilization & Homeless Prevention

Each day we provide assistance to individuals and families to address the risk factors that have resulted in food, housing, and socioeconomic insecurity. Our four Area Offices in Worcester, Leominster, Milford and Southbridge serve as hubs for a number of programs aimed at helping clients to stabilize their immediate circumstances, by providing for basic needs and financial assistance, as resources allow, and to plan for further education and more stable employment:

- Case management aimed at self-sufficiency
- Food Banks & Food Assistance Referrals
- Outreach & Enrollment for Supplemental Nutrition Assistance (SNAP Food Stamps)
- Clothing & Diapers
- Housing & Utility Assistance
- Financial Literacy Education



Food Pantry in Worcester, MA



2019 Day of Play, playing games with children as we teach families about the services we provide

Holiday & Special Assistance

Bishop's Holiday Dinners

Each Thanksgiving and Christmas over the past 52 years, Catholic Charities has provided a warm meal and fellowship to homebound elders, people with disabilities, and those who would otherwise be alone on both holidays. Last year, with the assistance of hundreds of volunteers and sponsors, over 4,200 dinners were provided via home delivery or served at the sit-down dinner at the Cathedral of Saint Paul in downtown Worcester.

Back to School Program

Thanks to the generosity of local parishes, retailers, and individual donors, each year we distribute new school supplies and backpacks to hundreds of children in need across our service areas.

Toys & Turkeys

With help of our community, each year Catholic Charities distributes Thanksgiving baskets and brand new Christmas toys to families and children in need during the holidays.



Dropping off Backpacks filled with supplies to Southbridge High School

Family Services

Parent Aide provides in-home, intensive case management services including parenting education, life skills training and supportive intervention in crisis situations to assist parents whose children are at risk of abuse or neglect.

Parent Education Workshops & Activities are also provided in our Area Offices covering a range of parenting topics, including the stages of child development; positive behavioral strategies for infants, toddlers, adolescents and teens; health and safety issues; and stress management.

Project Chill provides violence prevention education to children and youth in a group setting, to assist them in managing difficult interpersonal behaviors.

Adoption History & Search Program provides assistance to those individuals who have relinquished a child for adoption through Catholic Charities. We provide available background information to adoptees and if requested, assist with re-unifications for both parties.

Little Bottoms Diaper Program provides diapers and wipes to families in need. 1 in 3 families cannot afford diapers. This leads to many infants being in one diaper all day, resulting in infections and rashes and causing emotional and psychological issues for parents and caregivers who then struggle to bond with their baby.

Elder & Special Needs Services

Home Care Program staff help to maintain a disabled or dependent person safely and comfortably within the home setting by providing a variety of services which include homemaking, light and heavy chores, personal care, companionship, home health assistance, and supportive home health services. We provide these crucial and lifesaving services through our area offices in Worcester, Leominster, Milford and Southbridge and have expanded into Athol, Greenfield and our newest office in Shelburne Falls in meeting the needs of the elderly and disabled.

Our Senior Community Employment Service Program provides employment, training and job search assistance to low-income mature workers. Participants 55 years-old and older, provide up to 20 hours per week of community service work at non-profit and government agencies.

Multiple Sclerosis Program The Edward M. Dowd Personal Advocate Program provides case management services to people with Multiple Sclerosis through a contractual agreement with the National Multiple Sclerosis Society - Greater New England Chapter.

The Mercy Centre provides a range of programming for adults age eighteen and older with intellectual and developmental disabilities which include employment, training and skill building. The 4 programs include: Employment Supports, Group Supported Employment, Community-Based Day Support Services, and the Day Habilitation program.



Art therapy at the Mercy Centre



Mercy Centre Team scoring a basket against WPI Women's Basketball during the annual picnic

Citizenship & Immigration Services

The Citizenship Assistance and Education Program provides classes, immigration counseling and application assistance for legal permanent residents seeking to pass the U.S. Citizenship Exam. This year we are very excited to receive recognition through United States Citizenship and Immigration Services which has provided federal funds to expand our citizenship program and further support the immigrant community in Worcester County.

ESL (English as a Second Language)/Civics Classes are provided for any adult needing Basic English skills to further his or her education, increase employment opportunities, or as a prerequisite to our citizenship program.



Students learning during ESL/Civics class

The Immigration Services Program provides assistance with immigration applications, including family-based immigration, adjustment of status, employment authorization, deferred action for childhood arrivals (DACA), and other related immigration forms and procedures. We also provide referrals for immigration physicals.

Catholic Charities Family Shelter

Since 1983, the family shelter has provided temporary emergency shelter when homelessness cannot be avoided. We support families with a combination of case management and direct service, provided in an environment that affirms the dignity of the individuals being served.

Each family has their own room and shares the following common areas: kitchen, bathroom, living room, playroom and outdoor recreational areas.

Residential Substance Use Recovery Services

Crozier House has successfully provided structured and effective residential substance abuse treatment for males aged 18 years and older since 1971. In response to the opioid epidemic we are excited to report that we are working diligently to expand this program and to provide a new Women's Recovery Program in Leominster addressing the lack of treatment services in this area.

Women's Recovery Program provides a voluntary, 3-6 month women's residential program for the treatment of a substance use disorder and co-occurring enhanced disorder(s). Referrals are provided through various treatment facilities and hospital units throughout the Commonwealth of Massachusetts. The women will have access to registered nurses and on-site psychiatric assistance with the ultimate goal of achieving sobriety and stability.

Volunteer Opportunities

We welcome individuals of all ages and faiths to share their talents, skills and time. Volunteers enhance our programs, provide hope to those in need, and increase resources for the communities we serve. The following are examples of opportunities: picking up food from the Worcester County Food Bank, working with guests in our food pantries, sorting donations in our clothing closets, organizing diaper drives, collecting household items for our newly arrived immigrants, delivering and serving Thanksgiving and Christmas meals, and working with individuals with developmental disabilities. Please visit www.ccworc.org/volunteer-opportunities/ for more information.

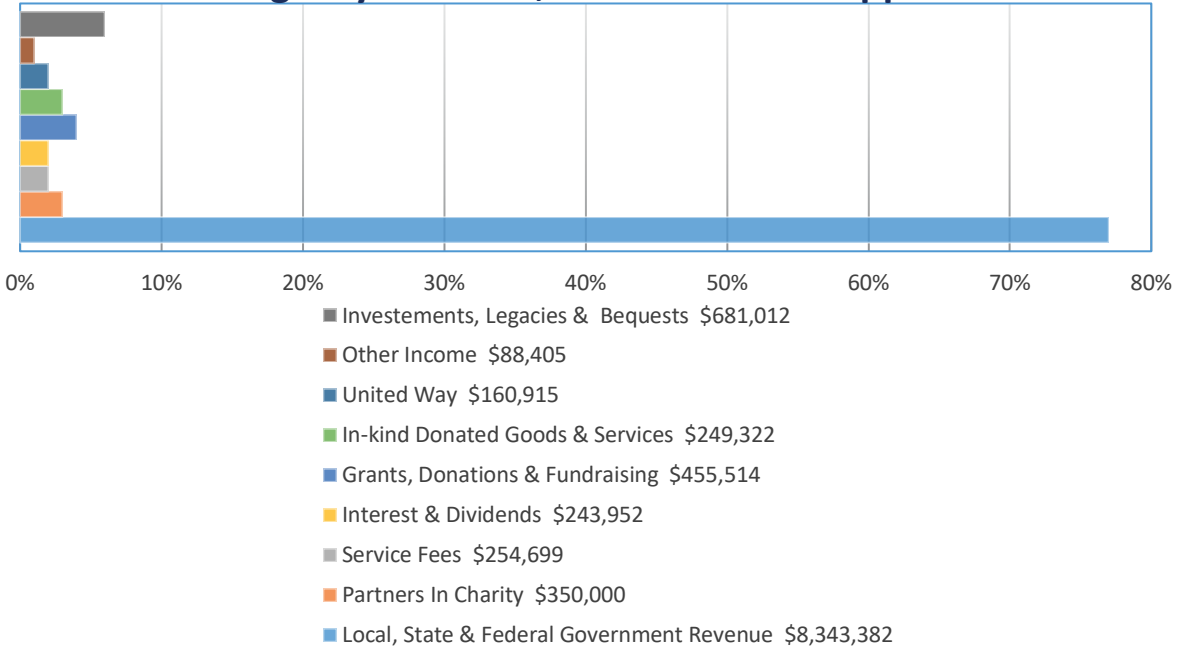


Teachers from St. Mary's School in Shrewsbury volunteering at Catholic Charities Family Shelter and packing for the move to Caroline Street, Worcester, MA

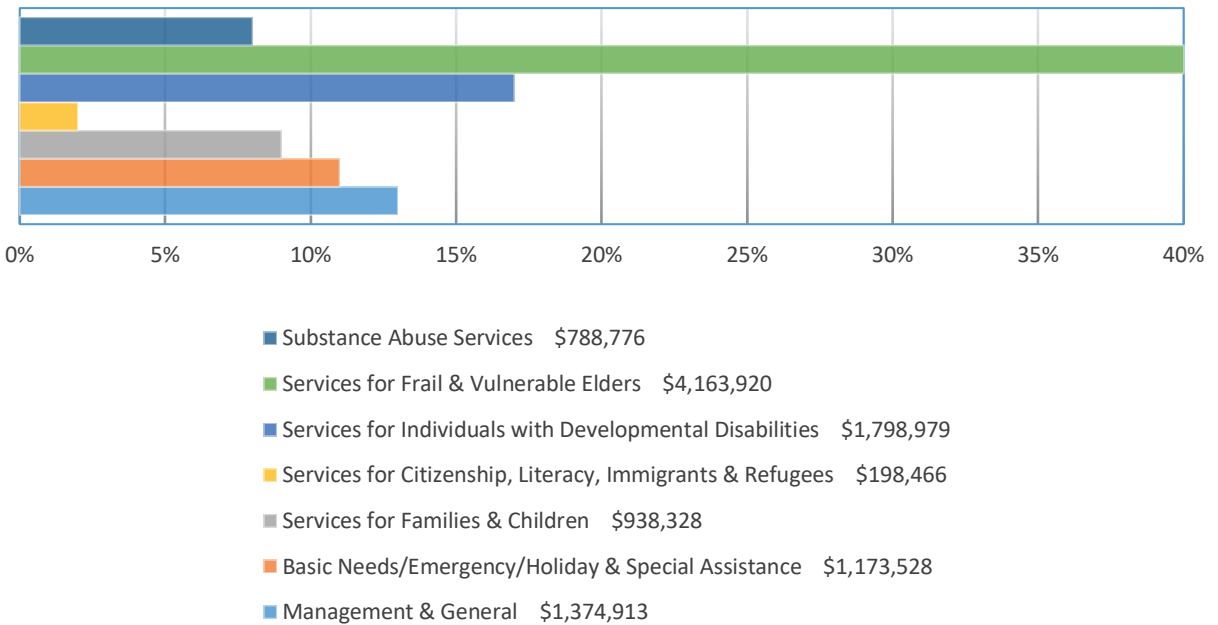
With Sincere Gratitude to our Donors

The vital work that Catholic Charities Worcester County does in the community would not be possible without the generous support of individuals, corporate sponsors, and foundations. From gifts in memory of loved ones, to bequests, event sponsorships and grants, we are grateful to each and every donor who chooses to support our agency. All gifts made to Catholic Charities beginning July 1, 2018 through June 30, 2019 will be acknowledged in a comprehensive list available on our website. Please visit www.ccworc.org/community-support to view the complete donor list. Thank you again for your kind generosity!

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Madalyn Sirois, Social Media & Fundraising
Coordinator



10 Hammond Street
Worcester, MA 01610

Our Mission

To meet the needs of the poor, the homeless and the infirm, and to enhance the quality of life for all, Catholic Charities draws on the inspiration from the teachings of Jesus Christ and the Church and the pastoral leadership of the Bishop of Worcester.

AREA OFFICES

Athol Homecare

12 Riverbend Street
Athol, MA 01331
978.249.4563

Crozier House

10 Hammond Street
Worcester, MA 01610
508.860.2216

Family Shelter

4 Caroline Street
Worcester, MA 01604
508.753.3084

Greenfield Homecare

91 Main Street, 1st Floor
Greenfield, MA 01301
413.512.2017

Leominster

196 Mechanic Street
Leominster, MA 01453
978.840.0696

Mercy Centre

25 West Chester Street
Worcester, MA 01605
508.852.7165

Milford

200 Main Street
Milford, MA 01757
508.234.3800

Shelburne Falls Homecare

114 State Street
Shelburne Falls, MA 01370
413.489.3045

Southbridge

79 Elm Street
Southbridge, MA 01550
508.765.5936

Women's Recovery Program

196 Mechanic Street
Leominster, MA 01453
508.754.1865

Worcester

10 Hammond Street
Worcester, MA 01610
508.798.0191

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Catholic Charities

Diocese of Worcester.

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