

# 2022 IMPACT REPORT



**CATHOLIC  
CHARITIES**  
WORCESTER COUNTY

*Inspiring a Way Forward*



Dear friends,

As we learn to adapt to a new way of living, Catholic Charities has been at the forefront of providing the desperately needed services that so many require today. We are meeting the need as the number we serve continues to swell. The ability to do so has been the result of an extraordinarily committed staff, the support of our board of directors, our ever-increasing number of volunteers, and with the unwavering commitment from Bishop Robert J. McManus. We have provided an unprecedented number of services to those in need with virtually no time to prepare.

As sickness hits and inflation forces many to make decisions on how to spend the decreasing value of their dollar, our foodbanks have seen a 300% increase in food demand, our waiting list grows at our recovery programs and moving folks from our family shelter into safe, affordable housing has become almost impossible. While the challenges have been many, we have developed sustainable working relationships with other similar agencies, government entities, many regional foundations and volunteer organizations that work with us during times of crisis to meet the need.

Our recently revamped Immigration and Citizen Service Program has expanded to include a full-time attorney, full-time paralegal, multiple volunteers, and partnerships with various social service agencies. This expansion has increased the number of individuals we are able to assist and has allowed the program to take on a holistic, culturally competent representation model. Ensuring our clients are supported not only in their immigration legal representation, but in all aspects of their lives is the forefront of our revamped program.

This year also saw the opening of our ¾ house at our Hammond Street location. It is a twelve-bed program with one of the beds for a house manager. The program will provide further support after graduating from a six-month recovery program, in most instances the Crozier House Program. While it will not be as structured as it was when they were in a recovery program, it will provide the additional support for a duration of time that they can continue with a longer period of sobriety prior to going out on their own. It will be self-funded with guests paying a very reasonable amount of rent to support the house and daily living.

Through the work of many, we will be delivering this year 6,000 Bishops Dinners, 3,000 on Thanksgiving and Christmas. Often the volunteers delivering the meals will be the only smiling face the recipient of the meal will see all day. Each meal contains a complete holiday dinner and provides joy and a sense of belonging for those receiving the meal.

As we think about 2023, there is much to look forward to. These are difficult times with unprecedented challenges, but with the support of Bishop McManus, the Catholic Charities Board of Directors, community partners and volunteers, and most importantly the incredible staff at Catholic Charities, we will meet these challenges.

Gratefully,



A handwritten signature in dark ink that reads "Timothy J. McMahon". The signature is written in a cursive, slightly slanted style.

Timothy J. McMahon  
Executive Director



A handwritten signature in dark ink that reads "Sandra Mahoney". The signature is written in a cursive, flowing style.

Sandra Bauer Mahoney  
Board President



## A Message from Bishop McManus

*“on the one hand, [charity] is looking at others through the eyes of Jesus Himself and, on the other hand, seeing Jesus in the face of the poor.”*

Dear Supporters of Catholic Charities,

These words of Pope Francis were delivered at a weekly Angelus talk in 2020. Our Holy Father reminds the Church of the awesome role we play when we practice the virtue of charity by serving the poor and those who are struggling in society in a variety of ways.

Dealing with the pandemic over the past few years has caused us all to reflect on our commitment to those in need, especially when it became more difficult to keep everyone safe. Nonetheless, the staff at Catholic Charities continued in their mission to serve clients with food pantries, homeless prevention or transitional assistance, substance use recovery, support for seniors and programs for the developmentally disabled.

As you review this annual report, I invite you to learn how Catholic Charities is committed to bringing the face of Christ, the ultimate source of all hope, to individuals and families who otherwise may live in despair. With your financial contributions and volunteer efforts, you contribute to make a difference for tens of thousands of people in Central Massachusetts.

Thank you for helping Catholic Charities respond to those in need in the coming year. As Pope Francis wrote in *The Joy of the Gospel*, “...none of us can think we are exempt from concern for the poor and for social justice...”

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

Most Reverend Robert J. McManus  
Bishop of Worcester

# 2022 by the NUMBERS

569

students received backpacks with school supplies



7,176

individuals received emergency services



1,595

families were stabilized with rental and utility assistance



3,966

items in our clothing closets found a new home



3,399

children in need were provided with diapers and wipes



7,019

families received hygiene products through our area offices



38,062

individuals relieved hunger at our food pantries



Over 6,000

holiday meals were delivered by more than 1260 volunteers



851

disabled, older adults received help at our homecare



129

men and women were assisted and treated in our recovery programs



# Immigration Services-

**ESOL (English as a Second Language)** Classes are provided for any adult needing basic English skills. These classes can help further and individual's education, increase employment opportunities, and prepare them for the U.S. Naturalization process.

**Civics and Citizenship Classes** prepare individuals for the U.S. Naturalization Test and interview. These classes provide participants with a comprehensive understanding of U.S. history, government, and the U.S. Naturalization process.

**The Immigration Legal Assistance Program** advocates for immigrant and refugee integration by providing holistic and culturally competent legal representation to foreign-born individuals in Worcester County. We represent clients before U.S. Citizenship and Immigration Services (USCIS), U.S. Immigration and Customs Enforcement (ICE), the U.S. Department of Justice and aid with a variety of immigration petitions and processes, including:

- Immigrant and non-immigrant visas;
- family-based immigration;
- citizenship assistance;
- adjustment of status; and
- humanitarian immigration relief



# Inspiring a way forward: Meet Jose

Jose crossed the United States border in early 2022 fleeing violence and persecution in Ecuador and Mexico.

The neighborhood Jose and his wife lived in for 15 years became overrun by a gang that demands every community member pay a monthly “tax.” After giving birth to twins, the demand for money became greater than what Jose and his wife could afford. Jose had witnessed the murder of several neighbors due to payment disputes. So, Jose moved his family to a new neighborhood.

Only weeks following, Jose began receiving visits from members of the same gang. They threatened to kill Jose’s newborn twins if payment and interest was not administered. Days following the threat, Jose’s house was set on fire.

Jose knew the only way to save his family was to leave Ecuador. So, within hours of losing their home, Jose and his family began their journey to find refuge in Mexico. While traveling through Mexico, Jose’s family was kidnapped. They were stripped of all their clothes, money, and identification before being released into the desert.

With nothing but love for their children and hope for a better life, they gathered the strength to continue their journey for safety, eventually making it to the U.S. border. Although they made it to the U.S., their journey was far from over: Jose was deceptively promised housing opportunities and accepted an offer to be transported from Texas to Massachusetts. Unfortunately, as undocumented immigrants, very little resources were available to his family.

Jose and his family’s unrelenting strength enabled them to contact Catholic Charities Worcester County (CCWC) for assistance. CCWC’s Emergency Assistance Programs, Family Shelter, and Immigration Legal Assistance Program immediately worked in tandem to give Jose’s family resources they desperately needed and deserved: housing, food, baby formula, healthcare referrals, and legal representation.

With a safe place to live, social and legal support, Jose and his family now have certainty of what tomorrow will bring: opportunity. Although their journey is not over, they are not alone.



# Holiday & Special Assistance

Each Thanksgiving and Christmas over the past 55 years, Catholic Charities has provided a meal and fellowship to homebound elders, people with disabilities, homeless individuals, and those who would otherwise be alone on the holidays. Last year, with the assistance of over a thousand volunteers and sponsors, over 6,000 dinners were provided via home delivery in the Greater Worcester area.

## 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 and local parishes, each year Catholic Charities distributes Thanksgiving baskets and brand-new Christmas toys to families and children in need during the holidays.



# 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 Gardner, Athol, Greenfield, 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. Our Day Habilitation program works on building and maintaining daily skills such as independent living, safety, sensory motor and social communication. The Employment and Community Based Services program provides individuals with opportunities, experiences and supports in order to obtain employment and or move into valuable roles within their community in diverse and varied ways.



# Residential Substance Use Recovery Services

The **Crozier House** is a voluntary three-to-six-month residential co-occurring capable treatment program that incorporates different modalities of substance abuse treatment through a holistic residential centered approach that addresses the unique needs of everyone in a trauma-informed manner. Crozier House has been assisting men striving for recovery since 1971 and is a cornerstone in the local recovery community. Crozier residents are required to commit to remaining sober while in the facility and meet with their individual councilors as well as participate in group therapy and other programming to gain new skills to live a substance-free lifestyle. Residents have options for sober recreational activities including camping trips, weekend outings, and to sign-up for our championship winning sober softball team. Additionally, residents of Crozier House are required to work or volunteer during traditional work hours while they are on their early recovery journey. Crozier residents participate in budget planning and a weekly savings program to help them forecast a better financial future and find healthier options while they recover and strive towards independent living. Referrals are accepted from the community, other facilities, the Department of Corrections, etc. to accommodate all those individuals looking to continue treatment post detox.

The **Women's Recovery Program** is a voluntary three-to-six-month 20 bed residential program that incorporates different modalities of substance abuse treatment through holistic resident centered approach that addresses the unique needs of each individual. The LWP is a co-occurring enhanced facility that addresses mental health and substance abuse disorders simultaneously utilizing a Psychiatrist as well as a registered nurse on-site. Residents meet with the Psychiatrist weekly and are supported by the nurse daily. LWP opened in 2019 and has recently expanded from 16 beds to 20 to better serve the growing need for treatment services in our community. LWP residents are required to commit to remaining sober while in the facility and meet with their personal councilors as well as participate in group therapy and other programming to gain new skills to live a substance-free lifestyle. Residents have options for sober recreational activities including art activities, yoga classes, weekend outings, and access to an outpatient therapist that can continue to work with them after graduation from the program. Referrals are accepted from the community, various treatment facilities, hospitals, the Department of Corrections, etc. to accommodate those looking to continue treatment post detox.

The **Crozier ¾ House** is our brand-new addition to the treatment services that Catholic Charities offers and is a 12 bed ¾ house, including a house manager that offers independent transitional housing for recovering men for twelve to eighteen months. The ¾ House is for individuals who have completed a 6 month residential treatment program,

*continued on the next page*

# Residential Substance Use Recovery Services...continued

are looking for transitional sober housing, and are committed to their personal recovery. The 3/4 House has a House Manager who lives in the space, is committed to a sober lifestyle, and is a support to the other residents who are on their recovery journey. Residents of the 3/4 House are expected to be working 40 hours per week as well as attend several support meetings, other events at Crozier House, as well as be a mentor to the current residents of Crozier House. 3/4 House residents participate in a weekly savings program to help them budget for their future and to be able to successfully transition to an independent living situation. 3/4 House residents have the opportunity to participate in sober recreational activities including camping trips, weekend outings, playing on the Crozier softball team, cookouts, etc. in conjunction with Crozier House. Residents are encouraged to be fully engaged in the local recovery community and are connected with resources for individual therapy and other individual services as needed.

## Family Shelter

The **Family Shelter** is a temporary emergency shelter that has the capacity to serve 15 families experiencing homelessness in a dignified and empowering modality. Families are assigned to our shelter through the Department of Housing and Community Development by the Central Massachusetts Housing Alliance and come from various parts of Massachusetts. The shelter has been serving families here in Worcester since 1983. The shelter staff supports families through case management, housing stabilization, referrals to access various community resources, mental health services, job search, education assistance, as well as family centered programming and activities in our newly renovated chapel. Our guest centered approach embraces the individual needs of each family and provides opportunities for growth as a family unit to achieve the ultimate goal of independent living and stability. Families live in a communal setting with their own bedroom and shared common spaces including a kitchen, bathrooms, living room, playroom, and are anxiously awaiting the completion of our new outdoor recreational and play area. Families have access to the on-site food pantry, milk donation program, clothing donation closet, craft supplies and other age appropriate activities. Families are provided case management and supportive services for one year post completion of the shelter program to ensure their future path to successful independent living.



# Emergency Stabilization & Homeless Prevention

In a post pandemic era, where rents, utilities and food prices have increased and more families are at risk of homelessness, shutoffs, and food insecurity, we have seen our numbers double. Each day we provide assistance to individuals and families to address the risk factors that have resulted in food, housing, and socioeconomic instability. 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

- Case management aimed at self-sufficiency
- Information and Referral Services
- Food Pantries and Food Assistance Referrals
- Outreach & Enrollment for Supplemental Nutrition Assistance (SNAP Food Stamps)
- Clothing, Diapers, Hygiene and Cleaning Supplies
- Rental and Utility Assistance
- Financial Literacy Education
- Nutrition Literacy Education

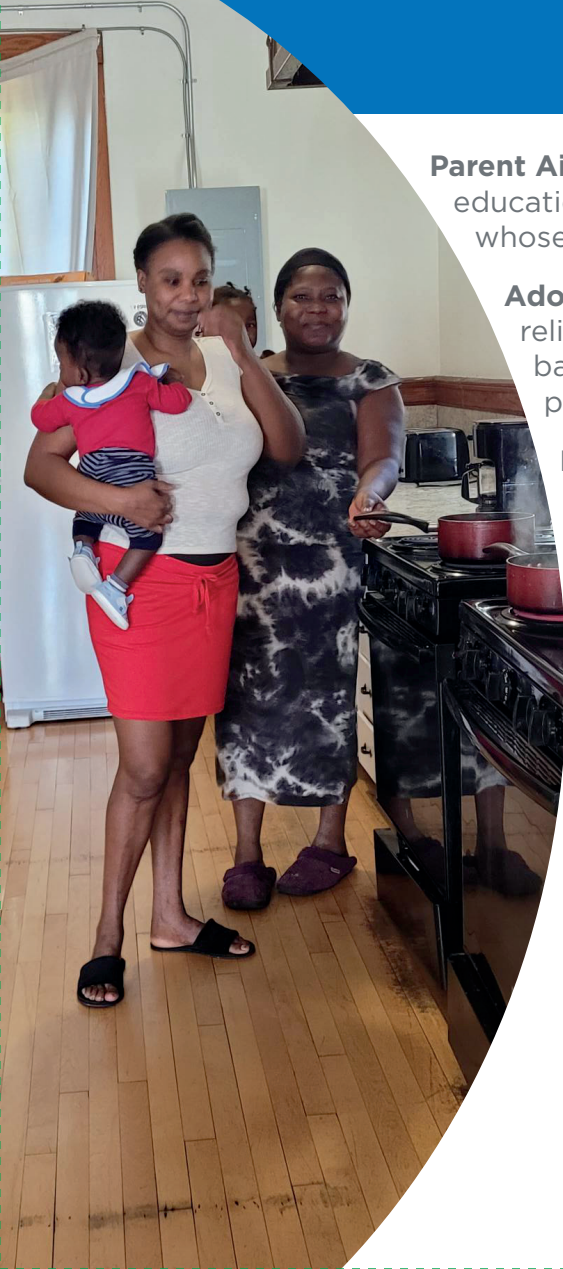


# Family Services

**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.

**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 reunifications for both parties.

**Little Bottoms Diaper Program** provides diapers and wipes to families in need. One in three 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.



## 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, delivering, and serving Thanksgiving and Christmas meals, and working with individuals with developmental disabilities. Please visit [www.ccworc.org/volunteer-opportunities/](http://www.ccworc.org/volunteer-opportunities/) for more information.



## With Sincere Gratitude to our Donors

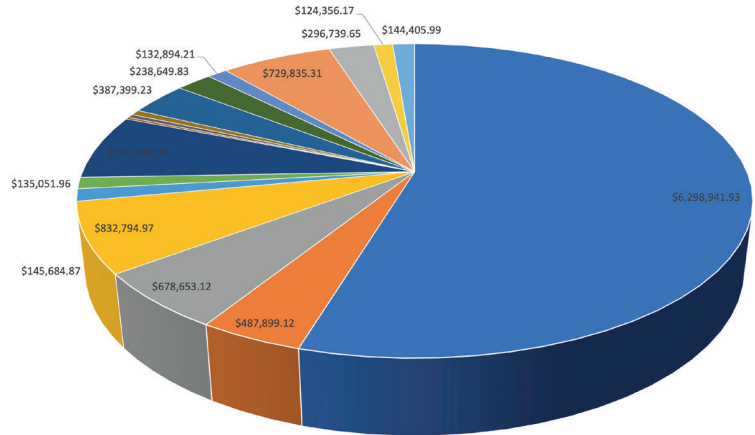
The vital work that Catholic Charities Worcester County does in the community would not be possible without the generous support of individuals, corporate sponsors, and foundations. From gifts in memory of loved ones, to bequests, event sponsorships and grants, we are grateful to each and every donor who chooses to support our agency. All gifts made to Catholic Charities beginning July 1, 2021 through June 30, 2022 will be acknowledged in a comprehensive list available on our website.

Please visit [www.ccworc.org/community-support](http://www.ccworc.org/community-support) to view the complete donor list.

Thank you again for your kind generosity!

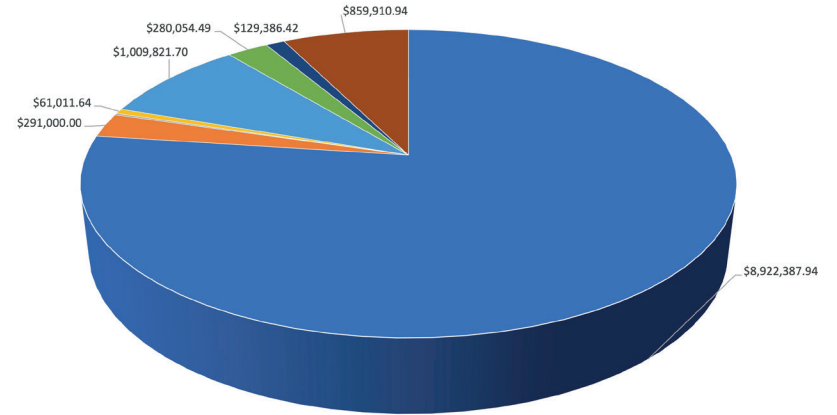
# Financials

## Agency Costs



- Salaries and Wages
- Travel and Transportation
- Advertising
- Equipment and Computer Expenses
- Depreciation
- Employee Benefits
- Office Expense and Printing Cost
- Staff Training and Conferences
- Client Wages and Related Costs
- Payroll Taxes and Other Related Costs
- Occupancy
- Client Assistance
- In-kind Expense
- Professional Fees and Contracted Services
- Dues and Subscriptions
- Food and Related Costs
- Program Supplies and Materials

## FY 2022 Revenue



- Local, State and Federal Government Revenue
- Partners in Charity
- Service Fees
- Interest and Dividends
- Grants, Donations and Fundraising
- In-kind Donated Goods and Services
- United Ways
- Other Income

# Corporators

## OFFICERS

Sandra Bauer Mahoney, FACHCA,  
President\*  
Daniel Ricciardi, Vice President\*  
Anthony D. Rozevicius, Treasurer\*  
Kevin M. Kieler, Clerk\*  
Nana Adwoa Asare\*  
Joseph J. Bafaro, Sr.  
Joseph J. Bafaro, Jr.  
Michael Bafaro  
Joseph T. Bartulis, Jr., Esq.\*  
Delia Beltre\*  
Daniel Bonnette\*  
Michael J. Donoghue

Rev. Msgr. John Doran\*  
Frederick Eppinger  
Patricia Eppinger  
Hon. Patrick A. Fox  
Claire M. Freda  
Gerald M. Gates  
Beverly Goodell  
J. Michael Grenon  
John Griffin, Esq.  
Susan Hillis\*  
Mary Kennedy  
Robert M. Kennedy  
Devon A. Kinnard, Esq.\*  
Rev. Michael Lavallee\*

Helder Machado\*  
Robert J. Martin, Esq.  
Thomas McNamara\*  
Edward J. McTighe, Esq.  
Demitrios M. Moschos, Esq.  
Priscilla Barros-Munoz  
Timothy Murray, Esq.  
Fr. Timothy O'Brien S.J.\*  
Joanne Powell\*  
Thomas Ryan  
Joseph W. Spillane  
John F. Strouse, Jr. Esq.  
David E. Surprenant, Esq.  
Stephen M. Sycks

Katherine Theodoss  
Kathleen Tinsley  
Mary H. Whitney  
Thomas J. Wickstrom, Esq.  
Deacon Anthony Xatse\*

## EX-OFFICIO

Most Reverend Robert J. McManus  
Raymond L. Delisle  
Timothy J. McMahon

\*Member of the Board of Directors

# Administrative Staff

Timothy J. McMahon  
*Executive Director*

Susan MacMajor  
*Executive Assistant*

Crystal Alderfer  
*Administrator, Mercy Centre*

Angelique Bodziak  
*Administrator, Women's Recovery  
Program*

Maritza Cedeno  
*Administrator, North County Area*

Carol Clegg  
*Regional Supervisor, Homecare*

Maritza Delacruz  
*Administrator, Worcester*

Arlene Flynn  
*Assistant Administrator Homecare*

Nancy Halligan  
*Regional Supervisor, Homecare*

Urjita Jhurmarwala  
*Controller*

Malé Kamyá  
*Chief Financial Officer*

Carol LaFalam  
*Director of Human Resources*

Aleska Lara  
*Administrator, Family Shelter*

Bart Larkin  
*Director, Facilities*

Meghan McLeod  
*Administrative Director, Residential  
Programs*

Barbara Melanson  
*Regional Supervisor, Homecare*

Maydee Morales  
*Director of Emergency Services*

Paula Nicholson  
*Administrator, Homecare*

Chaz Sexton-Diranian  
*Director, Crozier*

Jennifer Simpson  
*Administrator, Parent Aide*

Rhiannon Snide  
*Immigration Attorney*

Miurka Torres  
*Administrator, Southbridge*

Jessica Quinones  
*Director, Family Shelter*



## Our Mission

We are committed to strengthening families and to serving individuals in need, regardless of racial, ethnic, cultural, or religious origins, ability to pay, or mental, physical or developmental challenges. We believe that every person has the right to life, housing, food, shelter, clothing, and health care, and that all should be enabled to participate in the decisions that vitally affect them.

### LOCATIONS

#### 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

#### Gardner Homecare

31 Lake Street, #161  
Gardner, MA 01440  
800.249.4563

#### Greenfield Homecare

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

#### 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

#### Leominster

196 Mechanic Street  
Leominster, MA 01453  
978.840.0696

#### Leominster Homecare

196 Mechanic Street  
Leominster, MA 01453  
978.840.0696

#### 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

#### Worcester Homecare

10 Hammond Street  
Worcester, MA 01610  
508.798.0191

