



CATHOLIC CHARITIES WORCESTER COUNTY

2023 ANNUAL REPORT

FISCAL YEAR 2023: JULY 1, 2022 TO JUNE 30, 2023

Dear Friends and Supporters,

As we reflect on the past year, we are filled with thanks for your unwavering support and dedication to the mission of Catholic Charities Worcester County.

This year, we once again find the need for our services has almost doubled. Our food pantries grapple with a staggering 90% surge in demand compared to last year. The recovery programs and immigration legal aid services are confronting ever-increasing wait lists of individuals seeking assistance. There's also a growing imperative to expand our family shelter units due to the stark lack of affordable housing options.

However, we have faced these trials head-on, buoyed by an extraordinarily talented staff and Board of Directors, and dedicated volunteers. Our work is bolstered by unwavering support from people like you. We also want to thank Bishop Robert J. McManus, who has been a pillar of strength for our organization. Through this all, *together*, we can unite our efforts to address the mounting needs of the community in these critical times.


In line with our mission, we've set several key goals for the coming year: we'll continue to address homelessness and support those in between permanent living situations; we will expand our Homecare program, focusing on Northern and Southern Worcester County; we will look to partner with higher education institutions, creating opportunities for graduates; and we will enhance our commitment to diversity and inclusion, providing culturally competent food options to meet the dietary needs of our community members. These goals are ambitious, but we have never been more committed to making a difference in the lives of those we serve.

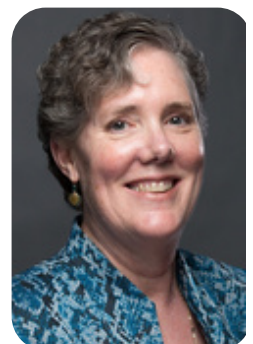
Thank you for standing with us as we work towards a brighter and more compassionate future for our community.




Timothy J. McMahon
Executive Director

In gratitude,


Sandra Bauer Mahoney
Board President



“In a word: charity cannot be neutral, antiseptic, indifferent, lukewarm or impartial! Charity is infectious, it excites, it risks and it engages! For true charity is always unmerited, unconditional and gratuitous!”

Dear Supporters of Catholic Charities,

These words of Pope Francis were delivered in a homily to new Cardinals in February 2015. Our Holy Father reminds us of the power of authentic charity when we help the poor and those who are struggling in society in a variety of ways.

Over the past few years, we all faced the challenges of a pandemic followed by inflation. These realities have caused us to reflect on our commitment to those in need in ways that not indifferent but are transformative in people’s lives. The staff and volunteers at Catholic Charities continued in their mission to serve clients with food pantries, homeless prevention or transitional assistance, substance abuse recovery, support for parents and seniors and programs for developmentally disabled adults.

As you review this annual report, I invite you to learn how Catholic Charities is committed to bringing hope to tens of thousands of individuals and families who otherwise may live in despair.

Thank you for helping our programs respond to those in need in the coming year. As Pope Francis has said, “Charity, patience and tenderness are very beautiful gifts. If you have them, you want to share them with others.”



With every prayerful best wish, I remain

Sincerely yours in Christ,

+ Robert J. McManus

Most Reverend Robert J. McManus
Bishop of Worcester

FY2023 BY THE NUMBERS



72,372

individuals were helped at our food pantries



14,474

individuals received emergency services

2,860

families were stabilized with rental and utility assistance



4,064

received case management services at our Area Offices



18,144

items in our clothing closets found new homes



10,530

families received hygiene kits and products

105,995

hours of dedicated Homecare services



300

individuals assisted with Immigration legal services



8,144

children in need provided diapers and wipes



171

people served in need of substance use treatment

EMERGENCY STABILIZATION AND HOMELESS PREVENTION

We are committed to fostering socioeconomic stability and self-sufficiency among our community members. We offer a wide range of services, including case management, information and referral services, food assistance, SNAP outreach and enrollment assistance, distribution of basic essentials, rental and utility assistance, financial literacy education, and more, all aimed at fostering independence and addressing basic needs. Our services are accessible through our **Area Offices located in Leominster, Milford, Southbridge, and Worcester.**

As we navigate an environment marked by inflation, job insecurity, the conclusion of extended federal COVID-19 SNAP benefits, and **a remarkable 90% increase in our food pantry numbers compared to last year**, we remain steadfast in our commitment to being prepared to meet the diverse needs of our community members.



I have been working at Catholic Charities Worcester County for three years through the Senior Aide program, which has been the best thing that has happened to me and my family. Not only has it given me a sense of purpose but is also a means of being productive and giving back to the community. My coworkers treat me like family. Every day I come to work knowing I'm going to make a positive difference in someone else's life.

Catholic Charities has also helped me the most in time of need with food and rental assistance and for that I am highly grateful. I don't know what I would have done without their help. CCWC has not only helped me and my family but many others in the community. I truly enjoy what I do and want to thank them for having given me this opportunity.

Leroy Burrell

HOLIDAY & SPECIAL ASSISTANCE

Bishop's Holiday Dinners

For over 60 years, we have provided meals, companionship, and warmth to older adults, individuals with disabilities, and those spending Thanksgiving and Christmas alone.

In 2022, **6,500+ meals were distributed**, which was made possible with the help from over **1,300 dedicated volunteers**.



Back to School Supplies

Each year, we provide children who are in need within our service areas with new school supplies and backpacks. **853 back to school supply donations** were made possible through the generosity of local parishes, stores, and donors.



Toys and Turkeys

Annually, we work with neighboring parishes and community members to distribute Thanksgiving baskets and new Christmas toys to families and children in need. Through their support, we provided **797 children** with toys and **distributed 1,172 Thanksgiving baskets**.



FAMILY SERVICES

Parent Aide Services

The Parent Aide Program provides short-term support to families involved with DCF, focusing on helping parents achieve their service plan goals to prevent child removal or expedite reunification while promoting self-sufficiency. **It teaches effective parenting techniques, improves parents' understanding of child development, and connects families to community resources.** The program also assists with school-related needs, finds daycare and after-school programs, obtains medical care, and more.

There will be a parenting class launching this year. The program's central office has also moved to Leominster as part of an effort to foster stronger connections with the North Central community.

Adoption History and Search Program

We are dedicated to providing support to individuals who have relinquished a child for adoption through Catholic Charities. We offer adoptees access to background information and can facilitate the reunification process upon request by both parties.

Little Bottoms Diaper Program

Did you know that one in every three families can't afford to purchase diapers? This leads to situations where infants stay in the same diaper for the entire day, which can cause infections and rashes. The emotional and psychological toll this takes on caregivers and parents can also make it difficult to bond with their babies. We're committed to helping those in need of diapers and wipes. Last year, we were able to help **8,144 children** by providing **over 244,320 diapers & wipes** to families in need.



FAMILY SHELTER



A Message from the New Family Shelter Program Director

Shelter is a busy place and time keeps marching forward. This October marked my first year here as Program Director. During my first couple of months, I focused on promoting a more trauma informed approach at shelter with both residents and staff. Shelter Staff had the opportunity to attend a retreat at the beautiful Botanical Gardens to work on team building and increase utilizing a trauma informed approach in their everyday work.

In the shelter, all common spaces were painted, more storage space for our participants was added, a children's area was created in the dining room, a teen room was added, new furniture was purchased for the community room. Much of this was made possible through donations and volunteers. We have also enhanced our programming by providing monthly activities such as arts & crafts, sewing classes, food and nutrition classes, financial literacy, immigration advocacy and services through our Immigration team, bingo, food pantry, movie night and much more.

Jessica Q.

Our shelter provides a vital temporary emergency refuge for individuals and families facing homelessness when no other option is available. We offer comprehensive support to these families through a combination of case management and direct services, all while maintaining an environment that respects the dignity of those we serve.

We **accommodate up to 15 families**, including both one and two-parent families, who come to us from across the Commonwealth. Families are referred to our agency by the Executive Offices of Housing and Livable Communities. On arrival, each family undergoes a thorough assessment that guides us in addressing their immediate needs and helps them progress toward self-sufficiency and independent housing.



Each family has their own private room, while also having access to shared common areas such as a kitchen, bathroom, living room, playroom, community room, and outdoor recreational spaces. To foster a sense of responsibility and community, parents are actively involved in cooking their meals and participate in chores to maintain the facility. The shelter also has dedicated spaces to cater to the needs of residents, including a new teen room, community room, and children's area.

We **currently serve 15 families, comprised of a total of 62 individuals**. This includes 34 children, 15 of which are under the age of 5. Over the past year, our shelter has provided support to **over 80 families** and distributed resources such as diapers, formula, food, clothing, and more.

IMMIGRATION LEGAL ASSISTANCE

We advocate 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, U.S. Immigration and Customs Enforcement, 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.

In response to the influx of refugees to Worcester, our office has dedicated much of its resources to serving these recently resettled individuals. In April, we partnered with the Worcester Public Library, Central West Justice Center, Ascentria Care Alliance and the Worcester Lawyers Working Group to **conduct a free monthly legal assistance clinic.**

To address the re-designation of Temporary Protected Status (TPS) for Haitian Citizens, our office hosted a clinic where we **assisted over 45 individuals** in their applications for TPS and work authorizations.



Our experience here was the best. They were very helpful from the beginning, just answering simple questions, until the moment my brother and I got our citizenship.

We are really grateful and pleased for the professionalism that our attorney gave us from the beginning of the process until our citizenship ceremony. In every conversation we had during the process, we found not only a attorney but a human being predisposed to serve others and to motivate and provide trust. We feel blessed that we found CCWC and especially Ms. Snide, to help us in this process.

Melanie Castillo

Image courtesy of SCIJ (Student Clinic for Immigrant Justice)

MERCY CENTRE

The Mercy Centre provides a range of programming for adults, aged eighteen and older, with intellectual and developmental disabilities.



Our **Day Habilitation program** works on building and maintaining functional life skills, fine and gross motor skills, self-direction, socialization, and community integration.

The **Employment program** partners with local businesses to provide opportunities for individuals to be employed within their community.

The **Community-Based Services program** provides individuals with skills needed to develop, enhance, and maintain their confidence in personal community-based activities.



This year's milestones include a three-year re-accreditation of the Day Habilitation program as well as a two-year re-license of the Employment services. These notable accomplishments are demonstrative of the commitment of our agency in improving the lives of adults with disabilities.

Staff shared with the Council on Quality and leadership at the time of their visit the following – **Mercy Centre is on its way to being a leader in the industry.**

RECOVERY SERVICES

Crozier House - Men's Recovery Program

Since its establishment in 1971, Crozier House, licensed under the Bureau of Substance Addiction Services, has consistently served the Worcester County area as a three-to-six-month residential substance use treatment facility for men seeking recovery from addiction.

Crozier House achieved significant accomplishments this year, reinforcing its position **as one of the most sought-after men's residential programs in the state**. These program enhancements and accomplishments include:

- Welcoming a new Program Director who has initiated crucial changes to better serve residents;
- Expanding staff to include Clinical Supervisors, Case Management, Recovery Support personnel, and Medication Management Specialists;
- Employing a chef who prepares a help-self breakfast, bagged lunches for the working residents and prepared sandwiches for the rest, and a nutritionally balanced dinner menu;
- Revamping the second floor with fresh paint and sustainable flooring;
- Adapting policies and staff roles to meet evolving treatment needs and state standards, including a formal Medication Management Plan;
- Enhancing counseling and programming to support long-term sobriety;

Continued on next page.



- Maintaining an average daily census of ~34 residents, a notable increase from previous years;
- Graduating 21 residents, with 8 continuing to reside in the ¾ House;
- Strengthening partnerships with County Sheriff's Offices and the MA Department of Corrections, accepting 22 applicants from justice-involved backgrounds;
- Engaging residents in volunteer services for the local community, including supporting a church mission and assisting the SCSEP Program;
- Supporting expansion efforts to increase capacity from 36 to 60 beds and enhance ADA compliance.

Crozier House remains rooted in its mission of community, hope, faith, and sobriety, providing a safe and stable environment for men to grow, heal, and recover.

We look forward to the future with optimism, knowing that our continued dedication will have a positive impact on the lives of the men we serve and the communities we are part of.

Brand New and Improved - the Crozier House Expansion

Our expansion efforts at 10 Hammond Street are in full swing, with enthusiastic involvement from current Crozier residents who have been eagerly and adeptly assisting with tasks like painting and cleaning. This project includes a remodeled Medication Room with 60 secure lockers and an ample waiting area, updated first-floor restrooms with updated plumbing and electrical services, a full-service laundry room, and newly cleaned and painted bedrooms which were previously administrative offices. We've created a welcoming Community Room with new furnishings, recreational items, a music system, and TV, as well as an updated Admission and Intake area.

With this expansion from 36 to 60 beds, including up to 20 ADA compliant beds, we aim to reduce our wait list and provide essential services to a broader Central Massachusetts audience, further improving our program through enhanced facilities, programming, and an improved program overall.

Crozier ¾ House

This year, the Crozier ¾ House embarked on a journey that began with some initial challenges. Once our team was in place, we opened our doors to graduates from Crozier House, providing them with a stable and nurturing recovery environment. **Our mission has always been to offer a unique and supportive setting that goes beyond the conventional sober house model.** Our residents have the opportunity to strengthen their financial stability and advance in their individual recovery programs, setting them on a path toward independent living.

As we celebrate our full operational status, we are thrilled to announce that we are now accepting applications not only from Crozier House graduates but also from the wider public. This expansion of our reach reflects our commitment to helping as many individuals as possible on their journey to recovery.

The Crozier ¾ House is proud to offer **eleven beds for those seeking a safe and supportive space to continue on their recovery journey.** Applications continue to come in daily, highlighting the pressing demand for services like these.

We are committed to expanding our reach and providing a nurturing environment for individuals seeking to rebuild their lives. With your support, we look forward to making an even greater impact in the year ahead.



Leominster Women's Program

Since its inception in 2019, the Women's Recovery Program, in Leominster, has been a beacon of hope for women grappling with substance abuse and co-occurring disorders. Our **voluntary three-to-six-month residential program** provides a supportive and nurturing environment for women seeking recovery, with **a recent expansion from 16 to 20 beds**. We welcome referrals from various sources. Our goal is to continue to support our residents and help them maintain their treatment progress after detox.

We believe in treating the whole person and addressing the unique needs of each individual through a holistic, resident-centered approach.



Our program incorporates a variety of evidence-based modalities for substance abuse treatment as we recognize the complex interplay between mental health and substance abuse disorders. We are equipped to address both with a dedicated on-site psychiatrist and registered nurse.

Group therapy and skill-building programs empower them to lead substance-free lives. **We also encourage our residents to give back to the community and find purpose in their recovery journey.** Our recent volunteer work at Sober in the Sun, where our residents also had the opportunity to camp on the premises, is a testament to this.

EMPOWERING JOURNEYS: NIKKI'S STORY

Nikki holds a significant place in the history of Leominster Woman's Program as one of our very first residents. Throughout her time with us, she exhibited tremendous dedication, adhering to the program's guidelines and embracing the recommendations provided by her Clinical team. After nine months of treatment, she successfully completed her journey and graduated.

Recognizing the importance of structure in her continued recovery, Nikki made the decision to transition to a sober house facility that offered a different level of support. It was during this time that she successfully rebuilt her personal relationships, cherishing the role of a loving mother to her beautiful daughter.

As she continued on her path to recovery, she also resumed her career as a hairdresser. Nikki pursued her aspirations and, about a year after departing from our program, she achieved a significant milestone purchasing and opening her own salon.

Her transformation extends far beyond her professional life. She is a devoted mother and daughter and remains actively engaged in her recovery journey. She also maintains strong connections with several other incredible women who, like her, have progressed and graduated from our program.

She has become a source of love, dependability, and reliability in the lives of those around her. Even today, Nikki continues to make meaningful contributions to our program. She frequently returns to inspire and share her experiences with participants, fostering hope and resilience. Her commitment to the program remains unwavering as she donates clothes and hair products to those who might need it.

Nikki is a true success story.

SENIOR & HOMECARE SERVICES

Senior Community Service Employment Program

We provide **employment, training, and job search assistance to low-income, older job seekers** that will lead participants to get an unsubsidized job. Participants must be 55 years old or older and provide up to 20 hours per week of community service work, for which they are paid minimum wage, at non-profit and government agencies.

Homecare Services

Dedicated aides provide essential assistance with transportation, laundry support for those living in elderly housing with distant facilities, and vital wellness checks. In many cases, they become the sole point of contact for clients who lack close relatives or regular visitors, ultimately enabling our clients to continue living comfortably in their own homes. As societal dynamics change and family members juggle their own responsibilities, our services help to provide peace of mind.

For clients whose families strive to keep them at home while they're at work, our aides offer consistent companionship, engaging in activities like card games, puzzles, or simply providing a listening ear. We understand that some clients have limited mobility due to health concerns, and even a simple act like accompanying them to the porch for fresh air can bring comfort and happiness. **Our services go beyond the practical; they provide a sense of connection and support that enriches the lives of those we serve.**



A Homecare client's daughter who lives about 6 1/2-hours away, expressed gratitude to her mom's aides, and said that she hadn't expected her mother to need assistance. It's important to know that some families can't assist their family members. For clients without that support, we can't pass judgment and must acknowledge unique family situations and experiences.

Paula Nicholson
Administrator - Homecare

A LOOK AHEAD

Our commitment to growth and development has us excited for the transformative year to come.

Take a look at some of the initiatives we are eager to pursue:



Worcester Family Shelter

- Expanding operations at the family shelter by adding four new units, furthering our mission to provide crucial support for families in need.
 - Will expand from 15 to a total of 19 units.

Emergency Services & Homeless Prevention

- We are working on stocking more culturally competent foods, catering to those with diverse array of needs and preferences.
 - Make options available not only to those who have no access to cooking equipment but also to those facing health challenges, ensuring equitable food access to all.



Administrative & Program Development

- Launching a capital campaign for a new Mercy Centre building
 - Will provide a state-of-the-art building and facilities for our participants.
- Collaborate with higher education institutions
 - Create internships and more work opportunities for recent graduates

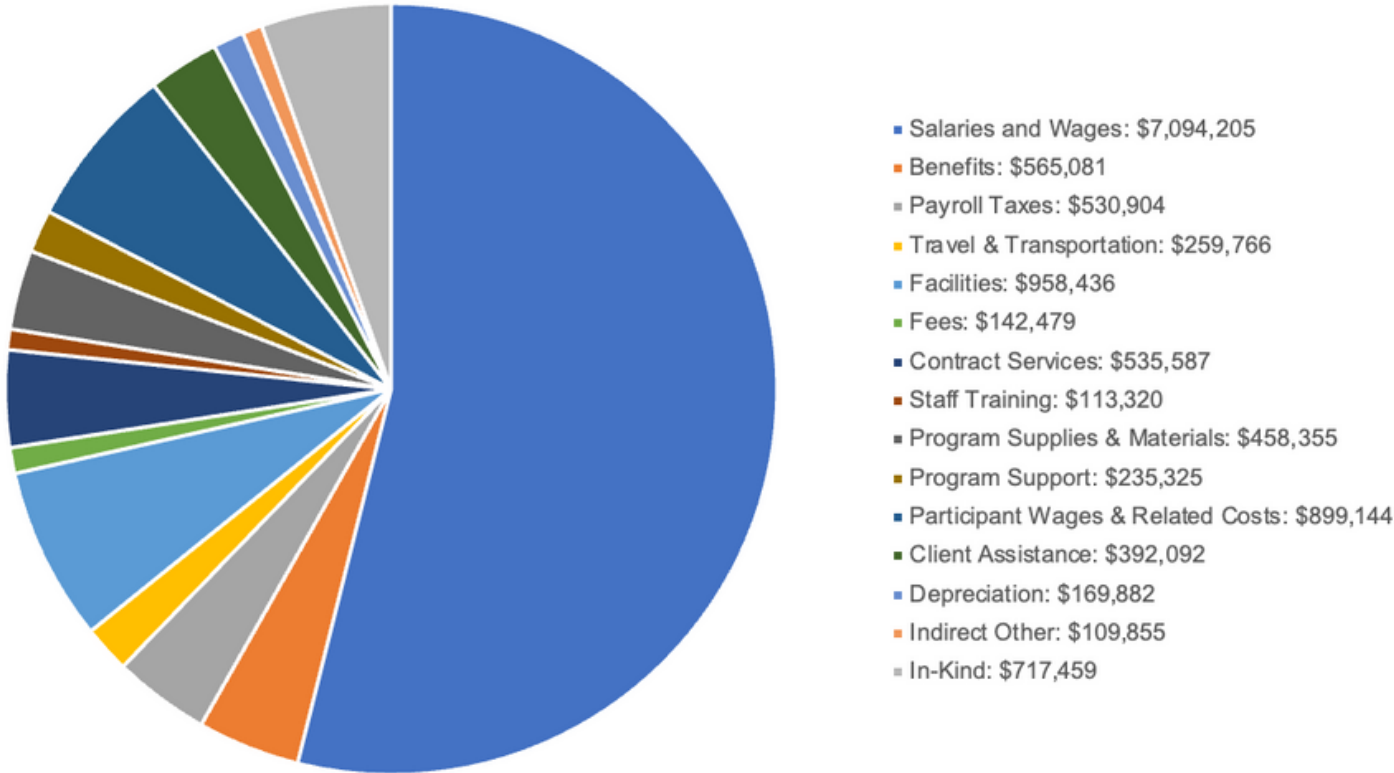
Change can be uncomfortable and push us outside our limits, however great change and big moves matter, especially when they make a transformational impact on our community.

Jessica Q.

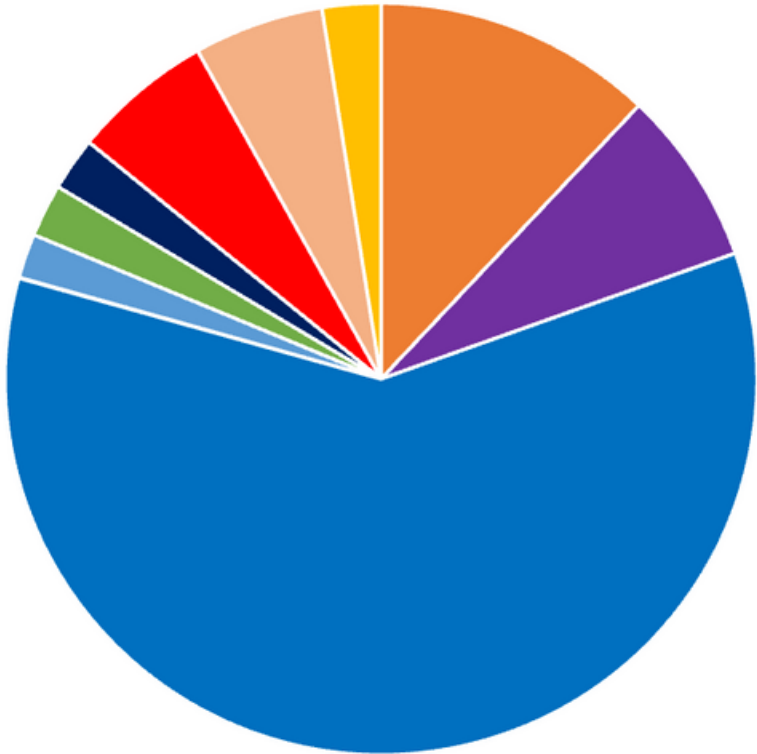
FY2023 FINANCIAL OVERVIEW

Catholic Charities Worcester County values transparency and accountability. We want to share with you how we allocated our financial resources. Information provided is sourced from our most recent unaudited financial statements.

AGENCY EXPENDITURES



- Federal Government: \$1,543,737
- State Government: \$966,974
- Government Subcontract: \$7,666,567
- Service Fees: \$3,487
- Interest and Dividends: \$245,269
- Other Income: \$292,235
- Partners in Charity: \$295,250
- Grants, Donations, & Fundraising: \$775,941
- In-Kind: \$717,459
- United Way: \$322,938



SOURCES OF FUNDING

Ending net assets: \$12,829,857

Your support has made it possible

The vital work undertaken by Catholic Charities Worcester County in the community would not be possible without the support of individuals, corporate sponsors, foundations, and community members like you.

From contributions made in memory of loved ones to bequests, event sponsorships, and grants, we are grateful to all our donors who choose to support our agency.

For those who have donated to Catholic Charities between July 1, 2022, and June 30, 2023, your contributions will be recognized on our website's donor list, accessible at www.ccworc.org/community-support.

We extend our heartfelt appreciation to all our donors for their lasting generosity and support.



Thank you to our teen volunteers!



THANK YOU to our donors & volunteers.

We believe in the power of individuals to make a difference. That's why we welcome volunteers of all ages and faiths to share their talents, skills, and time with us. Volunteers help us to enhance our programs, provide hope to those in need, and increase resources for the communities we serve.

There are many ways to get involved, including picking up food from the Worcester County Food Bank, working with guests in our food pantries, organizing diaper drives, delivering and serving Thanksgiving and Christmas meals, and more

Visit www.ccworc.org/volunteer-opportunities for more information on how to get involved with Catholic Charities Worcester County.

MEMBERS OF THE CORPORATION

OFFICERS

Sandra Bauer Mahoney,
FACHCA, *President**

Daniel Ricciardi,
*Vice President**

Anthony Rozevicius, CPA,
*Treasurer**

Kevin M. Kieler, *Clerk**

Nana Adwoa Asare*

Joseph J. Bafaro, Jr.

Joseph J. Bafaro, Sr.

Michael Bafaro

Priscilla Barros-Munoz

Joseph T. Bartulis, Jr., Esq.*

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Daniel Bonette*

Michael J. Bovenzi

Michael J. Donoghue

Rev. Msgr. John Doran*

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Hon. Patrick A. Fox

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J. Michael Grenon

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Stephen M. Sycks

Katherine Theodoss

Kathleen Tinsley

Thomas J. Wickstrom, Esq.

Mary H. Whitney

Deacon Anthony Xatse*

**Member of the Board of Directors*

Ex Officio

Most Reverend Robert J.

McManus

Raymond Delisle

Timothy J. McMahan

ADMINISTRATIVE STAFF

Timothy J. McMahan

Executive Director

Jennifer Cederberg

Executive Assistant

Carol R. LaFalam

Director of Human Resources

Katherine Pacheco

Human Resources

Susan C. MacMajor

Human Resources

Greg Childs

IT Support Coordinator

Meghan McLeod

Administrative Director of Recovery, Parent

Aide, Immigration Services, & the Mercy Centre

Jennifer Simpson

Administrator – Parent Aide Services

Crystal Alderfer

Administrator – Mercy Centre

Jessica Quinones

Director – Family Shelter

Angelique Bodziak

Director – Women's Recovery Program

Charles Sexton-Diranian

Director – Crozier House Programs

Paula Nicholson

Administrator – Homecare

Arlene Flynn

Assistant Administrator – Homecare

Maritza Cedeno

Director of Emergency Services

Aida Bonilla Cordero

Area Office Administrator – Milford

Maritza Delacruz

Area Office Administrator – Worcester

Antwain Kuykendoll

Area Office Administrator – Leominster

Karen Salides

Area Office Administrator – Southbridge

Donna Evans

Administrator – Senior Community Service

Employment Program (SCSEP)



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
1-800-249-4563

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 Area Office and Homecare

200 Main Street
Milford, MA 01757
508-234-3800

Shelburne Falls Homecare

114 State Street
Shelburne Falls, MA 01370
413-489-3045

Leominster Area Office and Homecare

196 Mechanic Street
Leominster, MA 01453
978-840-0696

Southbridge Area Office

79 Elm Street
Southbridge, MA 01550
508-765-5936

Women's Recovery Program

196 Mechanic Street
Leominster, MA 01453
508-754-1865

Worcester Area Office

10 Hammond Street
Worcester, MA 01610
508-798-0191

Worcester Homecare

25 West Chester Street
Worcester, MA 01605
508-860-2271

www.ccworc.org





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Worcester, MA 01604
508-753-3084

Gardner Homecare

31 Lake Street, #161
Gardner, MA 01440
1-800-249-4563

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 Area Office and Homecare

200 Main Street
Milford, MA 01757
508-234-3800

Shelburne Falls Homecare

114 State Street
Shelburne Falls, MA 01370
413-489-3045

Leominster Area Office and Homecare

196 Mechanic Street
Leominster, MA 01453
978-840-0696

Southbridge Area Office

79 Elm Street
Southbridge, MA 01550
508-765-5936

Women's Recovery Program

196 Mechanic Street
Leominster, MA 01453
508-754-1865

Worcester Area Office

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Worcester, MA 01610
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