

# ANNUAL REPORT

2024 FISCAL YEAR: JULY 1, 2023 TO JUNE 30, 2024





**Timothy J. McMahon**  
Executive Director



**Daniel P. Ricciardi**  
Board President

## To Our Friends and Supporters:

As we reflect on the past year, we are filled with gratitude for your unwavering support and commitment to the mission of Catholic Charities Worcester County. This year has seen both incredible growth and some challenges, marked by an unprecedented demand for our services and a renewed dedication to our community.

Catholic Charities Worcester County has experienced significant growth in the demand across all of our programs and services. In 2024, we served over **120,000 clients** — about a **67% increase** from the 72,000 clients we served in 2023, and **nearly triple** the 45,000 served in 2022.

This rise underscores the escalating needs within our community and the importance of deepening our commitment to the people we serve. As we anticipate further increases in demand, our focus remains unwavering: to alleviate hardships and enhance the well-being of those who need our help.

At the heart of our mission is the Mercy Centre, a vital program established over six decades ago by the Sisters of Mercy and Catholic Charities. Initially founded as a school for children with special needs, the Mercy Centre has since evolved into a comprehensive support hub for adults and seniors with intellectual and developmental disabilities.

The enduring legacy of support from our early years continues to inspire and drive our efforts today.

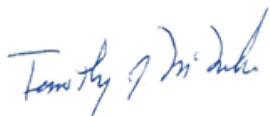
Late in 2024, we began a capital campaign for the Mercy Centre relocation and renovation. This is a crucial effort to transform an existing facility in West Boylston, right over the Worcester line, into a center that will meet the evolving needs of our participants.

This is vital not only to sustain the essential services we offer but also to establish the Mercy Centre as a leading resource for individuals who have been disproportionately impacted by recent reductions in program availability.

In the growth and sustainability of the Mercy Centre, we are committed to enhancing our programs that support adults and seniors with intellectual and developmental disabilities. From expanding our employment services to deepening our commitment to community integration and individualized care, these initiatives are ambitious. But with your continued support, we are confident that together we can achieve them and make a lasting impact on the lives of those we serve.

Thank you for standing with us as we work towards a brighter, more compassionate future for all members of our community.

In gratitude,

  
Timothy J. McMahon

  
Daniel P. Ricciardi



**Most Reverend  
Robert J. McManus**  
Bishop of Worcester

*“Every human person possesses an infinite dignity, inalienably grounded in his or her very being, which prevails in and beyond every circumstance, state, or situation the person may ever encounter.”*

## Dear Supporters of Catholic Charities,

In March of this year, the Dicastery for the Doctrine of the Faith affirmed the teaching of the Church on the dignity of every person in *Dignitas Infinita*, which Pope Francis asked be published to the world. Reflecting that teaching, what makes us “Catholic” is the mission to affirm and support the dignity of every person we assist regardless of need.

Those needs are many and varied. Catholic Charities staff and volunteers are dedicated to respond in ways that are often transformative in people’s lives - including food pantries, homeless prevention or transitional assistance, substance abuse recovery, and support for parents and seniors.

Another area which is less visible in the community but perhaps the most transformational is the Mercy Center Program for developmentally disabled adults. The current efforts to relocate Mercy Center is a perfect example of affirming the dignity of its clients. Its current location opened in 1961 as a school for developmentally disabled children whose families had little or no choice to educate and form their children. Over the years, programs for adults were introduced and have evolved to meet the various needs of clients. The new facility which will open soon is more than a pretty space. It is an enduring legacy to that nearly 65 year commitment, providing a state-of-the-art facility that will support the loving and caring programs that are in great demand for the clients and their families.

As you review this annual report, I invite you to learn how Catholic Charities is committed to supporting the dignity of tens of thousands of individuals and families. Thank you for helping our programs respond to those in need in the coming year.

With every prayerful best wish, I remain

Sincerely yours in Christ,

A handwritten signature in blue ink that reads "Robert J. McManus". The signature is written in a cursive, flowing style.

Most Reverend Robert J. McManus  
Bishop of Worcester



## FY2024 By-the-Numbers

**120,129**

Clients assisted through our Emergency Stabilization Services

**77,550**

Clients were provided culturally competent food items at our pantries

**278,850**

Diapers and wipes distributed to thousands of families in need

**25,811**

Clients utilized the clothing closets and found items that suited their needs

**793**

Clients were stabilized with rental and utility assistance

**69**

Clients received individualized support at the Mercy Centre

**233**

Clients received support in their journey toward substance use recovery

**23**

Families received support and housing at the Family Shelter

**1,168**

Home Care clients empowered to age with dignity in their own homes

**3,441**

Clients received assistance during the Emergency Services' holiday and back-to-school drives

**20**

Individuals gained valuable insights into their adoption history and search

**275+**

Staff throughout the agency made all of this work possible

## Mercy Centre

The Mercy Centre provides a range of programming for adults and seniors, aged 18 and older, with intellectual and developmental disabilities.

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

The Employment programs partner with local businesses to provide opportunities for individuals to be employed with their community.

The Community-Based Day programs provide individuals with skills needed to

develop, enhance, and maintain their confidence in personal community-based activities.

Our program highlights this year include an increase in staffing, the successful reinstatement of community trips, and the valuable addition of a behavior specialist, all of which have enhanced the support and opportunities we provide to our participants.

**33**

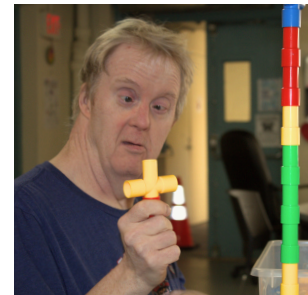
clients enrolled in the Community Based Day Programs

**5**

clients enrolled in the Independent Employment Programs

**31**

clients enrolled in the DayHabilitation Program



## Foundation for Growth

We are proud to announce the launch of a capital campaign to support the Mercy Centre. It will be designed to adapt to and meet the changing needs of both our current and future participants.

As a cornerstone of our mission, the Mercy Centre has grown over six decades from a school for children with special needs into a vital support center for adults and seniors with I/DD. The renovation of our new West Boylston facility is essential to ensuring we continue to provide the highest quality care and services in an environment tailored to our participants' needs and aspirations.

The new building will include critical upgrades and will create a facility that reflects our commitment to excellence. This is particularly urgent in light of the significant challenges facing programs for this population.

This renovation represents our ongoing dedication to serving the I/DD community with the highest standards of care, ensuring that we continue to empower our participants to lead fulfilling and independent lives.

## Emergency Stabilization Services



At Catholic Charities Worcester County, we are dedicated to enhancing socioeconomic stability and fostering self-sufficiency among community members. Over the past year, we provided essential services to more than **120,000** individuals and offered case management to **3,239** clients.

Our comprehensive range of services includes personalized case management, information and referral services, food assistance, SNAP outreach and enrollment, distribution of essential items, rental and utility assistance, financial literacy education, and more.

Our services are designed to address immediate needs and support individuals and families in achieving greater independence and are accessible through our Area Offices located in Leominster, Milford, Southbridge, and Worcester.



Increase in need of Emergency Services **67%**



Increase in utilization of clothing closets **42%**



Increase in individuals receiving diapers **15%**

*Numbers represent utilization records from 2023 to 2024*



## Holiday & Special Assistance

During special times, we supported the community by distributing toys to **1,850** children and teens at Christmas time, **881** Thanksgiving baskets, **6,500** meals to seniors and those in need during the holidays, and **853** filled with backpacks with back-to-school supplies.

This success was thanks to thousands of volunteers and the generosity of local parishes, stores, foundations, and donors around Worcester County.

### Erin's Story

Erin is a stay-at-home mom who has been caring for her children for 18 years and would visit us for services or just to chat. Over the past year, we have been discussing self-sufficiency and her interest in re-entering the workforce.

She has been actively exploring career options and considering what returning to work would entail. She's already applied to two jobs and had one interview.

She shared, "**Catholic Charities Worcester County has been there for me and my kids for a long time.** You guys do great work for the community and always help me when I need something, even if it's just to talk."

## Family Shelter

Our family shelter serves as a vital, temporary emergency refuge for families facing homelessness, providing a safe and supportive environment when no other options are available. Through comprehensive support and case management, we assist those in transition toward self-sufficiency and stable housing, always preserving their dignity and well-being.

We accommodate up to **15 families** from across the Commonwealth, **including one- and two-parent households** referred by the Executive Offices of Housing and Livable Communities.

Each family has a private room and access to shared spaces such as a kitchen, bathroom, living room, playroom, teen room, community spaces, and outdoor recreational areas. Families are encouraged to foster responsibility and a sense of community through shared meals and participation.

Our shelter has been more than just a temporary refuge; it has been a place of growth, resilience, renewed hope and we've seen **118** lives transformed this year. **23 families** achieved the milestone of permanent housing, embarking on a new chapter with stability and independence. Their success reaffirms our commitment to fostering secure, supportive spaces where families can rebuild, thrive, and look forward to a brighter future.



**118** individuals found safety and support at the Family Shelter

**50** received Emergency Assistance through the Shelter

**23** achieved permanent housing and a fresh start

"I am so nervous about moving out of the shelter at the end of the month. I am incredibly thankful for everything the shelter staff have done for us during our time here. We have felt safe, supported, respected, and valued. Thank you for all you have done for me and my family.

**I hope we continue to meet individuals like you in the future."**

**Lemeck M.**

Family Shelter Resident

To whom it may concern: May 4, 21

My name is [redacted] and I reside at Catholic Charities. I've been in this program for almost a month and she made such progress in a short amount of time. The staff and director have helped support me not only in my recovery, but also in many other areas (i.e. parenting self esteem, my eating disorder, and a structured, loving, and supportive environment. My counselor/case manager along with all of the staff (all the way up to Angel) is always there to encourage and motivate me. I'm so grateful for the program because it taught me not only how amazing recovery is but also it definitely saved my life.

Yours truly  
[redacted]



To [redacted] 5/7/21

The Leominster women program has provided me with a safe environment, where I can continue to pursue my recovery. Since coming here I've continuously gone to meetings every day, learned how to express my emotions in a healthy way, and gotten myself a wonderful sponsor that has been gracefully helping me through my recovery. The counselor that works here has helped me manage my personal issues that I have been avoiding for a long time ~~and~~ while in addiction. Learning to love myself ~~was~~ has build my self-esteem and confidence in continuing to staying sober. I have the chance to go school now because I applied while I was here and they let me take care of everything for it. I appreciate LWP so much because it saved my life and gave me a new understanding to a sober life.

## Recovery Programs

This year, our programs have made a lasting impact on the lives of those in recovery.

### Leominster Women's Recovery Program

Since its founding in 2019, this program has been a beacon of hope for women in recovery. We've maintained our commitment to a holistic, resident-centered approach that addresses the complex interplay between mental health and substance abuse.

### Crozier House and Crozier ¾ House

Established in 1971, Crozier House continues to be one of the most sought-after men's residential treatment programs in the state. The Crozier ¾ House is proud to offer eleven beds for those seeking a safe and supportive space to continue on their recovery journey.

### Growing Through Community

As we look back on this year, we are heartened by the continued growth and unity of our programs. Our shared commitment to fostering community, hope, and long-term sobriety has been evident in our participation in events like Sober in the Sun and our active involvement in the community. Together, we are making a positive impact and creating a stronger, healthier future for our participants.

58

clients served at the Leominster Women's Program

175

clients served at the Crozier House and Crozier ¾ House.



## Senior Community Service Employment Program (SCSEP)

We provide employment, training, and job search assistance to low-income, older job seekers, guiding them toward securing unsubsidized employment.

Currently, we have **37** participants, aged 55 or older, who contribute up to 20 hours per week of community service work at non-profit and government agencies. For their efforts, they are compensated with minimum wage, while they gain valuable experience and improve their employment prospects.



## Home Care Services

Catholic Charities Worcester County's home care services continue to be a lifeline for almost **1,200 individuals** throughout Massachusetts, enabling them to remain independent and comfortable in their own homes.

Despite the easing of pandemic restrictions, many clients still experience feelings of isolation. Our dedicated caregivers offer not only essential and individualized assistance but also valuable companionship, ensuring that clients never feel alone.

The benefits of home care services extend beyond the client themselves. Families can rest assured knowing that their loved ones are receiving the care and support they need. For many families, especially those living out of state or juggling busy lives, our services provides peace of mind and reduces the burden of constant worry. We will them with the respect and dignity they deserve.

Home care plays a vital role in supporting the overall well-being of our community. By enabling individuals to remain in their homes, we help to reduce the strain on healthcare resources and promote a more inclusive and supportive society.

"One of our clients' daughters, who lives several hours away, recently shared her deep gratitude for our care team. She told us that she hadn't expected her mother to need assistance so soon and was relieved to have us there to support her.

It's a reminder that not every family is able to be present for their loved ones all the time. We understand that each family's situation is unique, and we're here to provide the care and support they need without judgment."

**Paula Nicholson**

Program Manager, Home Care

## Parent Aide Services

The Parent Aide Program offers short-term support to families involved with DCF, aiming to help parents meet their service plan goals. This support is crucial in preventing child removal or speeding up reunification, all while fostering self-sufficiency. The program teaches effective parenting strategies, enhances parents' understanding of child development, and links families to essential community resources. Additionally, it provides assistance with school-related needs, locates daycare and after-school programs, ensures access to medical care, and more.



## Adoption Search and History

We are committed to supporting individuals who have placed a child for adoption through Catholic Charities, providing adoptees with access to their background information assisting in the reunification process when requested by both parties.

In the past year, we supported approximately **20 individuals** in their adoption history and search journeys. While reunification isn't always possible, we successfully facilitated **six reunions**.

## Little Bottoms Diaper Program

One in three families struggles to afford diapers, with monthly costs exceeding \$80 per child – a burden that's growing every year. Unfortunately, state benefit programs like WIC and SNAP don't cover diapers and wipes, and most licensed day cares require disposable diapers, sometimes up to 12 a day.

For struggling families, this expense can be overwhelming, leading to infants wearing the same diaper for extended periods, which can cause infections and rashes. The emotional strain on caregivers also makes bonding with their babies more difficult.

In response, we provided over **278,850 diapers and wipes** to **9,295 children** last year, easing a critical need and supporting the well-being of countless families in our community.

# FY24 Financial Statements

Information provided is sourced from our most recent audited financial statements for the year ended June 30, 2023.

## Assets

	Without Donor Restrictions	With Donor Restrictions	Total
<b>Current assets:</b>			
Cash and cash equivalents	\$1,609,601	\$218,465	\$1,828,066
Program services receivable, net	\$825,770	-	\$825,770
Grants receivable	\$260,352	-	\$260,352
Prepaid expenses	\$116,346	-	\$116,346
<b>Total current assets</b>	<b>\$2,812,069</b>	<b>\$218,465</b>	<b>\$3,030,534</b>
Investments	\$5,767,700	\$2,966,917	\$8,734,617
Right-of-Use Assets: Finance	\$115,797	-	\$115,797
Right-of-Use Assets: Operating	\$4,609,577	-	\$4,609,577
Property and Equipment, net	\$3,158,690	-	\$3,158,690
Construction in Process	\$381,590	-	\$381,590
<b>Total assets</b>	<b>\$16,845,423</b>	<b>\$3,185,382</b>	<b>\$20,030,805</b>

## Liabilities and Net Assets

### Current liabilities:

Current portion of finance lease liabilities	\$50,577	-	\$50,577
Current portion of operating lease liabilities	\$342,383	-	\$342,383
Accounts payable and accrued expenses	\$963,523	-	\$963,523
<b>Total current liabilities</b>	<b>\$1,356,483</b>	<b>-</b>	<b>\$1,356,483</b>

### Long-term liabilities:

Notes payable	\$69,750	-	\$69,750
Finance lease liabilities, net of current portion	\$66,210	-	\$66,210
Operating lease liabilities, net of current portion	\$4,489,470	-	\$4,489,470
<b>Total long-term liabilities</b>	<b>\$4,625,430</b>	<b>-</b>	<b>\$4,625,430</b>
<b>Total liabilities</b>	<b>\$5,981,913</b>	<b>-</b>	<b>\$5,981,913</b>

### Net assets:

Without donor restrictions	\$10,863,510	-	\$10,863,510
With donor restrictions	-	\$3,185,382	\$3,185,382
<b>Total net assets</b>	<b>\$10,863,510</b>	<b>\$10,863,510</b>	<b>\$14,048,892</b>
<b>Total liabilities and net assets</b>	<b>\$16,845,423</b>	<b>\$16,845,423</b>	<b>\$20,030,805</b>

	Without Donor Restrictions	With Donor Restrictions	Total
<b>Operating revenues:</b>			
Program service revenue	\$6,401,837	-	\$6,401,837
Grant and contributions	\$5,153,414	\$19,642	\$5,173,056
In-kind revenue	\$204,643	-	\$204,643
Interest, dividends, and other	\$146,418	-	\$146,418
Net assets released from program restrictions	\$70,231	(\$70,231)	-
<b>Total operating revenues</b>	<b>\$11,976,543</b>	<b>(\$50,589)</b>	<b>\$11,925,954</b>
<b>Operating expenses:</b>			
Program and support services	\$9,772,112	-	\$9,772,112
Management and general	\$3,404,636	-	\$3,404,636
<b>Total operating expenses</b>	<b>\$13,176,748</b>	<b>-</b>	<b>\$13,176,748</b>
<b>Changes in net assets from operations</b>	<b>(\$1,200,205)</b>	<b>(\$50,589)</b>	<b>(\$1,250,794)</b>
<b>Non-operating revenue:</b>			
Investment return, net	\$373,659	\$291,664	\$665,323
<b>Changes in net assets</b>	<b>(\$826,546)</b>	<b>\$241,075</b>	<b>(\$585,471)</b>
<b>Net Assets:</b>			
Beginning of year, as restated	\$11,690,056	\$2,944,307	\$14,634,363
<b>End of year</b>	<b>\$10,863,510</b>	<b>\$3,185,382</b>	<b>\$14,048,892</b>

## Statement of Cash Flows

<b>Cash Flows from operating activities:</b>	<b>Total</b>
Changes in net assets	(\$585,471)
<i>Adjustments to reconcile changes in net assets to net cash provided by operating activities:</i>	
Investment return, net	(\$665,323)
Depreciation	\$162,213
Amortization of debt issuance costs	\$5,566
Non-cash lease expense	\$223,266
<i>Changes in operating assets and liabilities:</i>	
Grants receivable	\$639,579
Program services receivable	\$56,699
Prepaid expenses	(\$64,824)
Accounts payable and accrued expenses	\$292,863
<b>Net cash provided by operating activities</b>	<b>\$64,568</b>

**Cash flows from investing activities:**

Proceeds from sale of investments	\$1,120,430
Purchase of investments	(\$926,807)
Purchase of property and equipment	(\$216,673)
Cash paid for construction in process	(\$312,265)
<b>Net cash used in investing activities</b>	<b>(\$344,315)</b>

**Total****Cash flows from financing activities:**

Proceeds from note payable	\$78,498
Cash paid for debt issuance costs	(\$14,314)
<b>Net cash provided by financing activities</b>	<b>\$64,184</b>
<b>Net change in cash and cash equivalents</b>	<b>(\$215,563)</b>

**Cash and cash equivalents:**

Beginning of year	\$2,043,629
<b>End of year</b>	<b>\$1,828,066</b>

**Supplemental disclosure of cash and non-cash investing activities:**

Construction in process placed in service	\$520,246
Debt issuance costs paid for with proceeds from notes payable	\$14,314

	<b>Program</b>	<b>Management &amp; General</b>	<b>Total Expenses</b>
<b>Expenses:</b>			
Salaries and wages	\$5,982,180	\$1,323,221	\$7,305,401
Client wages and taxes	\$899,089	-	\$899,089
Employee benefits	\$299,006	\$348,582	\$647,588
Payroll taxes and other related costs	\$470,237	\$60,772	\$530,959
<b>Total salaries and related costs</b>	<b>\$7,650,512</b>	<b>\$1,732,525</b>	<b>\$9,383,037</b>
<b>Other:</b>			
Occupancy	\$599,104	\$606,785	\$1,165,889
Direct client assistance	\$746,565	\$10,145	\$756,710
Professional services and consultants	\$90,104	\$521,161	\$611,265
Travel expense	\$202,665	\$57,101	\$259,766
Office expenses	\$54,046	\$164,013	\$218,059
In-kind expenses	\$203,343	\$1,300	\$204,643
Depreciation	\$126,556	\$35,657	\$162,213
Supplies	\$88,998	\$20,393	\$109,381
Bad debts	-	\$104,044	\$104,044
Licenses and fees	\$26,351	\$28,684	\$55,035
Meetings and conferences	\$9,922	\$44,800	\$54,722
Miscellaneous expense	-	\$47,302	\$47,302
Advertising	\$10,465	\$26,630	\$37,095
Postage	\$3,491	\$4,096	\$7,587
<b>Total other</b>	<b>\$2,121,060</b>	<b>\$1,672,111</b>	<b>\$3,793,711</b>
<b>Total expenses</b>	<b>\$9,772,112</b>	<b>\$3,404,636</b>	<b>\$13,176,748</b>

## Gratitude for Our Supporters

The impactful work of Catholic Charities Worcester County is made possible by the generosity of individuals, corporate sponsors, foundations, and community members like you. Every contribution, whether in memory of a loved one, through a bequest, event sponsorship, or grant, plays a crucial role in strengthening our efforts.

We are deeply grateful to all our donors for their unwavering commitment and support, which allows us to continue serving those in need across the community. Individual donors are personally thanked, and their contributions are kept anonymous in recognition of their privacy.

To view a full list of our corporate and foundation donors for this fiscal year, please visit our website.



*Photo courtesy of Holy Cross Dining Services*

## Make an Impact

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](http://www.ccworc.org/volunteer-opportunities) for more information on how to get involved Catholic Charities Worcester County.

# Members of the Corporation

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Thomas J. Wickstrom, Esq.  
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*\*Member of the Board of Directors*

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McManus  
Raymond Delisle  
Timothy J. McMahan

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Executive Director

**Rosanty Garcia**  
Executive Assistant &  
Community Outreach Coordinator

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Chief Administrative Officer

**Katherine Pacheco**  
Human Resource Specialist

**Susan C. MacMajor**  
Human Resource Specialist

**Greg Childs**  
IT Support Coordinator

**Lauren Morocco**  
Development & Communications Administrator

**Meghan McLeod**  
Administrative Director of Programs

**Alejandrina Hernandez**  
Administrator – Mercy Centre

**Jessica Quinones**  
Director – Family Shelter

**Jennifer Simpson**  
Administrator – Parent Aide Services

**Angelique Bodziak**  
Director – Women's Recovery Program

**Maria Betancourt-Trujillo**  
Clinical Director – Crozier House

**Paula Nicholson**  
Program Manager – Home Care

**Arlene Flynn**  
Assistant Administrator – Home Care

**Maritza Cedeño**  
Director of Emergency Services

**Aida Bonilla Cordero**  
Area Office Administrator – Milford

**Yanairys Cruz**  
Area Office Administrator – Worcester

**Antwain Kuykendoll**  
Area Office Administrator – Leominster

**Karen Salides**  
Area Office Administrator – Southbridge



**Athol Home Care**

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 Home Care**

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

**Greenfield Home Care**

91 Main Street, 1st Floor  
Greenfield, MA 01301  
413-512-2017

**Athol Home Care**

25 W. Chester Street  
Worcester, MA 01605  
508-852-7165

**Milford Area Office & Home Care**

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

**Shelburne Falls Home Care**

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

**Leominster Area Office & Home Care**

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 Home Care**

25 W. Chester Street  
Worcester, MA 01605  
508-860-2271

[www.ccworc.org](http://www.ccworc.org)

