

# 2020 ANNUAL REPORT



FAITH IN *Family*

# COVID-19 RESPONSE

Friends and partners, you helped serve those most in need during a challenging year. Your support helped families keep food on the table, stay warm in their homes, and receive compassionate care and services through Catholic Charities. Thank you!



**Catholic Charities Remains Open Providing Essential Social Services**



**46,128 Meals Delivered**

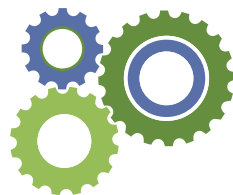


**7,688 Winter Jackets Provided**



**\$182,180 in Cash Assistance Given**

## CATHOLIC CHARITIES *100+ Years of Service*



**101**  
YEARS IN  
OPERATION



**10**  
SE WISCONSIN  
COUNTIES SERVED



**54,635**  
PEOPLE POSITIVELY  
IMPACTED



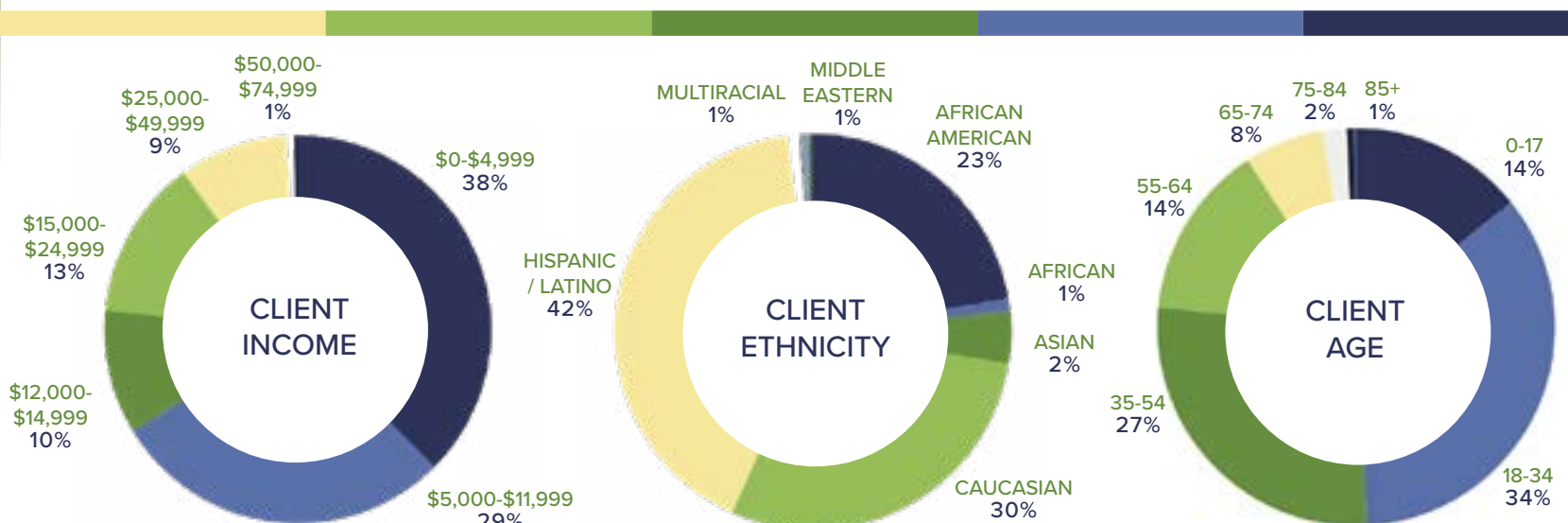
**99%**  
LIVE AT OR BELOW  
POVERTY LEVEL



**238**  
VOLUNTEERS  
IN 2020



**12,394**  
VOLUNTEER  
HOURS



Our Dear Sisters and Brothers,

With warmth and gratitude, we present you with this 2020 Annual Report from Catholic Charities of the Archdiocese of Milwaukee. You have helped us reach out to neighbors in need throughout a year marked by hardship and separation. Let us resolve here, to move forward together with faith in each other to care for one another as one human family.

We ask you to think of your own family as you read through the following pages with stories of people whose lives are positively affected by the mission of Catholic Charities and your support. The work we do would not be possible without your partnership, dedication to our mission, and faith in our Catholic Charities family.

Over the past year, we reflected upon the milestone of 100 years of service of Catholic Charities in our Archdiocese and the irony of an agency that was born on the heels of a pandemic in 1920. Our history of responding and adapting to human need and our passion for serving gives us courage to be on the frontline every day providing compassionate care and essential social services. Together we can make it through difficult times and help our neighbors most in need. This makes us a family with a shared goal and love for one another. It is our faith in God and in family that guides us and leads us all to a better tomorrow.

Sincerely yours in Christ,



*+ Jerome E. Listcki*

MOST REVEREND JEROME E. LISTECKI  
Archbishop of Milwaukee  
President, Catholic Charities



*Fr. David H. Reith*

VERY REVEREND DAVID H. REITH  
Vicar for Catholic Charities  
Vicar General

## SUPPORTED PARENTING

Supported Parenting helps parents with intellectual disabilities learn positive parenting skills that will nurture the growth of their children and eliminate the risk of out-of-home placement.

The program provides in-home parent mentoring and community advocacy services.

*Michaela*

Michaela and her daughter, Bonnie, worked with Sarah, her Catholic Charities' family support worker for three years before COVID-19 changed family life for everyone. In this time, Michaela grew in her knowledge and confidence to care for Bonnie, and Bonnie was ready for school and thriving. When COVID-19 caused schools to shut down, Michaela and Bonnie struggled with navigating online classes and adapting to their new situation. Making regular home visits, following health guidelines, Sarah started her mornings at Michaela and Bonnie's house. She would help them log on to Bonnie's Zoom classes and plan their day together. A strong start to their day was all they needed to be successful with online school. "We see many parents struggling to balance their own work in addition to learning how to navigate virtual school. When the parent has a developmental disability, this struggle is only amplified. I'm so proud of Michaela. She is working hard to make sure Bonnie gets through this transition." shares Sarah.



95%

OF PARTICIPANTS IMPROVED RELATIONSHIPS WITH THEIR CHILDREN BY LEARNING POSITIVE PARENTING SKILLS & CONSTRUCTIVE WAYS TO DEAL WITH STRESS.



## PREGNANCY & PARENTING SUPPORT

Our goal is to increase healthy birth outcomes among at-risk, low-income families. Pregnancy and Parenting Support staff provide prenatal care coordination and in-home education to improve parenting skills, nurturing skills, and parent-child interactions, and connect families to community resources.

### *Meta*

Meta was scared, 20 years old and living in an unsafe neighborhood. She was seven months pregnant and worried about having a baby. Her grandparents were worried about her too and knew that she needed more support than they could provide. Meta needed to find a safe place to live. She would also need help learning how to care for herself throughout her pregnancy and for a new baby. Meta and her grandmother reached out to Catholic Charities and were connected with the Pregnancy and Parenting Support team. Our staff helped Meta find a safe home and prepare for her baby to arrive. With help from Catholic Charities and her grandparents, Meta gave birth to a healthy baby boy. She is excited to continue working with the Pregnancy and Parenting Support team who will help guide her on her journey as a new mom.

## ADOPTION

Our caring and compassionate staff work with both the birth parents and adoptive family to assure a successful future for the baby. Catholic Charities is licensed by the State of Wisconsin as a Child Placing Agency for domestic infant adoptions, step-parent adoptions, relative adoptions, and independent adoptions.

### *Austin & Tyler's Family*

For three years, Jessica and Matt eagerly awaited to adopt their first child when Austin and Tyler became part of their family. Feeling blessed to be chosen by Austin and Tyler's birth mom, Jessica and Matt were thrilled to become a family of four. "Adoption has been an emotional journey with many ups and downs, but when we got the call that we were chosen, it was the most beautiful gift." Austin and Tyler recently became adoptive big brothers to a baby girl, Emily, whose birth mom chose their family for her baby girl. "We still pinch ourselves when we tell people that we have three children," Matt and Jessica shared, expressing gratitude for their children and those who have helped them on the journey to building their family. "We will forever be grateful to both birth moms, and we are thankful for the social workers at Catholic Charities who have supported us throughout our journey to becoming a family of five over the past six years."

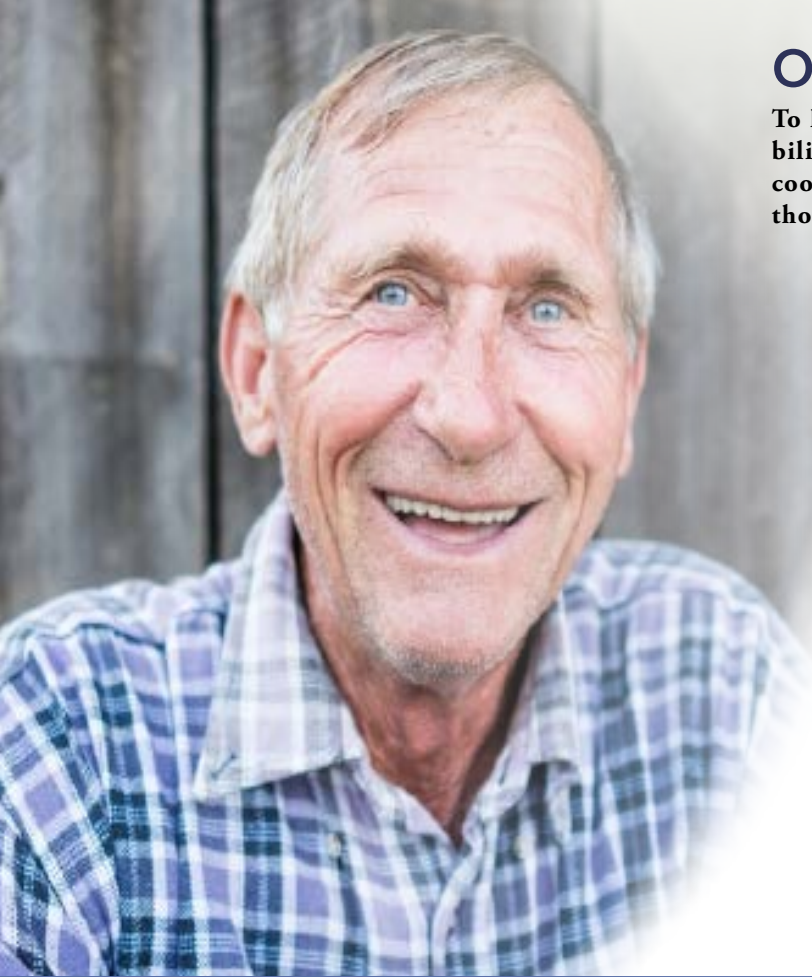


100%

OF CLIENTS WERE EDUCATED ON SAFE SLEEP, THE EFFECTS OF SMOKING AND SECOND HAND SMOKE, AND THE BENEFITS OF BREASTFEEDING.

100%

OF CHILDREN PLACED WITH ADOPTIVE FAMILIES SHOW POSITIVE ATTACHMENT, BONDING, AND MEDICAL CARE DURING POST PLACEMENT VISITS.



## OUTREACH & CASE MANAGEMENT

To help individuals and families impacted by poverty and facing crisis, our bilingual case managers provide holistic solutions to meet immediate needs, coordinate services, advocate for community support, and effectively serve those who speak Spanish.

### *Robert*

Robert found himself making more and more visits to the hospital for emergency care. His heart problem and other disabilities that he managed everyday were getting worse. He was referred to Catholic Charities by his doctor when it became evident that his financial and living situations were putting his health at further risk. He was sleeping on the floor which put a strain on his heart each morning. Catholic Charities' outreach case manager, Tedricka, worked to find solutions to Robert's most immediate needs. Tedricka helped his family make a plan to improve Robert's health and access a bed, food, and safer living environment. "These weren't hard things to fix, but they affected his health so greatly," Tedricka recalled. To Robert's family, a bed meant more than a comfortable place to sleep. It meant the possibility of many more years of good health for their grandfather, peace of mind, and a strong beginning to each day.

## COMMUNITY COUNSELING

Serving the mental health needs of people impacted by poverty, our team of therapists help individuals, couples, and families alleviate the effects of emotional distress and trauma. Bilingual therapists at our offices specialize in serving the needs of the Spanish-speaking community. We are a State certified outpatient clinic for Behavioral Health Services.

### *Olivia*

Olivia felt trapped. She was in a relationship that wasn't healthy and worried that there was no escape for her and her 3 daughters. She had been married for 19 years and had no family in the United States besides her husband and his family. She knew that leaving meant her and her daughters would be alone. Olivia came to Catholic Charities in hopes of gaining more self-esteem and self-worth, knowing that she needed to be prepared to take this step for herself and her daughters. To create a safer life for her and her daughters, she found a new place to live. After working with her counselor at Catholic Charities she shares, "I felt like a new woman. I began accomplishing my goals and gained the courage to start a new beginning with my girls. I am stronger now." Olivia said she knows she can face whatever might lie ahead for her family.

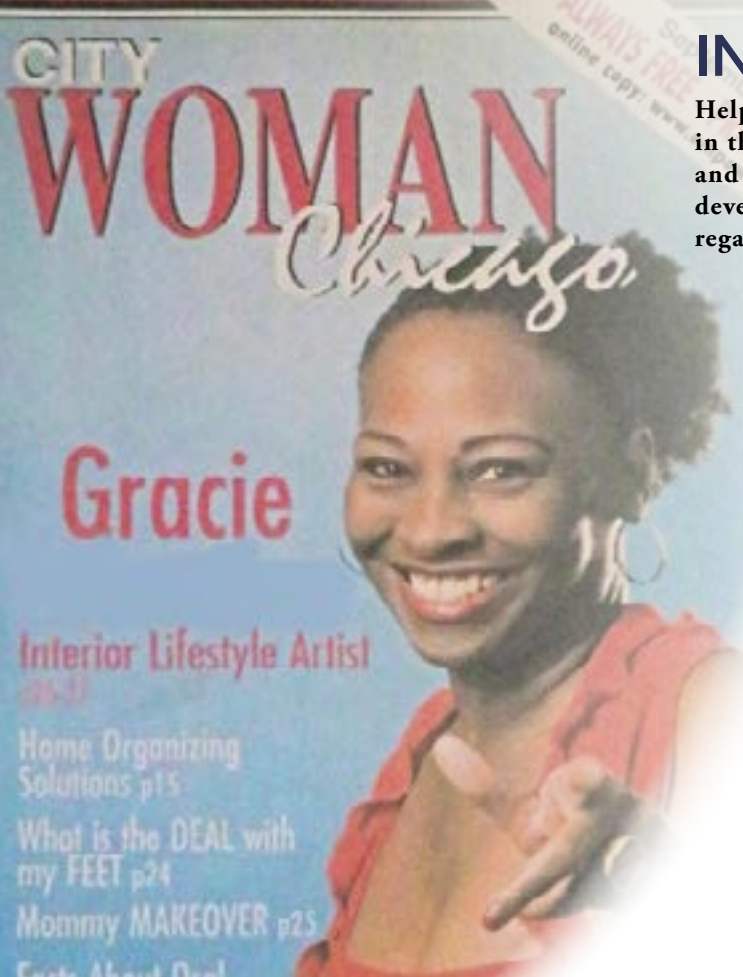


98%

OF CLIENTS FELT THEY WERE LISTENED TO AND SUPPORTED DURING THEIR FIRST PHONE CALL WITH A CASE MANAGER.

94%

OF INDIVIDUALS LEARNED SKILLS TO COPE WITH THEIR STRESS.



## IN-HOME & HOARDING SUPPORT

Helping older adults and adults with disabilities live with greater dignity in their own homes, In-Home Support Services provides light housekeeping and companionship. Identifying individuals with hoarding disorder, we have developed a hoarding intervention and treatment program to help individuals regain control of their environment and life.

### Gracie

Gracie is a successful interior and fashion designer. She worked hard to make a career for herself, and then her life changed when she was diagnosed with multiple sclerosis that impacted her mobility and changed the way she worked and lived. Carol, a Catholic Charities' in-home support worker, assists Gracie with her work and the care she needs around her home. "This was not always my lifestyle: it is now. When I first started looking for help, I couldn't find anyone who understood and then Catholic Charities In-Home Support sent Carol." Gracie shares, "She understands my condition and that I am not in my normal functions. She understands the emotional effects of this as well. Carol is a great representative of Catholic Charities." Gracie is also a great representation of Catholic Charities and the people we serve. She reminds us that even when we face our greatest obstacles and need support, we can get through anything with the support of our neighbors. She shows us what it means to inspire others. Gracie explains, "I never ask why me but what can I do with what I was given?" Despite her diagnosis, Gracie continues to bring joy to others through her fashion and designs.

## ADULT DAY SERVICES

Adult Day Services provides adults with special needs a healthy daytime environment and the opportunity to go home to family each evening. Members benefit from skilled nursing care, socialization and physical activities, and bathing services. Medical conditions may include: stroke, arthritis, Parkinson's disease, Alzheimer's disease or other forms of dementia, and developmental disabilities.

### Carol Jean

Carol Jean has been a member at our Adult Day Center (ADC) for seven years. During that time, she experienced the heart-breaking loss of her brother and other hardships, but she knew she could turn to her family at the ADC for support. Carol Jean shares of her experience with the ADC, "I like it here, I like the people, the food, the games. I like coming here. I have a lot of friends and family; every day here is the best day." Just as the ADC cares for Carol Jean, she cares for other members and the staff like her own family. "She loves being busy, and she always goes the extra mile to make sure everyone will be okay." Annette, director of the Adult Day Center, shares. The ADC provides its members with a safe place to stay that meets their complex needs, but the members make it a second home and remind all of us of the powerful impact of family.



100%

OF ADULTS IN OUR IN-HOME SUPPORT PROGRAM FEEL THAT THEY WORRY LESS.

100%

OF OUR MEMBERS AND THEIR FAMILIES FEEL CONNECTED AND SAFE IN THEIR ENVIRONMENT.



## REFUGEE & IMMIGRATION SERVICES

Licensed attorneys and trained staff offer Southeastern Wisconsin's most comprehensive, experienced, and holistic non-profit immigration services. We annually serve over 4,400 refugees, domestic violence victims, asylees and children by helping them both to obtain status and to navigate their new lives in the US. Visit [www.RISccmke.org](http://www.RISccmke.org) for more information.

### Jayla

"Jayla is one of those moms who makes an effort to be involved in her children's lives and education. Despite having a language barrier in communicating with teachers, she attends every parent event and conference, asking questions about how to support learning at home." Claire, Catholic Charities' refugee integration specialist explains. Jayla began attending parent classes with Catholic Charities in early 2020. When COVID-19 hit, classes were suspended, but Jayla was still eager to learn. She started meeting with a Catholic Charities volunteer virtually to practice her English. Although in the beginning of the pandemic it was difficult to help her children adjust to online school, with the help of her volunteer and her own dedication, she quickly became confident in navigating virtual learning with her children. Jayla continues to work with her volunteer to reach her goal of speaking in English with her children's teachers, and she is proud of everything she has learned.

## LEGACY OF SERVICE

Inspired by Christ's call to serve, the mission of Catholic Charities is to provide service to those in need, to advocate for justice and to call upon others to do the same.

### Mission & Vision

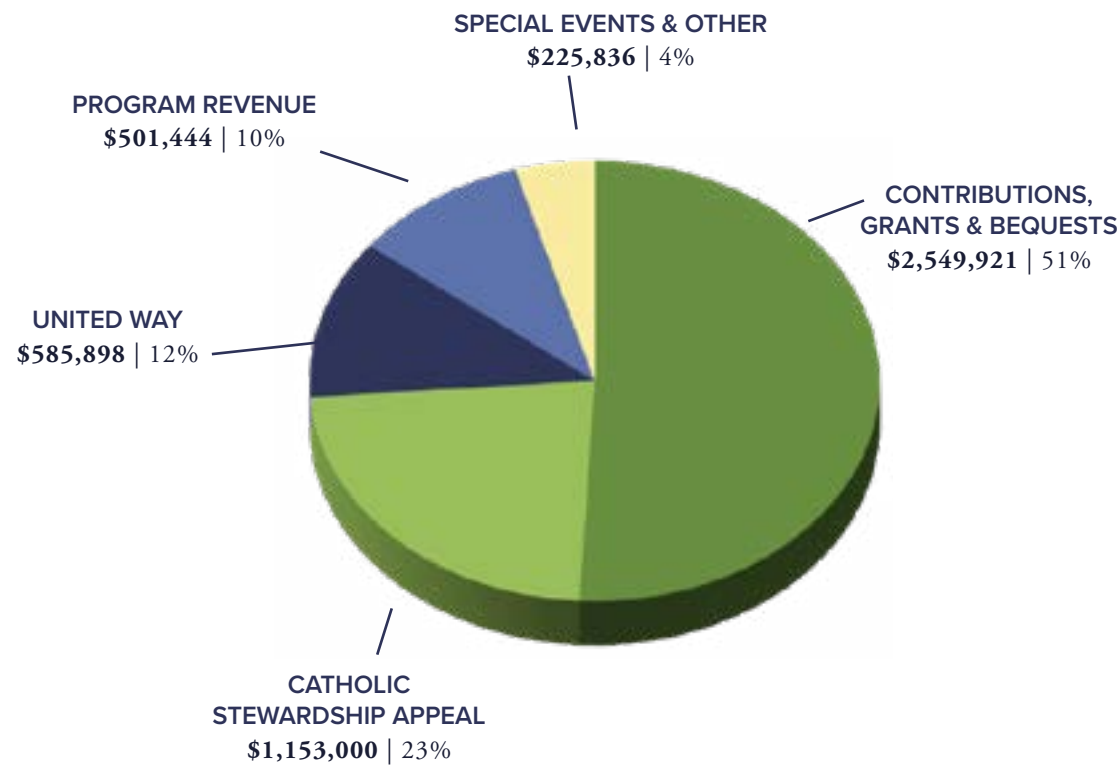
For 100 years, we have adapted to meet needs in our local communities. COVID-19 has taught us one lesson, that no one knows what tomorrow will bring, so we need to take care of each other today. This reaffirms our mission to serve neighbors most in need. We will continue to listen, evolve, and adapt to remove barriers to community resources and serve families who would otherwise go without. We will reach out to serve and advocate for our neighbors who are forgotten, unseen, and hurting to offer essential human services that will make a positive difference.

Your partnership and support for the mission of Catholic Charities matters! We cannot do this work alone. We invite and welcome your ongoing partnership in the mission of Catholic Charities through financial support, volunteerism, and advocacy for improving the lives of people affected by poverty.



# CATHOLIC CHARITIES *Agency Revenue*

# CATHOLIC CHARITIES *Agency Expenses*



## Support & Revenue

| GENERAL SUPPORT                  |             |
|----------------------------------|-------------|
| Contributions, Grants & Bequests | \$2,549,921 |
| United Way                       | \$585,898   |
| Contributed Goods & Services     | \$180,000   |
| Special Events                   | \$45,836    |

| DIOCESAN SUPPORT            |             |
|-----------------------------|-------------|
| Catholic Stewardship Appeal | \$1,153,000 |

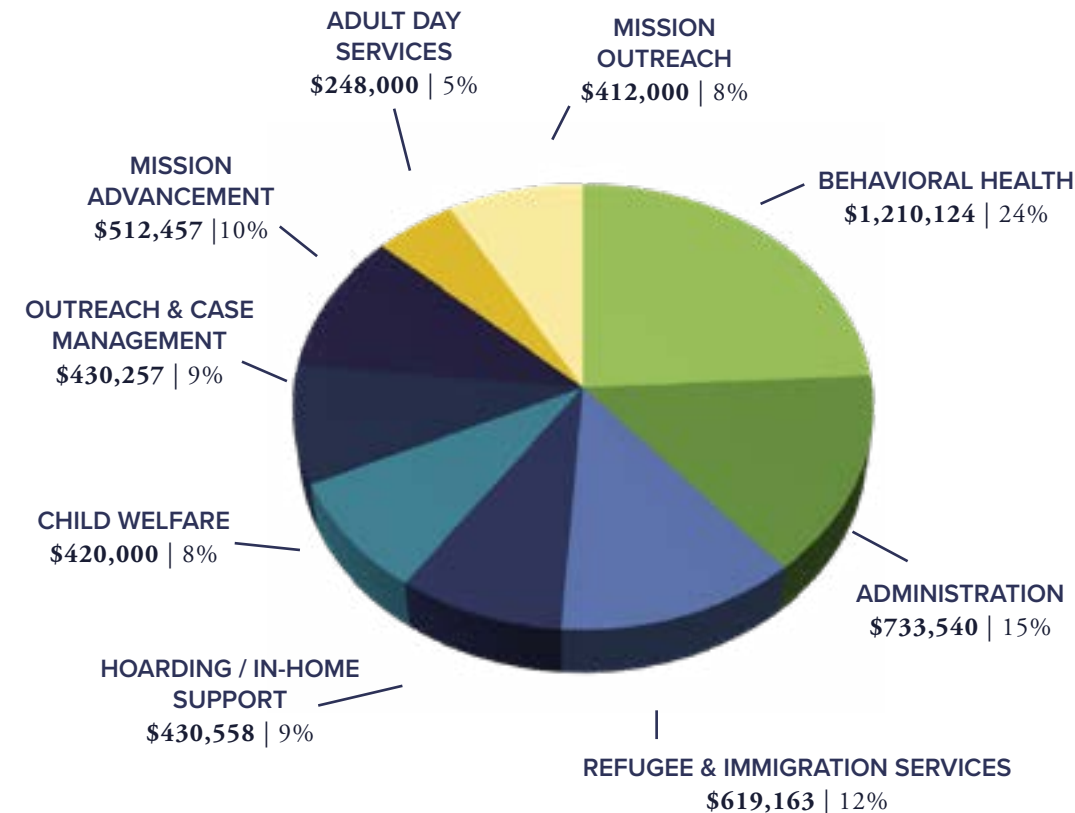
**TOTAL SUPPORT:** \$4,514,655

| REVENUE         |           |
|-----------------|-----------|
| Program Revenue | \$501,444 |

**TOTAL REVENUE:** \$501,444

**TOTAL SUPPORT & REVENUE:** \$5,016,099

\*Unaudited Financial Results



## Expenses

| PROGRAM SERVICES               |             |
|--------------------------------|-------------|
| Behavioral Health              | \$1,210,124 |
| Refugee & Immigration Services | \$619,163   |
| Hoarding/ In-Home Support      | \$430,558   |
| Child Welfare                  | \$420,000   |
| Outreach & Case Management     | \$430,257   |
| Adult Day Services             | \$248,000   |
| Mission Outreach               | \$412,000   |

**TOTAL PROGRAM SERVICES:** \$3,770,102

| SUPPORT SERVICES    |           |
|---------------------|-----------|
| Administration      | \$733,540 |
| Mission Advancement | \$512,457 |

**TOTAL SUPPORT SERVICES:** \$1,245,997

**TOTAL EXPENSES:** \$5,016,099



## CATHOLIC CHARITIES *Agency Leadership*

### **Carla Alejo**

Director of In-Home & Hoarding Services  
calejo@ccmke.org

### **Nate Braun**

Director of Human Resources  
nbraun@ccmke.org

### **Jessica Brandt**

Volunteer Coordinator  
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### **Ricardo Cisneros**

Chief Operating Officer  
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### **Brandi Ellis**

Director of Accounting  
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### **Barbara Graham, JD**

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### **Susan Howland**

Director of Outreach & Case Management  
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### **Annette Jankowski**

Director of Adult Day Services  
ajankowski@ccmke.org

### **Robert Kaisler**

Director of Quality Services  
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### **Jennifer Layton, MSW, APSW**

Director of Child Welfare Services  
jlayton@ccmke.org

### **Sarah Matson, MS**

Director of Supported Parenting  
smatson@ccmke.org

### **Very Reverend David H. Reith**

Vicar for Catholic Charities  
dreith@ccmke.org

### **Jackie Rekowski**

Director of Mission Advancement  
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### **Colleen Schmidt**

Executive Assistant  
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### **Jay Sugar**

Parish Relations Coordinator  
jsugar@ccmke.org

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**Jerry R. Voors**

**Rev. Matthew Widder**

## Thank you!

For questions regarding Catholic Charities  
2020 Annual Report, please call 414-769-3536.

Donations may be mailed to:  
Catholic Charities  
P.O. Box 070912  
Milwaukee, WI 53207-0912

**DONATE ONLINE: CCMKE.ORG**

**FEDERAL TAX ID: 39-0806321**



Earning highest recognition  
with the 2021 Seal of Platinum  
Transparency from Guide-  
Star, Catholic Charities of the  
Archdiocese of Milwaukee is  
committed to accountability and  
transparency for our mission.

*Thank you,* TO OUR STAFF WHO ARE ON THE FRONTLINES EVERYDAY TO SERVE.



# Our Mission

**Inspired by Christ's call to serve, our mission is to provide service to those in need, to advocate for justice and to call upon others to do the same.**

# Our Vision

**Our vision is to improve the lives of those we serve, to empower the most vulnerable, and to help reduce poverty through quality, compassionate, and effective human services.**



[CCMKE.ORG](http://CCMKE.ORG)

## ADULT DAY CENTER

1919 N. 60th St.  
Milwaukee, WI 53208  
414-771-6063

## BEAVER DAM AREA OFFICE

St. Katharine Drexel Parish Center  
408 S. Spring St.  
Beaver Dam, WI 53916  
920-980-8926

## CENTRAL ADMINISTRATIVE OFFICE

3501 S. Lake Dr.  
P.O. Box 070912  
Milwaukee, WI 53207  
414-769-3400

## FOND DU LAC AREA OFFICE

191 S. Main St.  
Fond du Lac, WI 54935  
920-923-2550

## KENOSHA AREA OFFICE

St. Mark Parish  
7117 14th Ave.  
Kenosha, WI 53143  
262-637-8888

## MILWAUKEE AREA OFFICE

2021 N. 60th St.  
Milwaukee, WI 53208  
414-771-2881

## RACINE AREA OFFICE

800 Wisconsin Ave.  
Racine, WI 53403  
262-637-8888

## REFUGEE & IMMIGRATION SERVICES

731 W. Washington St.  
Milwaukee, WI 53204  
414-643-8570

## SHEBOYGAN AREA OFFICE

503 Wisconsin Ave., Ste. 2  
Sheboygan, WI 53081  
920-458-5726

## WALWORTH AREA OFFICE

St. Patrick Parish  
107 W. Walworth St.  
Elkhorn, WI 53121  
262-637-8888

## WAUKESHA AREA OFFICE

717 N. East Ave.  
Waukesha, WI 53186  
262-547-2463