



You write the story

CATHOLIC CHARITIES 2015 ANNUAL REPORT



*“...we are called to
give comfort to every
man and every woman
of our time.”*

— Pope Francis' March 13, 2015 Homily
and Announcement of the
Jubilee Year of Mercy

*Lord Jesus Christ,
you have taught us to be merciful
like the heavenly Father
and have told us that whoever sees you
sees Him.*

*Let the Church be your visible face in the world.
Send your spirit so that the Jubilee of Mercy
may be a year of grace from the Lord,
and your Church, with renewed enthusiasm,
bring good news to the poor,
proclaim liberty to captives and the oppressed,
and restore sight to the blind.*

*We ask this through
the intercession of Mary,
Mother of Mercy,
you who live and reign with the Father
and the Holy Spirit
forever and ever.
Amen.*

— Adapted from the prayer penned by Pope Francis



Dear Friends in Christ,

It is with great pleasure that I present to you the Annual Report for Catholic Charities of the Archdiocese of Milwaukee, which illustrates the wonderful corporal works of mercy that Catholic Charities accomplishes every day in its service to others. The agency's staff, benefactors and volunteers have been actively engaged in Pope Francis' Jubilee Year of Mercy, through their compassionate response to individuals and families in need.

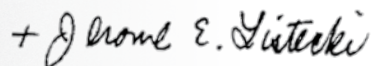
In 2015, Catholic Charities impacted the lives of more than 36,000 men, women and children – people of all faiths and walks of life – treating each with dignity and respect. Our mission is inspired by Jesus' call to serve... to help those in need, to advocate for justice and to call upon others to do the same. This has been the core of our work since 1920 and it is friends like **you** that help **write the story** of success for all those who come to our doors.

We measurably improve the lives of the poor in our communities and empower them to reach their full potential. When we accomplish this, lives are transformed and the benefits to the community can be exponential starting by improving the quality of life one person at a time.

On behalf of everyone at Catholic Charities, and especially the people we serve, we thank you for journeying with us in this Year of Mercy, and for your generous financial support and prayers.

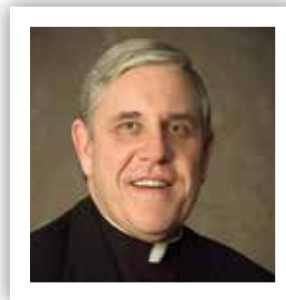
With the assurance of my prayers for you, I am,

Sincerely yours in Christ,



The Most Reverend Jerome E. Listecki

Archbishop of Milwaukee
President of Catholic Charities
Board of Trustees



2016 Officers of the Board

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Victoria was devastated when her four-year-old daughter was taken from her because of unstable housing. She was homeless and struggling to make ends meet when she learned she was pregnant with a second child. Frightened, alone and without money or friends to help her, Victoria called Catholic Charities for help.

A Pregnancy Support Coordinator worked with Victoria to ensure a healthy birth for her second child, and enrolled her in the First Breath Smoking Cessation program. Together they found temporary placement for Victoria in a homeless shelter before her son was born, and later secured an apartment for Victoria and her newborn. After learning of the health benefits of breastfeeding, Victoria now successfully breastfeeds her son. She feels proud about his growth and development, and that he is a content and happy baby.

Victoria has made great strides in her life and as a mom. She plans to go back to school and is working to secure the return of her daughter – doing everything possible to make her family whole again.

93% of clients carried their baby to term and delivered at a healthy birth weight.

Pregnancy Support

Pregnancy Support staff provide education on pregnancy, childbirth, parenting, prenatal care coordination, community resources, and emotional support to every client family. There is no charge for this program.

Anthony was diagnosed with Asperger's syndrome, anxiety disorder and major depression. As a child, he was a victim of physical and verbal assaults by his alcoholic father. He was taunted and bullied at school. Anthony struggled with a loss of self-worth and self-esteem for most of his life. His anxiety prevented him from finding employment. When under stress, he exhibited facial tics -- causing even further withdrawal. Anthony described his depression as "lying on the bottom of a dark ocean and never being able to float to the surface."

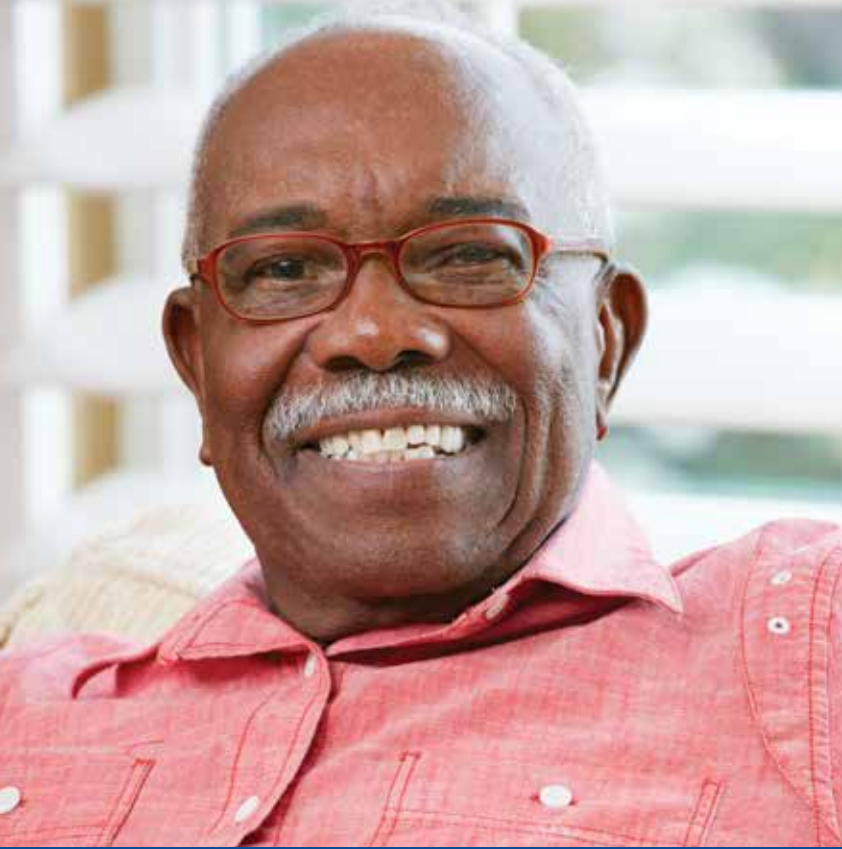
Two years ago, Anthony started meeting with a Catholic Charities therapist. Slowly he began to show improvement using the coping skills learned at his weekly sessions. He was encouraged to expand his support system, and as Anthony's confidence improved so did his outlook on life. His change in mood was noticeable and Anthony absorbed the positive feedback from his therapist and friends. Now when Anthony feels an onset of a depressive episode, he no longer withdraws. He looks forward to life, taking it cautiously -- one step at a time -- knowing he has the necessary skills to cope.

96% of behavioral health clients improved their functioning and wellness.



Behavioral Health Counseling helps people understand their personal needs, focus on the cause of their problems and determine ways to resolve or cope with those problems.

Behavioral Health



Leonard is a 71-year old African American living with diabetes, depression and a slight mental disability. For the last ten years, Leonard has been estranged from his siblings and without any connection to close friends. Last year, his county social worker found Leonard's apartment in poor shape and extremely dirty. It was suggested that Leonard get some help. Leonard chose Catholic Charities' In-Home Support program because of its affordability and flexibility of service.

Catholic Charities' initial home assessment found Leonard's apartment to be nearly unlivable. There were no sheets on his bed and his bathroom hadn't been cleaned in years. Leonard seemed to be oblivious to the unhealthy conditions. In addition, Leonard's income is limited, so he was not buying even the very basic of cleaning supplies.

Within three months of the first visit by his Catholic Charities' homemaker, Leonard was able to scale back his service from four visits a month to one. His apartment is consistently clean; he is happier and more social with his neighbors. Thanks to Catholic Charities, Leonard has regained his independence and is living in a clean, safe environment.

100% of in-home support clients experienced less worry and anxiety living on their own.

In-Home Support

For over 25 years, Catholic Charities provides In-Home Support Services in Milwaukee and Waukesha Counties to frail older adults and adults with disabilities. Trained, professional staff provide light housekeeping, laundry assistance, companionship, meal preparation, grocery shopping and errands.

Rachel and **Andy** came to the Catholic Charities' Adoption program after a long journey of attempting to have a biological child. They were looking to create a family with not only a child, but with the child's birth family. They liked that Catholic Charities is an advocate for open adoption – valuing each member of the adoption triad: the birth family, the adoptive family, and the child.

Rachel and Andy had a matching meeting with an expectant mother in September of 2015, and truly fell in love with her. They quickly realized that even if they were not selected, they were indeed grateful to meet such an amazing woman.

The day after their matching meeting, the expectant mother asked to meet with Rachel and Andy again, so she could tell them in person that she wanted them to be the family to raise her son. Less than two months later, baby Paul went home from the hospital with Rachel and Andy. The couple told their adoption case worker that they've not only gained a son, but also his birth family and a "family" at Catholic Charities.

98% of children placed through the adoption program achieve permanency within 6 months of placement.



Catholic Charities is licensed by the State of Wisconsin as a Child Placing Agency. Our process includes: orientation, home study, portfolio preparation, matching, and placement. Fees vary based on services completed for each situation.

Adoption



Momie and **Rick** had a difficult time after the birth of their daughter, Anna. She was born with serious medical complications. At the same time, Momie was in the beginning stages of recovery from alcohol dependency. Rick found himself providing emotional support to Momie while caring for Anna. To help them provide better care for Anna, Momie and Rick enrolled in Catholic Charities' Supported Parenting program.

The Catholic Charities' family support worker arranged regular home visits to teach Momie and Rick positive parenting and healthy interactions with Anna. Due to her medical condition, Anna was experiencing developmental delays. With skilled help from Catholic Charities, Momie and Rick worked very hard over the past year to help Anna successfully meet developmental milestones for her age.

Thanks to Catholic Charities' Supported Parenting program, Momie and Rick maintain a clean, safe and loving home for little Anna. They have also become more confident in their ability to advocate for Anna's medical needs and have developed better skills for solving the unique challenges they face.

100% of participants received advocacy support from agency staff and were connected to additional community resources based on individual family need.

Supported Parenting

Supported Parenting aids parents with intellectual and other developmental disabilities in providing a safe, loving environment for their children to grow and thrive. Because of Catholic Charities, these children are able to remain with their parents and avoid out of home placement.

Randy called the Outreach office seeking help with transportation. He had recently secured a job, but had no money for bus fare. The case manager met with Randy and completed a personal assessment. Randy had been laid off of work and was homeless for several months, staying with friends until he could find employment. Randy was happy to be working again, but said he felt hopeless after losing his home and most of his belongings.

The case manager gave Randy two weeks of bus tickets to use until he received his first paycheck. They also developed a treatment plan and timeline to save money and find an apartment. He was linked to an agency therapist for help with his depression. Randy was able to save money and his case manager helped him find an affordable apartment close to his new job. The case manager also helped Randy obtain Foodshare benefits and find furniture for his apartment. Randy continues to see his therapist; he is happy to have a place of his own again and states that things are “really looking up.”

89% of clients progressed toward goals or met their goals.



Catholic Charities' Outreach staff are true advocates for clients, linking them in times of crisis to both agency programs and available community services to help address their needs. Bilingual therapists are available through all of our sites.

Outreach & Case Management



Jeri started coming to the Adult Day Center in 2009, after being diagnosed with the onset of dementia. She lives with a family member who has been her primary caregiver for the better part of 12 years. Her caregiver works full-time and appreciates having access to the center five days a week. Playing bingo, cards, singing and attending prayer services are some of Jeri's favorite activities. She loved talking about her family and the fun things they did together.

In the last two years Jeri's dementia has increased significantly and additional care has been required. Today, the staff provide bathing services, assist Jeri with feeding, and meet her personal care needs. Without this daily care, Jeri might now be in a nursing home. Her family wants Jeri living at home as long as possible. While she might not recall names, the longevity of staff at the center provides security for Jeri. She recognizes staff voices and touch. The center has been a fun and safe haven for Jeri and a blessing to her caregiver.

100% of family caregivers feel less stress, knowing that their loved ones are safe during the day.

Adult Day Services

Adult Day Service participants benefit from professional care, socialization and physical activities. Participant medical conditions may include: stroke, arthritis, Parkinson's disease, Alzheimer's disease or other forms of dementia, as well as developmental disabilities.

Marie is from the French-speaking African nation of Niger. She met her U.S. citizen husband when he returned to Africa to visit family. They married in Niger and decided to live in the United States, where her husband had a good paying job in a small, Wisconsin community.

Her husband's controlling behavior started shortly after her arrival in the U.S. He kept all the money; she wasn't allowed to work, drive or choose her clothing. Marie was isolated by language, culture and geography. Things were further complicated when her immigration papers did not arrive.

When Marie became pregnant, her husband accused her of infidelity. One night, he beat her, and Marie ran to the neighbor's house, but she could only speak in French. However, the bleeding lip, swollen nose and marks around her neck told her neighbor everything. Marie was directed to a local shelter, yet the language barrier continued.

A shelter staff member referred Marie to Catholic Charities, where French-speaking staff helped her file for the required immigration papers. Marie and her newborn daughter are now safe and living on their own in a different town, hopeful about the future.

*100% success rate in submitted petitions
of immigrant victims of domestic
violence or crime.*



Catholic Charities' Legal Services for Immigrants typically works with newcomers to our country who are seeking citizenship or reunification with family members living in the United States. Our services also assist individuals who are seeking asylum or temporary protection in the U.S.

Legal Services

for Immigrants



Fleeing a horrific civil war, newlyweds **NKhup** and **Hang** left their native Myanmar in 2005, seeking refuge in neighboring Malaysia. Life was safer but, under Malaysian law, refugees cannot legally work or receive state benefits. Nkhup struggled to find informal jobs as a day laborer. Their undocumented status made them easy targets, with no recourse for police protection.

The couple registered for official refugee status in 2009. In 2015, the couple and their two young sons cleared the vetting process and came to the United States. A Catholic Charities' case manager welcomed them at the airport, drove them to their furnished apartment, and over time helped the family acclimate to their new homeland, including finding employment for Nkhup.

Nkhup now proudly provides for his family, as Hang stays at home caring for the children. With every home visit the family seems more relaxed, their smiles a bit wider, and their attitude more confident. They are finally in a place where they feel welcome and safe. Both Nkhup and Hang are intent on continuing to improve their English and ultimately obtain U.S. citizenship.

85% of head of households are able to financially support their families after initial resettlement.

Refugee Resettlement

Since 1976, Catholic Charities' Refugee Resettlement program has helped hundreds of refugees settle into our local communities and assimilate as they adjust to the cultural challenges of a new homeland.

Kang is a client in the agency's refugee resettlement program. He is currently enrolled as a graduate student at one of the local universities and is working towards his master's degree. In October of 2015, Kang enrolled in the ESL program with a very unique request. Even though Kang's English is very good compared to the average beginner-level ESL student, he was seeking an extra boost to help with his pronunciation and build his confidence in English.

While Kang was doing well in his classes, he wanted to expand his vocabulary and gain confidence in public speaking. Class presentations at the university level were a challenge for Kang, with English being his second language.

Catholic Charities paired Kang up with Anne, one of the dedicated volunteers from a local parish helping with the ESL classes. Kang and Anne are currently working one-on-one with advanced material that is helping Kang expand his vocabulary and focus on pronunciation. Kang is extremely happy with the tutoring and has reported an increased confidence in his ability to succeed in his graduate courses.

100% of clients enrolled in ESL classes show an improvement in their English upon completion of the course.

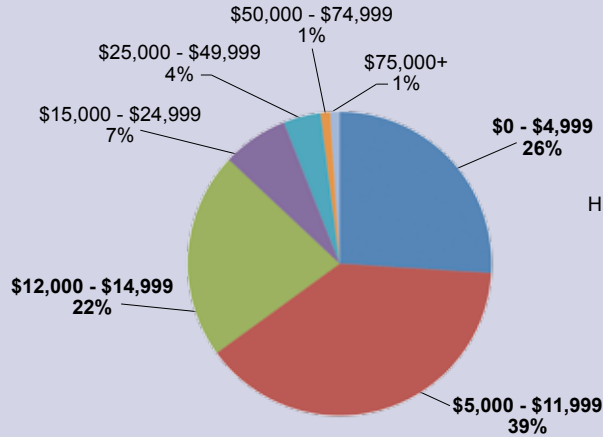


Catholic Charities' ESL program prides itself in offering flexible, free-of-charge services tailored to meet the needs of each individual student, whether through group instruction and training or comprehensive cultural orientation sessions.

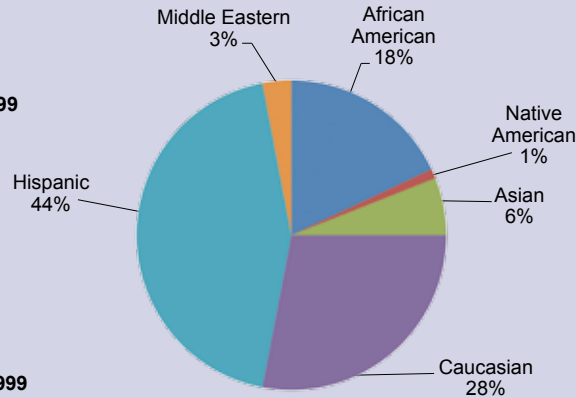
The program provides beginner, intermediate, and advanced sessions.

ESL
English as a Second Language

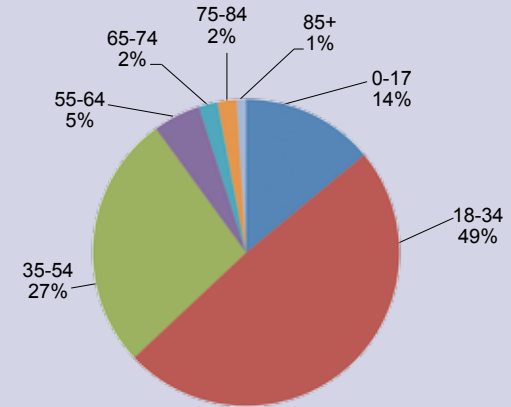
Income



Ethnicity



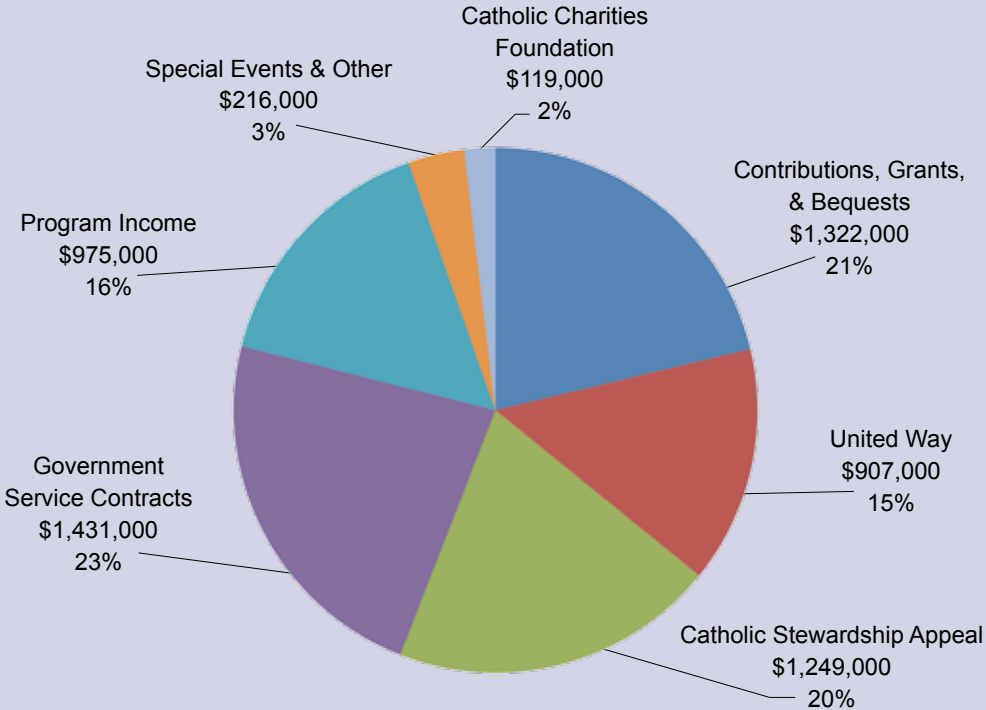
Age



Client Demographics

36,696 individuals positively impacted in 2015

Support & Revenue



GENERAL SUPPORT

Contributions, Grants and Bequests	\$1,322,000
United Way	907,000
Catholic Charities Foundation	119,000
Contributed Goods and Services	143,000
Special Events	23,000

DIOCESAN SUPPORT

Catholic Stewardship Appeal	\$1,249,000
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Total Support **\$3,763,000**

REVENUE

Service Fees from Government Agencies	\$1,431,000
Service Fees from Third Party Reimbursements	975,000
Rental and Other Revenue	50,000

Total Revenue **\$2,456,000**

TOTAL SUPPORT & REVENUE **\$6,219,000**

The lives of poor and vulnerable people in southeastern Wisconsin are improved thanks to many generous donors to Catholic Charities, United Way, the Catholic Stewardship Appeal, and through public funding.

Agency Revenue

Agency Leadership

Ricardo Cisneros

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rcisneros@ccmke.org

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Annette Jankowski

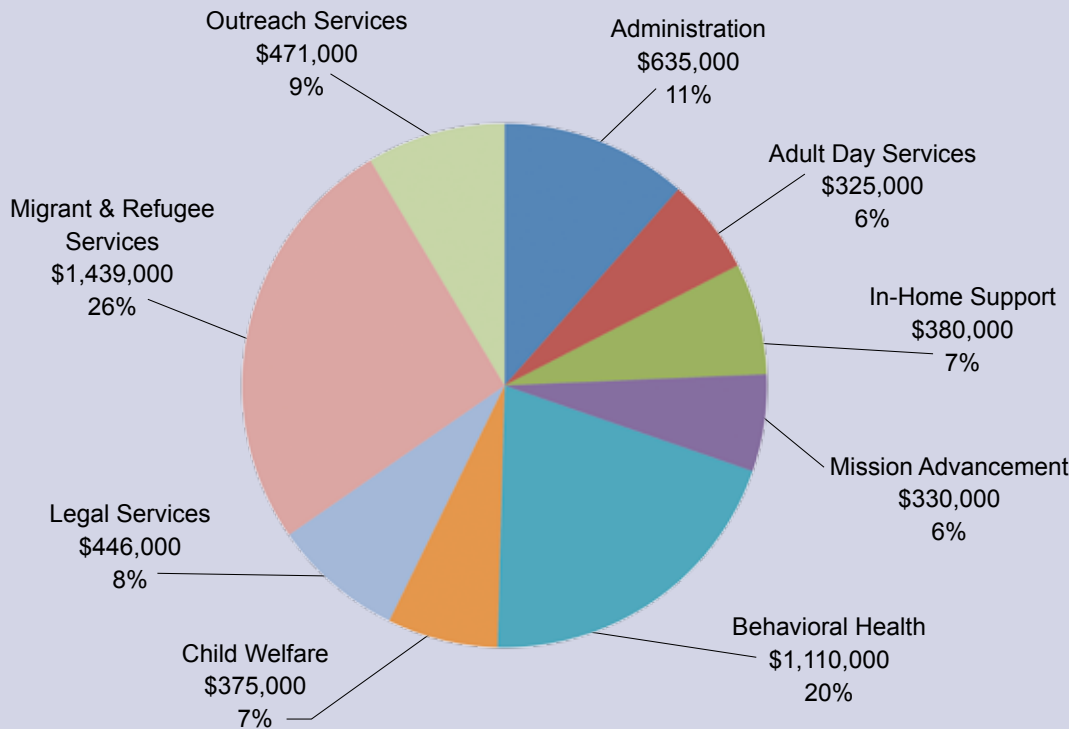
Director of Adult Day Services
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Steven Xiong

Director of Refugee Resettlement Services
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*For questions regarding Catholic Charities 2015 Annual Report, please call 414-769-3536.
Donations may be mailed to Catholic Charities of the Archdiocese of Milwaukee,
P.O. Box 070912, Milwaukee, WI 53207-0912 or made online at www.ccmke.org.*

Thank You



Expenses

PROGRAM SERVICES

Adult Day Services.....	\$325,000
Behavioral Health.....	1,110,000
Child Welfare.....	375,000
In-Home Support.....	380,000
Legal Services for Immigrants.....	446,000
Refugee Resettlement Services	1,439,000
Outreach & Case Management.....	471,000

Total Program Services\$4,546,000

SUPPORT SERVICES

Administration.....	\$635,000
Mission Advancement.....	330,000

Total Support Services\$965,000

TOTAL EXPENSES \$5,511,000

**Unaudited Financial Results*



In 2015, Catholic Charities of the Archdiocese of Milwaukee earned a 4-star rating from Charity Navigator for sound fiscal management and commitment to accountability and transparency.

Agency Expenses

offices & service *sites*

Adult Day Center

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

Central Administrative Office

3501 S. Lake Drive
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

Fontana Area Office

St. Benedict Parish
137 Dewey Ave.
Fontana, WI 53125
262-215-7989

Kenosha Area Office

Our Lady of the Holy Rosary
2224 45th St.
Kenosha, WI 53140
262-658-2088

Legal Services

for Immigrants
St. Patrick Parish
731 W. Washington St.
Milwaukee, WI 53204
414-643-8570

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 Resettlement Office

6033 W. Lloyd St.
Milwaukee, WI 53213
414-771-5963

Sheboygan Area Office

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

Waukesha Area Office

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



A Proud Partner Agency

Mission statement

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.

Vision statement

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.

