



**IF WE SEE SOMEONE WHO *needs help,***  
**DO WE STOP? THERE IS SO MUCH**  
**SUFFERING AND POVERTY, AND A GREAT**  
**NEED FOR *Good Samaritans.***

– POPE FRANCIS –

**Annual Report 2020-2021**  
Catholic Charities Bureau, Inc.  
Diocese of St. Augustine

CATHOLIC  
**CHARITIES**  
*Transforming Lives*

# Our Mission

*Catholic Charities puts faith into action to serve the most vulnerable in our community, advocating for justice, human dignity and quality of life, while reflecting the compassion of God in Christ.*

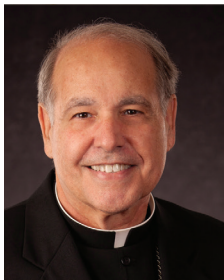
## Message from the President and Diocesan Director

This document highlights the achievements of our Catholic Charities agencies and programs. The services outlined in the Annual Report are the result of the dedication and talent of our agency leaders, staff and volunteers, as well as the moral and financial support of Catholic Charities donors.

Those of us who are part of the Diocese of St. Augustine in North Florida will read this report with genuine recognition for what Catholic Charities does. Knowing so many of our friends, neighbors and fellow parishioners have contributed to the Catholic Charities success story is a source of great encouragement. It is my hope others will read it as a source of inspiration to participate in the work of Christ among his beloved poor.

I have chosen a message from the parable of the Good Samaritan for this report as it is as relevant today as it was more than two thousand years ago. We are called to help those in need, even if.

In the parable Christ does not specify that the victim "attacked by robbers" and abandoned "half-dead" was Jewish, Samaritan, or otherwise. He is anyone. He is everyone. Jesus wants us to be moved by exceptional compassion; love that pays no attention to racial, religious, or socioeconomic categories.



As Pope Francis said: "Love, after all, can never be just an abstraction. By its very nature, it indicates something concrete: intentions, attitudes, and behaviors that are shown in daily living."

I believe this kind of compassion and love is given to our needy brothers and sisters every time they come to Catholic Charities.

Your support of Catholic Charities continues to make a difference in the lives of so many people. Together, we are able to serve all of God's people by bringing them healing and peace.

Thank you for walking with us on this journey and for your continued prayers.

Sincerely in Christ,



+ v. 1. Estevez

Most Reverend Felipe J. Estevez, STD  
Bishop of St. Augustine

Anita Hassell

Anita A. Hassell, Diocesan Director  
Catholic Charities Bureau, Inc.



We advocated for the needs of our clients by providing **225 presentations to more than 46,000** individuals in our local community.



The agency has maintained a **consumer satisfaction rating of 99%**.



**98% of clients served met established program outcomes.**



**100% of grant and charitable foundations' support,** donations and proceeds from special events remained in our local communities.



Agency services were supported by **2,652 volunteers** and **66,579 volunteer hours** at a total value of **\$1,900,164**

*calculated at \$28.54/hr according to the Independent Sector.*



Our agency worked with **57 parishes** and **28 Catholic schools**. We provided support through volunteers, food drives, holiday gifts, donations and more.



## Finding Purpose & A Forever Family through Adoption

"I love the fact that I have been called to adopt Josiah\*, and I absolutely love him. He is resilient. He is our miracle baby. He is our SON. He is our testimony to others as we demonstrate our love, compassion, and caretaking.

We did not plan to have a baby to care for at this point in our lives. We were simply being sensitive to God's will and His timing. We consider it an honor and a privilege as well as our responsibility to care for, raise, nurture, and invest in Josiah."

- Kevin Anderson\*

\*Name and photo have been changed for privacy

# Agency Highlights

**95 Employees + 2,562 Volunteers = Transforming the Lives of 113,900 Individuals in 17 counties: Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, St. Johns, Suwannee and Union.**



**7,705 INDIVIDUALS**

Our **Homelessness Prevention Program** provided case management and temporary financial assistance for those in our community facing financial difficulties, such as loss of income or unexpected medical expenses.



**389 INDIVIDUALS**

**Self-Sufficiency Programs** provided services and education that help individuals become more financially self-reliant.



**1,656 INDIVIDUALS**

The **Ryan White Eligibility Program** assisted low-income persons living with HIV/AIDS with intake, referrals and case management services.



**1,626 INDIVIDUALS**

**COVID Related Financial Assistance** helped those impacted by coronavirus, by preventing homelessness or loss of utility services.



**184 INDIVIDUALS**

**Camp I Am Special** provided virtual camp experiences to children, teenagers and young adults with intellectual and developmental differences.



**598 INDIVIDUALS**

The **Weekend Hunger Backpack Program** assisted low income, food insecure children by giving them backpacks filled with nutritious food for weekends and holidays.



**1,347 INDIVIDUALS**

**Refugee Programs** assisted individuals with their quest to establish peaceful and safe new lives in the United States.



**5,441 INDIVIDUALS**

**Holiday Assistance** helped families and children enjoy the holidays with food and gifts.



**93,677 INDIVIDUALS**

Our **Food Pantries and Mobile Rural Outreach** helped people feed their families with **1,623,277 pounds** of food.



**358 INDIVIDUALS**

**Pro-Life Programs** provided assistance in all 17 Diocesan counties, as well as Lake, Marion and Volusia counties, delivering pregnancy counseling, adoption and post-adoption services.



**919 INDIVIDUALS**

**Immigration Legal Services** helped men and women become residents or citizens of the United States and offered family reunification assistance.



**2,948,616 POUNDS OF FOOD**

Our **Food Bank** distributed food to 61 partner agencies who assist the underserved and food insecure populations in rural communities.



90% Program Services  
6% Admin  
4% Fundraising



41% In-Kind  
25% Grants  
14% Contributions  
8% United Way  
6% Diocesan Support  
5% Fundraising  
1% Program Fees

## FISCAL ACCOUNTABILITY

The agency oversees and safeguards the assets of Catholic Charities in adherence with the best accounting principles, practices and theories. As a good steward of donations and grants, Catholic Charities is committed to providing transparency and accountability to donors and funders. The agency's CFO provides up-to-date financial recording and reporting, including regional and annual budgets, necessary schedules and financial analyses to leadership and the Governing Board of Directors. An independent audit is performed and reviewed by the Finance Committee of the Board of Directors.

# The Agency

## Our COVID-19 Response

Throughout the pandemic, our programs have continued to operate. In March of 2020, we quickly adapted operations to ensure we could still serve our clients. Catholic Charities was able to safely provide services both in person and virtually. Our overall agency numbers reflect an increase in need by the members of our communities. Catholic Charities is committed to providing services and care for those affected by the coronavirus.

### LAKE CITY REGIONAL OFFICE

Suzanne M. Edwards, MA  
Regional Director

**PROVIDES SERVICES IN:**  
COLUMBIA, HAMILTON,  
LAFAYETTE, SUWANNEE AND  
UNION COUNTIES.

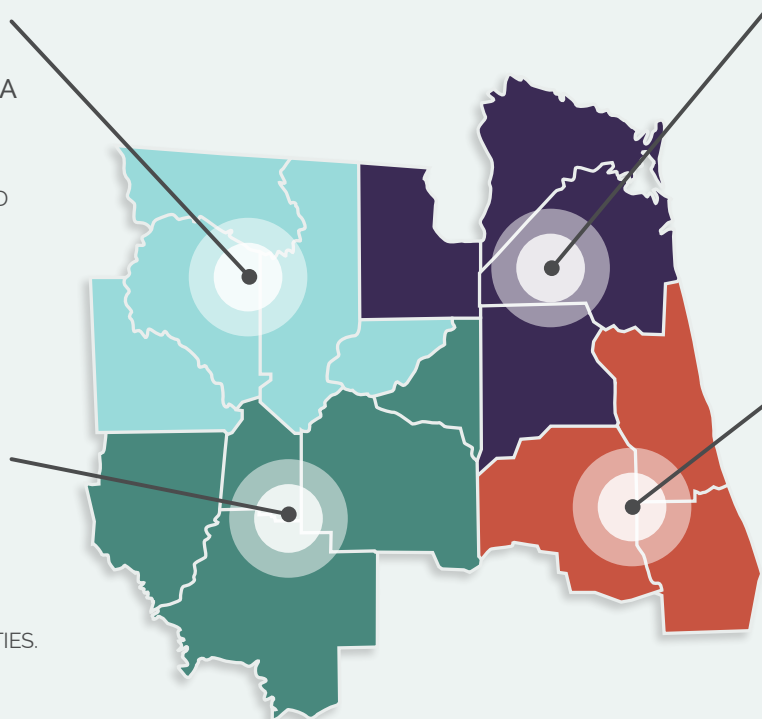
**Regional Office is located at:**  
553 NW Railroad Street  
Lake City, FL 32055

### GAINESVILLE REGIONAL OFFICE

John C. Barli  
Regional Director

**PROVIDES SERVICES IN:**  
ALACHUA, BRADFORD, DIXIE,  
GILCHRIST AND LEVY COUNTIES.

**Regional Office is located at:**  
1701 NE 9th Street  
Gainesville, FL 32609



### JACKSONVILLE REGIONAL OFFICE

Lori Weber  
Regional Director

**PROVIDES SERVICES IN:** BAKER, CLAY,  
DUVAL AND NASSAU.

**Regional Office is located at:**  
40 E. Adams Street, Suite 320  
Jacksonville, FL 32202

### ST. AUGUSTINE REGIONAL OFFICE

Ricardo E. Rosado-Rodriguez, MBA  
Regional Director

**PROVIDES SERVICES IN:** FLAGLER,  
PUTNAM AND ST. JOHNS COUNTIES.

**Regional Office is located at:**  
525 State Road 16, Suite 112  
St. Augustine, FL 32084

## Catholic Charities Bureau, Inc. Diocese of St. Augustine Board of Directors 2020-2021

### OFFICERS:

**Bishop Felipe J. Estevez, S.T.D**  
*President and Chair*  
**Anita A. Hassell**  
*Secretary and Treasurer*

### BOARD MEMBERS:

Jacqueline Crews	Joni Poitier
Deacon Michael Elison	Ralston Reodica
Malcom Fabre	Scott Samera
Jay Farhat	Jay Swisher
Chris Gibson	Corinne Turcotte
Tracie Loftis	Matt Welch
Father Guy Noonan	Father Mason Wiggins
Nancy O'Byrne	Sister Victoria Will

## AGENCY LEADERSHIP

**Anita A. Hassell, MBA, MSW**  
*Diocesan Director and CEO*  
**MaryEdda Day, MBA, CPA**  
*Chief Financial Officer*  
**Danah J. Gammage, MPA**  
*Chief Operating Officer*




Catholic Charities USA is the National Office for one of the nation's largest social service networks. Member agencies and institutions nationwide provide vital social services to over 10 million people in need, regardless of their religious, social or economic backgrounds.


A copy of the official registration and financial information for Catholic Charities Bureau, Inc., a Florida-based nonprofit corporation (registration # ch5388), may be obtained from the Division of Consumer Services by calling toll-free 1-800-HELP-FLA (435-7352) within the state or by visiting [www.800helpfla.com](http://www.800helpfla.com). Registration does not imply endorsement, approval or recommendation by the state.

# Jacksonville

## REGIONAL OFFICE

 (904) 354-4846

 40 E. Adams Street, Suite 320  
Jacksonville, FL 32202

 [ccbjax.org](http://ccbjax.org)

**Counties Served:**  
Baker, Clay, Duval and Nassau

**Number of Lives Transformed:**  
**50,570**

### Board of Directors 2020 - 2021

#### Leadership

**President**  
Bishop Felipe J. Estévez, S.T.D.

**Diocesan Director & CEO**  
Anita A. Hassell, MBA, MSW

**Regional Director**  
Lori Weber

#### OFFICERS

Kristi Aiello  
Chris Butler  
Roberto Costa  
Gregory Montana  
Brian Peters  
Jason Spencer

#### BOARD MEMBERS

Jan Bebeau  
Veronica Garcia Brown  
Karyn Carroll  
Staci Rae Duncan  
Rob Kowkabany  
Rev. Rafael S. Lavilla, Jr.  
J. Tyler Limbaugh, III  
Patrick Macabasco  
Gregory Montana  
Joseph Nackashi  
Shannon D. Shea  
Kim Wilmoth

## OUR IMPACT

Catholic Charities has served the community for more than 75 years as a compassionate helper, respected leader, and a reliable partner. We are putting our faith into action to transform lives by providing emergency financial assistance, workforce development, food assistance, immigration legal services, and refugee resettlement as well as by caring for persons with intellectual and developmental differences.



**184 IMPACTED**

**Camp I Am Special** provided virtual camp experiences to children, teens and adults with intellectual and developmental differences



**195 JOB SEEKERS**

received **workforce development** and **employment assistance** services



**919 IMMIGRANTS**

received **Immigration Legal Services** that reunited them with family or guided them on the path to citizenship



**680,823 POUNDS OF FOOD**

provided to **44,400 individuals** through our food programs



**1,318 REFUGEES**

received assistance through our **Refugee Programs** to integrate their lives into the U.S.



**2,128 INDIVIDUALS**

received **emergency financial assistance** for rent, mortgages or utilities



**953 INDIVIDUALS**

received **financial assistance** due to hardships related to the COVID-19 pandemic



**473 CHILDREN**

received **3,098 gifts** as part of our annual **Share Your Blessings Christmas drive**



"Not only did the food pantry help my family during the pandemic, but Catholic Charities helped me find a job and get fully back on my feet again. They have been more than I could have asked for!"

– Mateo\*

*\*Name and photo have been changed for privacy*