The overwhelming tragedies brought on by COVID-19 have made the past year like no other in the history of Catholic Charities since our founding around the time of the Spanish Flu pandemic in 1918. Throughout this time Catholic Charities staff, boards, volunteers and donors, have been “on the job” in the hardest hit neighborhoods and communities of New York. Yes, without a doubt, we pivoted and changed the way we provided many services.

Although many of us went remote and held numerous “zoominars,” hundreds of our Catholic Charities staff and volunteers could not and were on the frontlines in residences and neighborhood-based programs. We have sustained services to hundreds of thousands of New Yorkers, even though, in a few areas, we were forced to reduce and transition some services.

But, without a doubt, the major story of the past year — as we invite you to see in this annual report — is Catholic Charities’ significant expansion to meet basic needs for food, cash, and good information. So many of you have done or supported this critically-needed work. It is ongoing. Thank you, and we still need you.

EUGENE MCQUADE
Board Chair

MONSIGNOR KEVIN SULLIVAN
Executive Director

serving 400,000 individuals through 90+ agencies on the ground locally at 300+ sites in urban, suburban, and rural neighborhoods and communities throughout New York City and the Lower Hudson Valley.
IN ANY GIVEN YEAR...

WELCOMING AND INTEGRATING IMMIGRANTS AND REFUGEES

- 170,000 served, $116 million in services
- Services include information and referral, financial assistance, maternity services, and job readiness and placement.

STRENGTHENING FAMILIES AND RESOLVING CRISIS

- 46,000 served, $20 million in services
- Services include reuniting families, teaching skills, finding jobs, preventing exploitation, and supporting unaccompanied youth.

IMMIGRANTS AND REFUGEES

- 142,000 served, $87 million in services
- Services include supportive housing for the mentally ill, counseling, residences for those with special needs and disabilities, early intervention, special education, and prevention and treatment services.

OUR AGENCIES

- 90+ FEDERATION OF AGENCIES

- $870M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $780M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $520M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $360M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $200M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $100M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $50M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $25M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $10M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $5M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $2M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $1M IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $500K IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $250K IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $100K IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $50K IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $25K IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $10K IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $5K IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $2K IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $1K IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $500 IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $250 IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $100 IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $25 IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $10 IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $5 IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $2 IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $1 IN SERVICES PROVIDED BY CATHOLIC CHARITIES

- $0 IN SERVICES PROVIDED BY CATHOLIC CHARITIES
In March 2020, as COVID-19 was closing New York down, Catholic Charities opened COVID pop-up pantries to respond to the striking and dismaying increase in food insecurity in hard-hit neighborhoods. As restaurants and office buildings shut down, jobs and wages disappeared overnight. Former wage-earners lost the ability to buy food for their families. Catholic Charities addressed this need more than 200 times through pop-up pantries and special delivery meals that distributed more than 750,000 meals throughout Manhattan, the Bronx, Staten Island, and the Lower Hudson Valley. When added to the increased demand at Catholic Charities’ continuing network of 40 ongoing food programs, pantries, and community kitchens, approximately 8.4 million meals have been provided during the past year to hungry New Yorkers.
8+ MILLION nutritious meals provided for our neighbors through our network of pantries, community kitchens, and "pop-up" pantries

CASH ASSISTANCE $5 MILLION distributed to 9,000 workers when they suddenly found themselves jobless but still had families to support

SUBSTANCE ABUSE TREATMENT 30,000 chemical dependency telecare sessions to serve 1,326 neighbors experiencing substance abuse

PREVENTING EVICTION 3,863 evictions prevented and households stabilized

400,000+ INDIVIDUALS SERVED in any given year

TELE-HEALTH AND WELLNESS CALLS 140,000 calls to children, youth, and their families facing the stress of closed schools and other pandemic related social isolation

IMMIGRATION ASSISTANCE 55,000 calls answered on three immigration hotlines and 3,500 legal consultations

STRENGTHENING FAMILIES 24,000 helpline calls answered and 3,400 new households assisted by caseworkers

FEEDING OUR NEIGHBORS 8+ MILLION

NURTURING YOUTH 3,000 youth engaged in summer camps or enrichment activities

3,863 evictions prevented and households stabilized

55,000 calls answered on three immigration hotlines and 3,500 legal consultations

24,000 helpline calls answered and 3,400 new households assisted by caseworkers
THANK YOU
Frontline workers
Our staff and volunteers were crucial to helping us remain open and service our neighbors in need across New York. They didn’t tire in helping us unload boxes of food, serve families through weekly wellness calls, and much more. Thank you to Catholic Charities of NY’s essential workers.

CATHOLIC CHARITIES OF NEW YORK
Condensed Financial Statement
Fiscal Year Ending August 31, 2020

凝ited Financial Statement
CATHOLIC CHARITIES OF NEW YORK
(Figures in thousands of dollars)

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardinal’s Appeal</td>
<td>2,500</td>
<td>2,500</td>
</tr>
<tr>
<td>Bequests</td>
<td>6,516</td>
<td>5,516</td>
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<tr>
<td>Appeals, Contributions and Events, Net</td>
<td>12,208</td>
<td>12,537</td>
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<tr>
<td>Centennial Campaign contributions</td>
<td>401</td>
<td>496</td>
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<tr>
<td>Cardinal’s Committee for Charity, Net</td>
<td>2,009</td>
<td>1,605</td>
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<tr>
<td>Foundations and Corporations</td>
<td>19,060</td>
<td>6,129</td>
</tr>
<tr>
<td>Government Sources</td>
<td>39,664</td>
<td>44,066</td>
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<tr>
<td>Program Revenues and Income</td>
<td>3,886</td>
<td>4,193</td>
</tr>
<tr>
<td>Other Supporting Services</td>
<td>2,611</td>
<td>2,807</td>
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<tr>
<td>Investment Dividends and Income</td>
<td>854</td>
<td>747</td>
</tr>
<tr>
<td>Realized Gain on sale of property</td>
<td>4</td>
<td>1,900</td>
</tr>
<tr>
<td>Realized/Unrealized Investment Gain (Loss)</td>
<td>6,485</td>
<td>(171)</td>
</tr>
<tr>
<td></td>
<td><strong>94,298</strong></td>
<td><strong>82,326</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Outreach Services</td>
<td>19,287</td>
<td>20,788</td>
</tr>
<tr>
<td>Behavioral Health (Beacon of Hope)</td>
<td>12,632</td>
<td>11,569</td>
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<tr>
<td>Immigration and Refugee Services</td>
<td>13,648</td>
<td>12,486</td>
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<tr>
<td>Alianza Youth Services</td>
<td>6,940</td>
<td>8,022</td>
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<tr>
<td>Catholic Youth Services</td>
<td>1,341</td>
<td>1,578</td>
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<tr>
<td>COVID and Disaster Response Assistance</td>
<td>7,546</td>
<td>116</td>
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<tr>
<td>Services for the Disabled</td>
<td>2,072</td>
<td>2,059</td>
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<tr>
<td>Social and Community Development</td>
<td>1,207</td>
<td>1,286</td>
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<tr>
<td>Agency Relations</td>
<td>11,208</td>
<td>10,024</td>
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<tr>
<td>Fundraising</td>
<td>4,406</td>
<td>4,234</td>
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<tr>
<td>Administration</td>
<td>6,492</td>
<td>9,031</td>
</tr>
<tr>
<td></td>
<td><strong>88,979</strong></td>
<td><strong>81,993</strong></td>
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</table>

<table>
<thead>
<tr>
<th>OPERATING RESULTS</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenues</td>
<td>94,298</td>
<td>82,326</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>88,979</td>
<td>81,993</td>
</tr>
<tr>
<td>Operating Income</td>
<td>5,319</td>
<td>333</td>
</tr>
<tr>
<td>Extraordinary Item</td>
<td>(8,223)</td>
<td>—</td>
</tr>
<tr>
<td>Increase in Net Assets</td>
<td>96</td>
<td>333</td>
</tr>
</tbody>
</table>

Numbers reflect the combined audited financial statements of The Catholic Charities of the Archdiocese of New York, Catholic Charities Community Service of the Archdiocese of New York, Housing Fund of the Archdiocese of New York, Inc. and Housing Development Institute, and the coordination of support to the Federation of Agencies as described elsewhere in this document.

VIEW A LIST OF OUR MOST GENEROUS SUPPORTERS HERE: CATHOLICCHARITIESNY.ORG/2020DONORS

©2021 CCNY CatholicCharitiesNY.org/donate 9
The impact of remote learning on children has been well documented. For families in need of childcare and a safe space for virtual learning, we operated four Learning Labs. We also kept in touch with children and families through thousands of wellness calls. We organized summer day trips for New York City youth.

When COVID-19 forced the closedown of the Hudson Valley CYO sleep-away camp, Catholic Charities quickly converted it into a camp with day trips for New York City youth. Hundreds of youth took advantage of this wonderful setting.
Pivoting to TELECARE

Faced with restrictions against in-person services, our staff embarked upon a range of tele-health and wellness calls to provide a listening ear and needed support during a time of unprecedented loss and uncertainty.

Tele-Behavioral Health Sessions
Weekly Wellness Calls to Youth and Families
Virtual Presentations on English Classes
Immigration and Paralegal Services
Learning Labs for Students
Remote Counseling and Resource Assistance

Astor Services for Children & Families carried out 90,000 tele-health sessions to ensure the emotional wellbeing of thousands of children and their families. Our staff at the Alianza Dominicana Youth Services program made over 50,000 wellness calls during the first three months of the pandemic. Those weekly wellness calls made contact with families 22,000 times.

Our caseworkers assisted families in crisis throughout the pandemic. We adjusted our telephone helpline to operate from home offices on weekdays from 8 am to 8 pm.

During the 2020 school year, Alianza provided in-person and remote programming for 2,350 youth as well as critical support for students. For families in need of childcare and a safe space for virtual learning, we also operated four Learning Labs.

To distribute critical information regarding healthcare, unemployment, stimulus checks, and changing immigration regulations, we conducted 150 virtual presentations reaching more than 13,500 people.

In 2020, we had to cancel our traditional St. Nicholas Shopping Day, but Catholic Charities staff, volunteers, and donors served even more families through a strong digital shopping effort.

THANK YOU, VOLUNTEERS

Catholic Charities volunteers stepped up and helped us remain open during the COVID-19 pandemic when many others were staying home. Almost 3,000 volunteers donated their time at food pantries, immigration workshops, family and youth events, Census information tables, and more, which amounted to over 35,000 hours of service.
In pandemic’s grip, concerns about food insecurity are compounded for older Americans

Until March, Gabriel and Constancia Merrill had both worked to provide food to seniors, preparing the meals and delivering them.

But now, the couple has found themselves on the receiving end of food assistance after losing their jobs.

“We’ve never gone to a food bank before,” Mr. Merrill, 71, said. “Now, we’re on the receiving end of food assistance, and it’s terrible.”

Mr. Merrill had both worked to provide food and security for older Americans, a beneficiary agency of The New York Times Neediest Cases Fund. “We’re not doing as much as we can, but the need is greater than our resources.”

Catholic Charities Community Services, which is part of Catholic Charities Archdiocese of New York, another beneficiary agency of The Fund, “are doing as much as we can, but the need is greater than our resources.”

The Merrills are not alone. Before the coronavirus pandemic, more than 37 million Americans were considered food insecure by the government. A recent study from Feeding America projects that the number will rise significantly this year in its region, which boasts some of the wealthiest counties in the country.

Among them is Manuel Rosario, who is 85 and goes by Manny. Mr. Rosario volunteered at a Catholic Charities food bank for 20 years before becoming a recipient. “I used to help as a volunteer himself.”

In fact, Ms. Merrill, 62, recently tested positive for the coronavirus. “She said she had been leaving the house only to get groceries and had experienced a mild case.

In order to mitigate this risk, food banks like Catholic Charities Community Services have had to adjust their operations, some shifting to at-home delivery to ensure older people either don’t want to or can’t be left to leave their homes to continue to have enough food on their tables.

“For a lot of these seniors, this program is kind of their lifeline,” said Beatriz Diaz, executive director of Catholic Charities Community Services, which is part of Catholic Charities Archdiocese of New York, another beneficiary agency of The Fund. “We are doing as much as we can, but the need is greater than our resources.”

Catholic Charities Community Services used $6,000 from The Fund for July’s Homebound Initiative, which has long offered at-home delivery through its Homebound Program, and demand surged after the pandemic began.

Having served about 60 people on a monthly basis before the pandemic, the Homebound Initiative now delivers food to around 300 people each month.

Among them is Manuel Rosario, who is 85 and goes by Manny. Mr. Rosario volunteers for 20 years before becoming a recipient. Now, he is living with his two daughters in Harlem, mostly staying home as a precaution and recovering from knee surgery.

“Thank God, I’m OK,” Mr. Rosario said. “I feel good.”

“The Homebound Program is now serving about 300 clients a month. It’s a huge change for us,” said Hilary Salmon, a representative of the Capital Area Food Bank.

Leaders at the Capital Area Food Bank and Catholic Charities project that food insecurity is likely to increase as the year goes on.

“People aren’t just going to disappear,” Mr. Rosario said. “I will keep helping as a volunteer himself.”

“They were good people,” he said.

“You think, ‘Oh my goodness, this shouldn’t be happening in the capital of the wealthiest country on earth,’” Ms. Mutiah said “There’s obviously a lot that we, as food banks, are stretching to do and to respond during the pandemic, but we can’t do it alone.”

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When Schools Closed, These Remote Learners Needed Extra Help

As New York City went into lockdown, some families faced additional challenges in helping their children keep up.

Snow Joy Williams’s daughter, Verona, was born blind and quadriplegic. Ms. Williams has dedicated all her time to raising her.

After Verona, 17, transitioned to remote learning in March, Ms. Williams took on the role of physical therapist, occupational therapist, speech therapist and a teacher,” said Ms. Williams, 52.

In addition to abruptly losing the in-person support that Verona had received at the Lavelle School for the Blind in the Bronx, Ms. Williams faced challenges just getting her daughter online for school. The iPad her daughter received from the city’s Department of Education had one app and did not accommodate her learning disabilities.

“Our students can’t turn the computer on by themselves or launch the Google Meet by themselves,” said Rebecca Renshaw, the executive director of the Lavelle School.

Administrators at the school, which is private but state-supported and serves 125 students, realized the iPads were a problem for some of its students, who have visual impairments along with other disabilities.

To help get students ready for the new school year, school officials bought seven specialized tablets with a $2,500 grant from Catholic Charities Archdiocese of New York, one of 10 organizations supported by The New York Times Neediest Cases Fund.

The city’s Department of Education allows any child who attends a public school or a private school that receives special education services to get an iPad. Even before remote learning began, the city offered software and hardware to assist children with disabilities based on a student’s specific educational needs.

But in recent months, the Lavelle School wanted customizable tablets to better accommodate remote learning for students who have several disabilities.

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In March, Ms. Criollo, a 46-year-old widow who supports three children at home as well as family in Ecuador, lost both of her cleaning jobs as the city shuttered. One employer, she said, delayed sending her last few weeks of pay — $2,400 she did not see until April.

Also in March, her landlord sent her a new lease agreement, increasing her rent to $1,475 — up about $2 a month.

Without work or any public assistance, she quickly depleted her savings.

"Exactly in March when the pandemic start ed, that's basically when I started to get desperate," Ms. Criollo said in Spanish. "I remember feeling, wow, this is just grinding halt, Mr. Sanchez's operation was postponed. [ ... ]

Robert Sanchez has spent much of his life working for the other shoe to drop. At age 19, he began serving 15 years in prison for drug possession, and afterward, he dedicated himself to helping others who had been in similar situations. Then everything changed. After he released, he was told he was in rapid kidney failure and had just two weeks to live.

Robert Sanchez said last month from his home in the Bronx, "I would get tired because of my disease, it was hard to catch my breath and keeping moving," he said. "The humbling part is when you grow up the way I grew up, you're not used to asking for help," Mr. Sanchez said. "Now, you have to."

When Robert Sanchez needed dialysis, he had to be cautious about travel for treatment. The dialysis treatments of the previous months had left him feeling exhausted, and he had to quit his job at a nonprofit working with incarcerated men. "I had the job because it was an opportunity for me to reach young men who, for whatever reason, are in this place of their lives where they need guidance," Mr. Sanchez said. "There wasn’t many people I could catch my breath and keeping moving.

In August, Mr. Sanchez found support when he was introduced to Catholic Charities Community Services. The group of Catholic Charities Archdiocese of New York, one of 10 organizations supported by The New York Times Nominations Needed Case Fund Through The Fund, Mr. Sanchez received $250 for food delivery, $200 for transportation and $150 for cleaning services.

"When you grow up the way I grew up, you’re not used to asking for help," Mr. Sanchez said. "The humbling part is learning how to do that now and to be open to it. And to say, ‘Now, I could use a hand, and admit to somebody, I’m not doing well.’"

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Ms. Criollo supports three children, ages 8 to 16, working as a maid. She scavenged food pantries — leaving "with empty hands — without anything," she recalled. "I was asking myself, when does it end? When do things get better?"

Money was already running short. Sometimes, he found himself walking the two miles to the dialysis center, fearing that taking public transportation would expose him to the virus.

Mr. Sanchez, who receives $900 a month in Social Security Disability Insurance, would pay the essential bills he could save enough to take a ride share to his dialysis appointments three times a week. "I had the job because it was an opportunity for me to reach young men who, for whatever reason, are in this place of their lives where they need guidance," Mr. Sanchez said. "There wasn’t any people I could catch my breath and keeping moving."
David Wezdenko is a Catholic Charities donor and active volunteer in both New York and Florida. Always passionate about supporting the underserved, since the COVID-19 pandemic hit, David was inspired by the heroic response he was seeing among first responders, charitable organizations, and the Church; he too wanted to do more. Drawn to Catholic Charities by the strong Catholic faith—what gets me through life—and his affinity with its mission, he decided to seek out volunteer opportunities with the organization.

Just before Thanksgiving, David volunteered at Catholic Charities’ Annual Turkey Distribution at the Kennedy Center in Harlem. “I was the one guiding people into the lines,” he noted. Getting involved personally gave David a new appreciation of both Catholic Charities and the clients it serves. David was struck by the diversity of both Catholic Charities and the clients it serves. “What this confirmed,” he reflected, “is that poverty, maybe compounded by the pandemic, with rooms upon rooms filled with packages that people had contributed. I was told that the level of giving had multiplied in light of the pandemic.”

David Wezdenko offers, “Contributions don’t believe in God, it’s all about ‘How can I help?’” He was heartened to see the genuineness of the people lining up to receive food assistance. “What this confirmed,” he reflected, “is that poverty, maybe compounded by the pandemic.”

David was again impressed by what he saw at Catholic Charities. “Their attitudes and commitment just made you realize that donation into an even much more substantial thing, something they were really just passionate about the fact that maybe it’s a Catholic-based organization; but they don’t care whether you’re Catholic, Jewish, Protestant, Muslim, etc., or you don’t believe in God, it’s all about ‘How can you help?’”

Photo courtesy of Catholic Charities of New York.
LEADERSHIP

His Eminence,
Timothy Michael Cardinal Dolan,
Archbishop of New York

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“I’m always very moved when people come up and our Catholic Charities people know their names, they know their relatives. They ask how mom is because it’s personal. It’s not a number, it’s not a case — they’re people. They’re people made in the image and likeness of God.”

HIS EMINENCE, TIMOTHY MICHAEL CARDINAL DOLAN, Archbishop of New York

OUR MISSION

Catholic Charities of the Archdiocese of New York seeks to uphold the dignity of each person as made in the image of God by serving the basic needs of the poor, troubled, frail, and oppressed of all religions. Our programs protect and nurture children and youth, strengthen families, resolve crises, feed the hungry, shelter the homeless, support the physically and emotionally challenged, and welcome and integrate immigrants and refugees. Each year, our federation of 90 agencies provides help and creates hope for more than 400,000 households.