Mission—Catholic Charities Community Services seeks to provide high quality human services to New Yorkers of all religions who are in need. The newcomers, the family in danger of becoming homeless, the hungry child, the emotionally challenged and developing youth are among those for whom we have particular concern. Our work is grounded in the belief in the dignity of each person made in the image of God and the building of a just and compassionate society—especially for the most vulnerable among us.
Dear Friends:

Today communities, families and individuals may face many potential “storms.” These “storms” may come in the form of a lost job or home, poverty, the frailty of old age or disability. After Hurricane Sandy, Catholic Charities partnered with many organizations throughout New York to help thousands whose homes and lives were devastated. Catholic Charities provides help to weather the storms and hope for a better future for people of all faiths.

The scope of Catholic Charities’ services is broad. We welcome and help newcomers to become part of New York. We feed hungry families and save homes. The blind are trained for independence, the mentally challenged are offered safe residence and compassionate care. Healthy recreation and educational support are provided to New York’s young people.

Catholic Charities has grown to meet the changing needs of the communities we serve. Long-term professional case management—the model of care provided by Catholic Charities—continues to help thousands of families recover from Superstorm Sandy. Youth services now include targeted after-school and youth employment programs, drop-out prevention and a unique youth-focused cultural center. Catholic Charities expanded immigration hotline services in response to the wave of unaccompanied minors entering the United States; and now offers newcomers a unique program to learn English and the culture of their new country.

None of this is possible without the Board, staff and volunteers of Catholic Charities Community Services—varied in talents and responsibilities, but with the same commitment to provide help and hope for those in need. This is the daily strength of Catholic Charities. Underlying and uniting its diverse services is the core belief that every person is made in the image of God and, therefore, worthy of dignity. This is an essential part of the contribution Catholic Charities makes to the fabric of New York.

Sincerely,

Monsignor Kevin Sullivan, Chairman of the Board Catholic Charities Community Services
Dear Friends:

This is the first annual report for Catholic Charities Community Services (CCCS). It focuses on how far we've come as an agency and the broad range of programs and services Catholic Charities Community Services manages in its effort to answer the call to care for those in need throughout the Archdiocese of New York. In this report you will learn about the many ways we strive to strengthen families and resolve crises, to welcome and integrate immigrants and refugees, to feed the hungry and shelter the homeless, to protect children and youth and to support the physically and emotionally challenged.

Helping us to answer the call to care are our extraordinary community partners. The list is long and varied. To mention a few: churches of many faiths, government organizations, independent citizens councils, Catholic Charities USA—the national organization that represents all Catholic Charities throughout the nation, individual Catholic Charities in other dioceses, and hundreds of generous, faithful and encouraging donors and volunteers. We are fortunate to have Board members who support our mission of service with their energy, wisdom, knowledge, belief and generosity.

We are thankful for our friends and supporters. We are grateful to the CCCS staff. Their work, knowledge, ingenuity and dedication provide the help that can break the cycle of need and create the hope in clients that they can re-establish their independence and rebuild their lives.

This annual report is a concise version of all the help Catholic Charities Community Services provides and all the hope it generates for those in need. It is also an agenda for our commitment to serve with compassion and regard for their dignity. What follows here is a presentation of our commitment to care.

Thank you all for your generous, genuine support and interest.

Sincerely,

Beatriz Diaz Taveras
Executive Director
Catholic Charities Community Services
Catholic Charities Community Services is committed to the development of every child and youth—physically, emotionally, intellectually and spiritually—whether newcomer or native-born. More than 26,500 young people are served in safe environments.

Catholic Youth Organization (CYO) County Programs
The goals of CYO are to foster the personal, spiritual and physical growth of young people through athletic, scouting, volunteer and cultural programs.

- **Physical Fitness and Sports**—CYO engages 24,000 youths yearly in sports, spiritually-based activities promoting health, sportsmanship, fairness and team building. CYO collaborates with 225 parishes to run more than 1,700 teams playing basketball, cross country track and field, baseball/softball and cheerleading.

- **CYO Fitness Program**—The Coca-Cola Foundation supports the CYO goal of enhancing sports programming with physical assessments and nutrition education to meet the standards of the Presidential Youth Fitness Program.

- **Community Support**—CYO members are encouraged to become active community members. After Hurricane Sandy, more than 160 CYO volunteers, coaches, and parents delivered supplies to neighbors in need.

Alianza Youth Services
Alianza Youth Services strengthens academic achievement, health, fitness, artistic expression of young people and promotes employment, college entry, civic engagement and community service. Alianza Youth Services are located in Washington Heights/Inwood and Highbridge, NY.

- **After School**—Programs for youth located throughout Manhattan and the Bronx offer academic support, tutoring, homework help, literacy instruction using music, the arts and theatre, science, technology, engineering and math activities. It also promotes healthy living practices.

- **Dropout Prevention**—These programs promote re-entry to school, academic achievement and development of a post-graduation plan that may include college and/or employment.

- **Youth Employment**—Programs that prepare young people—14 to 24 years—for employment by offering internships, career and college readiness workshops, on-the-job experience and employment. There are also Summer Youth Employment, Transition-to-Adulthood and In-School Youth programs.

- **Cultural Center**—A multi-disciplinary arts center in Washington Heights that showcases contemporary and classical Dominican and Latin American art and music. The Center's aim is to stimulate knowledge of artistic expressions and create artistic expressions of their own.
As part of its community outreach services, Catholic Charities Community Services provides food, shelter, education and advocacy to individuals, families, parishes and community groups to ensure that no neighbor is turned away hungry or without home or shelter. Two programs address these needs: Feeding Our Neighbors and Preserving Your Housing. More than 3,000,000 meals were provided to hungry New Yorkers during the past 12 months.

Feeding Our Neighbors

Feeding Our Neighbors does more than hand out food. Several of its programs provide support, education and advocacy to parishes and other community groups in order to develop and sustain programs that address the reduction of hunger. Staff directly administers nine food pantries, including three Mobile Pantry sites and one “client-choice” food pantry. Staff administers state and local conduit funds to purchase emergency food, fresh produce and supplies for 26 emergency food programs in Staten Island, Manhattan, the Bronx, Westchester, Putnam and Ulster Counties. The program provides the Supplemental Nutrition Assistance Program (SNAP) outreach and benefits enrollment in the seven counties in the Hudson Valley. In 2013, CCCS pre-screened more than 2,500 people for SNAP Benefits.

Feeding Our Neighbors Campaign — With the leadership of Cardinal Timothy Dolan, a week-long campaign to gather food was initiated in 191 parishes and schools of the Archdiocese of New York. More than 575,000 meals were collected in 2013. The Feeding Our Neighbors campaign was expanded by collaboration with other faith communities. An additional 750,000 meals were collected in partnership with the UJA-Federation of New York.

Preserving Housing

Preserving Housing does more than prevent evictions. The program goal is to help families preserve affordable housing and encourage family stability. CCCS also resolves immediate housing crises and assists clients in maintaining stable housing on a long-term basis. Case managers help clients receive all publicly available funds for which they are eligible, as well as such supports as food stamps, health insurance and, when appropriate, assistance in receiving regular child support payments. Staff assists clients with the Housing Court process. Some of the program’s other services include financial assistance for unpaid rent, referrals and assistance with agencies, community based organizations and local partners.
Families and individuals face such challenges as illness, job loss, aging elders, parenting difficulties, hunger and housing instability. Sometimes families face the devastation of experiencing more than one of these hardships at a time. Whether a family needs strengthening or assistance, Catholic Charities Community Services offers a comprehensive response that includes tangible help—food, rent, shelter—that eases the immediate fear and pain. Yet, for Catholic Charities Community Services, that is only part of the response. The help we offer is multi-layered. We strive to offer a comprehensive response that helps a family recover and strengthens its ability to establish long-term success. Catholic Charities Community Services grasps the problems that led to the acute need, discerns the abilities of those in need to manage and even ameliorates the issues that caused the hardship. We also provide appropriate referrals and advocate for the client to receive tangible assistance when necessary. The Catholic Charities Federation of more than 90 human service agencies offers diverse referral opportunities—plus a continuity of mission. For Catholic Charities Community Services this multi-level response is uniquely empathetic, providing an environment of acceptance and respect for the client—the same given to a neighbor, family member or friend. In 2013, CCCS assisted 5,200 families.

Senior Centers
Catholic Charities Community Services operates two New York City Department for the Aging Senior Centers on Staten Island. Although the Centers target low-income seniors in Port Richmond and West Brighton, they serve all Staten Island seniors ages 60 and older. Services focus on programs that support wellness, nutritious meals, socialization, recreation and exercise. Periodic health screenings are part of the service menu alerting staff and seniors to potential health problems. Transportation is provided.

Financial Literacy Training
Initial financial assistance is just one tool that can help stabilize families in crisis. The Catholic Charities Community Services model of case management helps families build an independent life when possible. Financial literacy classes are available to assist low-to-moderate income families in acquiring the budgetary skills to manage their finances, identify financial priorities and goals and prioritize needs.

Parish Counseling Network
The Parish Counseling Network provides access to short-term professional counseling at parish locations throughout the Archdiocese. More than one hundred licensed counseling professionals support parishioners through such crises and problems as job loss, eldercare, bereavement and parenting challenges that can be addressed by brief counseling support. Job coaching and counseling are also available.
Disaster Response

Hurricanes, floods, fires and man-made disasters leave families and individuals homeless, jobless and devastated without resources to rebuild homes and lives. After the havoc caused by Hurricane Sandy, Catholic Charities responded quickly to serve vast and diverse disaster areas from Staten Island, Lower Manhattan, Westchester and Rockland to towns and villages in New York State. Catholic Charities mobilized hundreds of personnel—its own human resources, as well as volunteers from parishes and other organizations—to meet the survivors’ immediate needs for shelter, food, water, warmth and safety.

On Staten Island, Catholic Charities established an intake hotline to aid residents with immediate needs: food, water, warming shelters and shelter. Many of these relief activities were available at the Catholic Charities/CYO site at Anderson Avenue and the Mission of the Immaculate Virgin Center at Mount Loretto. The Catholic Charities Emergency Food Distribution Network provided nearly 15,000 meals from the Rusty Staub Mobile Food Pantry.

Catholic Charities reached far beyond Staten Island. Staff set up and operated the Westchester County Emergency Operation Center and provided services to thousands of storm survivors. Even though the Catholic Charities Community Services of Rockland offices were without power, staff worked at the county’s Emergency Response Center.

Catholic Charities knew that beyond the basics, many survivors would need a long-term and comprehensive response to rebuild their homes and lives. It broadened its focus from survival and safety to long-term recovery and rebuilding—a comprehensive response. Having learned important disaster and recovery lessons as a result of its key role in the aftermath of the 9/11 catastrophe, Catholic Charities implemented a broad-based disaster case management plan designed to leave no neighbor behind on the road to recovery, and to leave no stone unturned in mining the resources needed in the rebuilding of homes, businesses and lives.

A key factor in the Catholic Charities Disaster Management Plan for immediate and long range recovery remains a locally-based Disaster Case Manager—a single point of contact—who works with staff and survivors to create and implement individual recovery plans. Catholic Charities will carry out a two-year disaster case management program in partnership with the NYS Division of Homeland Security Office of Emergency Management, as well as approximately 20 local nonprofit organizations, to make multi-lingual case managers and other services available.

Recovery continues. Catholic Charities works with Long Term Recovery Organizations [LTOs] which were established throughout much of the disaster area to address continuing needs: case management, clothing, home repair and temporary housing assistance, medical and food resources, and counseling.
The Catholic Charities Community Services model of providing services to clients in need— comprehensive case management set within an empathetic environment—is particularly effective when clients are physically and/or emotionally challenged. Our clients’ needs are diverse. We provide housing, employment training and placement, mobility and independence training, emotional and psychological guidance and support and socialization skills all aimed at helping clients achieve a level of independence and dignity that can be sustained. More than 900 challenged individuals were served in compassionate environments.

**Beacon of Hope**
Provides residential and supportive services for individuals who face severe mental challenges. The range of services is broad to meet diverse psychological and emotional needs.

**Residential Services**
Provides housing and rehabilitation services for individuals who are severely and persistently mentally ill. Services include congregate treatment, apartment treatment and supported housing. Residence sites are located in the Bronx, Staten Island and Brooklyn.

**Catholic Guild for the Blind**
Provides education and rehabilitation services to visually-impaired individuals. Services include orientation and mobility instruction, computer training, classes in English for speakers of other languages, adaptive technologies and training in personal and home management. In addition, the Guild provides academic instruction to prepare individuals for high school equivalency examinations, college course work, pre-employment and job placement services to foster economic self-efficiency.
Immigrant and Refugee Services of Catholic Charities Community Services provides a wide range of services for newcomers. We offer direct legal services, two “hotlines” for those seeking informed assistance, refugee resettlement assistance, legal and supportive services for unaccompanied minors and an International Center where newcomers can experience unique English learning and acculturation programs. More than 3,000 immigrants, refugees and newcomers were served by CCCS.

New York State New Americans Hotline 1-800-566-7636
CCCS operates the New York State New Americans Hotline from 9:00am to 8:00pm weekdays. Operators speak nine languages with access to language service support in 200 more languages. Callers with immigration and citizenship related queries remain anonymous.

Legal Orientation Program for Custodians Call Center 1-800-996-3848
In conjunction with the New York State New Americans Hotline (see above), CCCS recently initiated operation of its Call Center for a Legal Orientation Program for Custodians. One-on-one multi-lingual telephone support by its operators assists adults who are considering, or have accepted custody of unaccompanied minors who were released into their care by the Federal government.

Immigration Legal Services
CCCS provides legal services and representation to thousands of documented and undocumented immigrants in New York City and the Lower Hudson Valley. A staff of lawyers and paralegals handle matters that include, but are not limited to, family reunification petitions, legal residence applications, work authorization, naturalization/citizenship, applications for Deferred Action for Childhood Arrivals, residence for victims of crime, trafficking or domestic violence, political asylum and deportation defense.

Refugee Resettlement
CCCS offers a broad array of refugee resettlement services. These services include the reception and placement of new arrivals, a Safe Passages Program to provide initial family reunification services to unaccompanied children who have fled from abuse and violence, as well as social, employment and transitional support services to asylees, refugees, and victims of human trafficking. The Program also serves especially vulnerable populations seeking transition to work, as well as Cuban and Haitian arrivals that are in need of transitional support.
Services for Unaccompanied Minors

CCCS provides services to assist unaccompanied children in federal shelters or detention facilities who entered the US for refuge from persecution or to reunite with a family member. CCCS lawyers, caseworkers and paralegals conduct child-appropriate presentations about the extent of the children's legal rights and what they can anticipate. Legal staff consult with each child and provide representation for appearance before an immigration judge. Custodians of children released from detention get a clearer understanding of their responsibilities and rights from in-person group orientations presented by program staff.

International Center

The International Center is a special addition to Immigrant and Refugee Services that provides dynamic weekly English language instruction provided by volunteers. More than 40 open classes a week provide structured courses and unique “one-on-one” conversation with volunteer English speakers. Monthly trips to cultural institutions and other sites enrich acculturation and broaden the learning experience of newcomers. The Center’s year-long Immigrant Support Program for low-income immigrants, refugees and asylees offers all Center programs, including classes, conversation partnerships and consultations without charge.

Project Irish Outreach

For more than 27 years, Project Irish Outreach has offered recent disadvantaged and vulnerable Irish immigrants a full menu of case management services and support including information and referral, social services, legal assistance, a ministry for Irish prisoners and healthcare information. Designed to help Irish newcomers make a smooth transition and provide settlement services, the program also operates an information hotline (914-237-5098), a neighborhood center and offers regular outreach. Project Irish Outreach is grateful for the generous financial support of the Irish Department of Foreign Affairs and Trade.
Patrons • Supporters • Partners

Catholic Charities Community Services is a recipient of generous support from foundations and other organizations. This support has allowed CCCS to diversify its services. CCCS partners with a broad array of organizations located throughout the New York Metro area, the Hudson Valley region and the country. These successful collaborations have allowed CCCS to enhance its support and advocacy for those in need.

Patrons:
- Altman Foundation
- The Coca-Cola Foundation
- Catholic Campaign for Human Development
- Catholic Charities USA
- The Foundation for Community Health
- Fidelis Care New York
- Irish Department of Foreign Affairs and Trade
- The Mayor’s Fund to Advance New York City
- The New York Community Trust
- The Rusty Staub Foundation
- United Way of Dutchess and Orange Region

Supporters:
- The Baseball Tomorrow Fund
- City Harvest
- Community Foundations for the Hudson Valley
- Equal Justice Foundation
- The Food Bank for New York City
- The Hispanic Resource Center
- The Hyde and Watson Foundation
- The International Center Inc.
- The Medical Center Neighborhood Fund
- New York Law School
- The Richmond County Savings Foundation
- St. Johns University
- Staten Island Arts (formerly COAHSI)
- The Stewart’s Shop Holiday Match

Partners:
- Association of Community Living
- Association the Help of Retarded Children
- Catholic Legal Immigration Network
- Chinese Staff and Worker’s Association
- Coalition for the Homeless
- Dutchess County Community Action
- Dutchess Outreach
- El Centro del Inmigrante
- Emergency Food and Shelter Local Board
- Emergency Rent Coalition
- Eviction Prevention Network
- Grace Smith House
- Homeless Services for the Blind
- Hudson River Housing, Inc.
- Hudson Valley C.A.S.H. Coalition
- Human Services Council of New York City
- Homeless Prevention Innovation Program
- Legal Services of Hudson Valley
- Mano a Mano Coalition—Hispanic Outreach Advisory Group of Ulster County
- Neighborhood Association of Intercultural Affairs
- New York Association for Psychiatric Initiatives
- New York City Citizen Corps Council
- New York City Clubhouse Coalition
- New York City Coalition on Aging and Vision
- New York City Office of Emergency Management-Advanced Warning System

New York City Voluntary Organizations Active in Disaster
New York Immigration Coalition
New York State Association for Education and Rehabilitation
New York State Catholic Conference
New York State Vision and Rehabilitation Association
NY-NJ-CT-PA Regional Catastrophe Planning Group
North East Community Center
People for People
Recycle the City
ReUse Alliance
Salvation Army
Staten Island Inter-Agency Council for Aging
Staten Island Interfaith Coalition of Feeding Ministries
Sullivan County Federation for the Homeless
Ulster County Order of Hibernians
Ulster County Chamber of Commerce
Workers’ Rights Law Center
Fiscal Report

Year Ending
August 31,

<table>
<thead>
<tr>
<th>Revenues ($ in Thousands)</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Charities Grants</td>
<td>$8,499</td>
<td>$7,846</td>
</tr>
<tr>
<td>Donations and Other</td>
<td>4,948</td>
<td>1,729</td>
</tr>
<tr>
<td>Special Events, (net)</td>
<td>490</td>
<td>561</td>
</tr>
<tr>
<td>Contributed Services and In-Kind Donations</td>
<td>830</td>
<td>459</td>
</tr>
<tr>
<td>Government Sources</td>
<td>35,448</td>
<td>22,493</td>
</tr>
<tr>
<td>Program Revenues and Other Income</td>
<td>6,490</td>
<td>7,018</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>56,705</td>
<td>40,106</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Outreach</td>
<td>14,770</td>
<td>13,555</td>
</tr>
<tr>
<td>Immigration</td>
<td>4,843</td>
<td>4,251</td>
</tr>
<tr>
<td>Disaster Case Management</td>
<td>13,036</td>
<td>1,507</td>
</tr>
<tr>
<td>Beacon of Hope</td>
<td>11,816</td>
<td>12,300</td>
</tr>
<tr>
<td>Catholic Youth Organization</td>
<td>2,348</td>
<td>3,049</td>
</tr>
<tr>
<td>Alianza Youth Services</td>
<td>3,126</td>
<td>452</td>
</tr>
<tr>
<td>Grants and Other Programs</td>
<td>466</td>
<td>373</td>
</tr>
<tr>
<td>Fundraising</td>
<td>255</td>
<td>325</td>
</tr>
<tr>
<td>Administrative and Support</td>
<td>4,977</td>
<td>4,875</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>55,637</td>
<td>40,686</td>
</tr>
<tr>
<td>Increases (Decrease) in Net Assets</td>
<td>$1,068</td>
<td>($580)</td>
</tr>
<tr>
<td>Net Assets—End of Year</td>
<td>$10,533</td>
<td>$9,465</td>
</tr>
</tbody>
</table>

A copy of the most recent audited financial statements of Catholic Charities Community Services, Archdiocese of New York is available upon request. Over the two-year period, expenses are overwhelmingly program related (89%). Approximately 10% is spent on Administration and 1% on Fundraising.
Board of Directors

Monsignor Kevin Sullivan
Chairman of the Board, Catholic Charities Community Services

Mr. Robert Abreu
Vice President, Technology Risk, Goldman Sachs

Mr. John Baldante, CPA
Retired, Managing Director, PKF O’Conners Davies

Mr. Christopher Birosak
Managing Partner, North Cove Partners

Mr. Joseph L. Buttigieg
Associate Executive Director, The Catholic Charities of the Archdiocese of New York

Mr. Louis Cappelli
Chairman, Sterling National Bank

Ms. Jonna De Simone, RPA-C
Associate Director of Professional Development, Hospital for Special Surgery

Mr. Frank J. Fee
Senior Business Development Manager, Kaskey Kids, Inc.

Mr. Chris Ferreri
Managing Director, ICAP Services, North American

Mr. Christopher F. Gallagher
President, International Marine Investors & Management Corp.

Mr. Patrick Grace
President, MLP Capital, Inc.

Mr. Henry J. Humphreys

Mr. Christopher Johnson
Administrative,

Leahey & Johnson, P.C.

Mr. Donald Kelly
Retired Senior Vice President, Emigrant Savings Bank

Mr. John Kiernan
Chief Financial Officer and Treasurer, Greenwich Associates, LLC

Ms. Nancy Matta, CFP
Senior Vice President, Investments, UBS Financial Services, Inc.,

Mr. Patrick McDermott
Managing Member, McDermott & Thomas Associates, LLC

Mr. Mark Muller
Senior Portfolio Manager, Municipal Investments, Loews Corporation

Mr. Martin C. Murrer
Managing Director,

Sgent Advisors Inc.

Dr. Ralph Nofi
Clinical Psychologist, Regis High School

Ms. Kathryn Noel
Assistant Vice President, Barclays Capital NY

Ms. Caterina Pizzigoni
Assistant Professor, Latin American History, Columbia University

Ms. Leticia Turchin

Mr. Eduardo Vazquez

Ms. Juanita Vazquez-Armstrong
Architect, Studios Architecture

Bishop Gerald T. Walsh
Vicar General and Vicar for Clergy, Archdiocese of New York

Senior Management

Administration
Beatriz Diaz Taveras, MBA
Executive Director

Mark D. Brigham, MA
Director of Business Services

Penni Bunyaviroch, MPA
Director of Contracts Management

Joy V. Jasper, MS
Director of Human Resources

Talia Bernal Lockspeiser, LMSW
Associate Director

Richard Bertin, MPA
Coordinator of Administrative Services

William C. Tountas, CPA
Director of Fiscal Operations

Reverend Eric Cruz, MPA
Catholic Charities Director of Bronx Services

Joseph E. Panepinto, MA
Catholic Charities Director for Staten Island Services

Mary Ellen Ros, LMSW
Catholic Charities Director of Hudson Valley Services

Denise Bauer, LCSW-R
Director of Beacon of Hope

Edwin Broderick, JD
Director of Catholic Youth Organization

Dianne Johnson, MPA
Director of Community Outreach Services

C. Mario Russell, Esq.
Director of Immigrant and Refugee Services

Eddie Silverio
Director of Alianza Youth Services

Mission Statement
Protecting and Nurturing Children and Youth
Feeding the Hungry and Sheltering the Homeless
Strengthening Families and Resolving Crises
Supporting the Physically and Emotionally Challenged
Welcoming and Integrating Immigrants and Refugees
Visit Online:

Catholic Charities of the Archdiocese of New York
www.catholiccharitiesny.org

Catholic Youth Organization (CYO)
www.cyony.org

Feeding Our Neighbors Campaign
www.catholiccharitiesny.org/feedingourneighbors

New York State Disaster Case Management Program
www.sandydcm.org

Catholic Charities New International Center
www.newintlcenter.org