CATHOLIC CHARITIES
Diocese of Harrisburg

81 YEARS
of Providing Help & Creating Hope

CATHOLIC CHARITIES
Diocese of Harrisburg
Dear Friends in Christ,

In his encyclical letter, God Is Love, Pope Emeritus Benedict XVI wrote that “the Church’s deepest nature is expressed in her three-fold responsibility: of proclaiming the Word of God, celebrating the sacraments, and exercising the ministry of charity. These duties presuppose each other and are inseparable.” The Holy Father further explained that “for the Church, charity is not a kind of welfare activity which could equally well be left to others, but is a part of her nature, an indispensable expression of her very being.”

These words of our former Holy Father are a special reminder to us of the important, indeed indispensable, mission of Catholic Charities within our diocese. Catholic Charities has been the charitable arm of the Church in our diocese for over eighty-one consecutive years. Through the programs and services of Catholic Charities, we provide help and create hope for thousands of needy individuals and families every year. Often, those we serve are in need of the basic essentials of life: food, shelter, and clothing.

The simple response we give to immediate needs and specific situations is an expression of love for our neighbor, a love that springs from our Catholic Christian faith. It is a love that is not limited to those who share our faith. The service provided by Catholic Charities is for all those in need, in imitation of the Good Samaritan.

This is especially prevalent in today’s current environment. In March of this year the COVID Pandemic affected us all greatly by altering our daily lives. At Catholic Charities, the need for our services was greater than ever before. We were tasked with finding creative solutions to deliver services to those in need in ways that we never had previously.

The programs of Catholic Charities are numerous and diverse, as are the many needs of the less fortunate in our midst. They include a shelter for homeless families; a home for needy pregnant women; a residence for women addicted to drugs or alcohol; foster parent and adoption services; individual and family counseling; alternative schools for youth who cannot function in a traditional school setting; and services for immigrants and refugees. It is amazing to consider the diversity of the work of Catholic Charities in our diocese!

I wish to thank the excellent staff of Catholic Charities who are distinguished not only by their professional competence, but by their loving dedication to those they serve. With them, I also thank our volunteers, our Board of Directors, and our donors and benefactors for their participation in the charitable mission of the Church.

The commitment to serve the needy in our midst is not an optional part of the Church’s life. As Pope Emeritus Benedict reminded us, it is part of our identity and mission as the Body of Christ in the world today. May the Lord bless our service of love and help us to be ever more faithful to our call to serve Him “in the least of our brothers and sisters.”

Sincerely in Christ

Most Reverend Ronald W. Gainer

CORPORATE OFFICERS

Left to right: Very Reverend David L. Danneker, Mark Totaro, Ph.D., Most Reverend Ronald W. Gainer
BOARD OF DIRECTORS

Row 1, left to right: Gayla Molinelli, David Gash, Zenoria McMorris Owens, Maria DiSanto (Vice President), Barbara Yohn Groce (Secretary), Clark Tomlinson
Row 2, left to right: Richard Berrones (President), Norm Basso, Very Reverend David L. Danneker (Corporate Officer), Sheila Borne, John P. Pagana, M.D., Luis Villegas, Joseph Schatt
Missing: Most Reverend Ronald W. Gainer (Corporate Officer), Brian Downey, Esq., Valerie Pritchett, Camille Kostelac – Cherry, Esq., Walter Legenstein, Louis Santangelo, Jeffrey Tearpock (Treasurer), Ron Turo

PROGRAM MANAGERS

Row 1, left to right: Kelly Bolton, Rebecca Jacoby, Lisa Peck, Lal Basnet, Amin Habeeb
Row 2, left to right: Karrie Ballantine, Rebecca Diamondstone, Sara Beck, Annette Martin, Dustin Langeheine
Missing: Lydia Thomas

ADMINISTRATIVE STAFF

Left to right: Pete Biasucci, Kelly Slabonik, Christopher Meehan, Linda Weber, Sharon Jungfer, Mark Totaro, Ph.D.
Missing: Carole Klinger
Dear Friends of Catholic Charities,

Catholic Charities of the Diocese of Harrisburg has just completed our 81st consecutive year of providing essential human services to those in need in South Central Pennsylvania.

We are extremely proud of this accomplishment. As you can see on the following pages, there are numbers, statistics, pictures and testimonials. Behind each of these there is a face and a story. We are privileged to create hope, provide help and transform lives to all who come to us in need.

The year 2019/2020 was anything but what we would consider normal. The first eight months were fine and then the Corona Pandemic Virus hit. This virus changed our daily lives, the way we live, act and deliver services to our clients. 6 months later and almost 3 months into our new fiscal year we are still dealing with the effects and reality of COVID 19.

Financially, and for the first time in the last seven years, we finished in the red. This was totally attributable to COVID 19 and our inability to see clients and operate our schools. We are working hard to adjust to the “new normal” and with staff support and the flexibility and assistance from managed care we are looking for a better 2020/2021.

The year was not without challenges. As mentioned earlier, we had financial issues, staff turnover in key positions and our managed care companies becoming more and more demanding. In addition, increased Government and licensing entities oversight to prevent fraud, waste and abuse continues to add administrative burden to an already taxed workforce.

On a positive note, our donations from individuals and organizations increased. Additionally, we increased our participation and revenue at all of our fundraising events. This is significant as these dollars help us to subsidize some of our programs who normally end the year in the red. We also were pleased that we secured several grants that we applied for.

I thank Bishop Gainer, Father Danneker and the Board of Directors for their support and guidance. I would also like to thank our staff and volunteers for their hard work and dedication in helping us do the work that we do and by doing so assist us in achieving our Mission.

Finally, I would like to sincerely thank our donors and benefactors who give so generously with their time, talent and treasure to support the work of Catholic Charities.

As we enter into our 82nd year of service, may God continue to Bless us and give us the strength to forge head and carryout His mission to help those who cannot help themselves. May He give us the resolve and commitment to help those in need.

Sincerely Yours,

Mark A. Totaro, Ph.D.
Executive Director/CEO

Office of the EXECUTIVE DIRECTOR

“This virus changed our daily lives, the way we live, act and deliver services to our clients.”
### Clients Served & Services Provided

#### SERVICES PROVIDED BY PROGRAM

##### COUNSELING
- Capital Counseling: 2,367
- Lancaster Counseling: 820
- Paradise Counseling: 1,700
- York Counseling: 1,795
  - **TOTAL Hours of Services**: 6,682

##### ADOPTION
- Search Cases: 12
- Swan Services: 17
- Infant Adoption Services: 66
  - **TOTAL**: 95

##### SPECIALIZED FOSTER CARE
- Foster Parent Training: 11
- Swan Services Provided: 16
  - **TOTAL**: 27

##### IRS – ENGLISH AS A SECOND LANGUAGE
- Citizenship Program: 22
- General ESL Classes: 99
- Refugee Classes: 23
  - **TOTAL**: 144

##### IRS – EMPLOYMENT SERVICES
- Total Jobs Obtained: 15

##### INTERFAITH SHELTER
- Bed Nights: 8,508
- Meals Served: 37,225
- Families Served: 83
- Transportation Miles: 4,878
- Transportation Trips: 2,070
  - **TOTAL**: 52,764

##### LOURDESHOUSE
- Bed Nights: 2,622
- Parenting Classes: 432
- Transportation: 1,632
- Pantry Visits: 34
- Meals Served: 4,866
  - **TOTAL**: 9,586

##### EVERGREEN
- Days of Service or Bednights: 4,580
- Meals: 588
- Transportation: 6,829
  - **TOTAL**: 11,997

##### PARADISE SCHOOL
- Meals Served: 10,350
- Life Skill Training: 5,400
  - **TOTAL**: 15,750

##### YORK IFS
- Counseling Provided To Clients/Family: 4,025

  - **Grand Total For Services Provided**: 103,085

#### CLIENTS SERVED BY PROGRAM

- Adoption: 95
- Specialized Foster Care: 27
- Lancaster Intensive Day Treatment: 22
- IRS – English as a Second Language: 144
- IRS – Employment Services: 25
- IRS – Resettlement Program: 65
- IRS – Match Program: 30
- York Intensive Family Services: 195
- York/Adams Family Based: 28
- Paradise School: 78
- Evergreen House: 57
- Willow Way: 9
- Crescent Way: 5
- Interfaith Shelter: 83
- Lourdeshouse – Residents: 33
- Lourdeshouse – Babies: 21
- Capital Counseling: 238
- Lancaster Counseling: 49
- Paradise Counseling: 81
- York Counseling: 157
  - **TOTAL**: 1,442

#### FAMILY MEMBERS SERVED

- Lancaster Intensive Day Treatment: 75
- Paradise School: 234
- York - Adams Family Based: 81
- Interfaith Shelter: 251
- Capital Counseling: 3
- Paradise Counseling: 9
- York Counseling: 1
  - **TOTAL**: 654

- **Grand Total Served**: 2,096
ADOPTION SERVICES

Based in Harrisburg, Adoption Services offers information for adoptive parents who are interested in welcoming a child to their family. In some cases, the family chooses to adopt a newborn infant while other agency clients are matched with an older child or group of siblings engaged with the Pennsylvania Statewide Adoption Network (SWAN).

In addition, Child Preparation Counseling is offered to children preparing for adoption. During this series of sessions, children participate in activities and exercises designed to help him/her adjust to the adoption process by reviewing their past, identifying and discussing feelings and concerns, and strengthening their bonds with his/her new family.

Megan had found herself pregnant for the second time and was due soon. She reached out to Catholic Charities’ staff from Adoption Services, who had helped her with an adoption plan for her first child, and decided she wanted to place this baby up for adoption as well. She wanted to work with Catholic Charities again, as she had felt the first adoption had gone smoothly and she trusted the social worker with whom she worked. Megan said she felt supported in her first adoption and was happy with how well everything had been handled.

The social worker assured Megan that Catholic Charities could help her with an adoption plan again, and discussed her desires for the baby and for the adoption. She was not sure if the family that had adopted her other child might be available to adopt this baby, but if they were, she said she would like for the siblings to be together. At the same time, she understood that they might not be in a position to adopt another baby.

Megan’s social worker reached out to the family and they were very surprised to be contacted and very grateful that their child’s birth mother would consider them again. It didn’t take the family long to consider this possibility and say yes. As a couple, they had spent many years dealing with the grief of infertility, and now they would have not one, but two, beautiful children. They were delighted to welcome their son’s sister into their family. Both the birth family and the adoptive family continue to exchange pictures and updates, and love seeing the siblings grow up together. Megan was very happy with the outcome and has stayed in touch with her social worker, providing family updates and getting support as needed.
Located at the Saint Samuel Center in Harrisburg, the Lourdeshouse Maternity Home provides quality services to pregnant women who have nowhere else to turn. The program symbolizes the commitment of the Roman Catholic Diocese of Harrisburg to uphold the dignity and sanctity of all human life.

All of the residents at Lourdeshouse are provided with childbirth and parenting classes, case management, and transportation. In addition, case managers assist residents in obtaining employment, housing, education, and counseling. Residents may come to Lourdeshouse at any time during their pregnancy and may remain in the program up to eight months. Pantry items such as food, diapers, clothing, furniture, and toiletries are also available to both residents and other women in the community who have a child twelve months of age or younger. Services are funded in part through the Real Alternatives Program.

Martina was 7-months pregnant, an immigrant, living in her car, feeling alone, afraid, and hopeless. Unsure of where to turn, her doctor suggested looking into a maternity home. Martina had a lot of trust issues due to her ex-husband abusing her. She wasn’t sure about living in a maternity home with other women, especially as she was still learning English. Martina continued to live in her car at 8-months pregnant, but she knew she had to do something, or she risked her second child being taken away from her. With trepidation, she walked up the steps to Lourdeshouse Maternity Home. Just days after arriving at Lourdeshouse, Martina delivered a healthy baby girl.

Upon returning to the maternity home after delivery, Martina was very focused on getting her green card renewal, looking for a job, a daycare, visitation to see her eldest daughter, and a safe place for her daughter and her to reside after her stay at the maternity home was over. Finally, the day arrived when Martina was packing up her belongings to move her and her infant daughter into housing. She was connected with an immigration service to aid with her green card renewal, started working with a temporary work agency, enrolled her daughter in daycare, and continued working on receiving visitations with her eldest daughter. As Martina and her daughter were walking out the door, she stated, “Lourdeshouse saved me and my daughter from living on the streets, thank you!”
Josh was a 13-year old teenager that struggled to handle his emotions, often losing control and becoming aggressive to others. He was referred to Catholic Charities’ Family-Based Mental Health Services to help with the transition into a pre-adoptive home. At the time of his arrival, Josh had a significant history of verbal aggression, anger management issues, lack of problem-solving skills, and intrusive thoughts and feelings which often led to dysregulated behavior. The young teenager was previously removed from two other pre-adoptive homes due to aggression with adult family members.

Josh and his new pre-adoptive parents often struggled to have effective communication. Catholic Charities’ team worked with Josh to help increase self-awareness by pointing out strong emotions that were occurring due to various triggers. Prior to Family-Based Mental Health Services, Josh’s pre-adoptive parents often struggled to fully understand his triggers and behaviors, and communication was a core issue. Staff worked with Josh’s pre-adoptive parents to better understand and respond to Josh’s behaviors. Josh’s parents also learned effective ways to actively listen to Josh while delaying their responses when they became upset. The team used psychoeducation to tune them into the complex trauma he experienced and helped them increase their awareness to some of the effects of that trauma. Through the use of enactments, such as games and sports, Josh learned ways to self-regulate and self-sooth, while building and strengthening communication between all three family members.

Communication had significantly improved between the family members and they had strengthened their connection with one another. Josh now has fewer verbal and physical outbursts, is better able to manage his stress and anger, and more effectively solve problems.

Catholic Charities helped build community supports, such as additional mental health resources, arrangement for a new, supportive school setting, and connected them to other social activities, such as 4-H and sports. By the time services ended, the family was moving forward with the adoption process.
Children in foster care face many challenges that affect their lives, including instability and often dealing with the unknown. Ricky was a difficult teenager who thrived on challenging authority, struggled with truancy, and would at times become self-destructive. He believed the foster care system was broken, and would not be able to find him a foster family. With each move, Ricky’s behavior worsened and he was often unwilling to work with those in authority.

The one relationship Ricky truly valued was with his grandmother, and subsequently, Ricky was placed with his grandmother under kinship care. Ricky’s grandmother reached out to Catholic Charities Specialized Foster Care to help certify her as a kinship foster parent and complete all required training. Staff assisted her in developing a plan to keep Ricky in school, attend treatment, and maintain contact with his birth parents.

A change in Ricky’s behavior was not immediate, as he continued to struggle to follow the house rules, complete his school work, and comply with requests. Eventually, Ricky began to open up to others with a new understanding that those around him were working with him instead of against him to help reconnect Ricky with this birth father. Staff assisted his grandmother in learning how to intervene when Ricky would test and challenge authority. It is not easy to deal difficult teenagers in your life, yet Ricky’s grandmother learned how to communicate effectively, and ultimately, be able to parent Ricky. With the proper services and the persistence of both the Catholic Charities staff and his caseworker, Ricky began to see his future falling into place. Catholic Charities worked closely with his birth father and caseworker to see Ricky’s wish become a reality. He was discharged to his birth father after one year!

Based in Harrisburg, Specialized Foster Care places children who have been separated from their families by the court system into loving homes. If a child cannot be returned home, an alternative permanent placement plan is developed. Adoption is often times an appropriate course, and the Pennsylvania Statewide Adoption Network (SWAN) works with many foster parents to adopt their children and provide a permanent and caring home.
Immigration and Refugee Services (IRS) of Catholic Charities provides a wide range of social and educational services to immigrants, refugees, visitors and non-English speakers. The IRS services of Catholic Charities has a multi-ethnic, multi-lingual staff who are dedicated to teaching people how to help themselves.

**Employment Services** guides adult refugees, asylees, and other qualified immigrants to self-sufficiency through job readiness counseling, referral services, job placement, and ongoing post-placement support and counseling. Relationships have been established with hundreds of businesses throughout the Central PA Region. Every effort is made to match the best client to employers to provide ongoing support to ensure job retention. In addition, our staff provides public education, training and community outreach in order to promote social justice in accordance with Catholic Social Teaching.

**English as a Second Language (ESL)** offers classes for adults in several locations throughout the greater Harrisburg area. Classes are free and are open to all adult, non-native English speakers. Morning and evening class options are available to accommodate a wide range of work and family schedules. We provide pre-literacy, beginning, intermediate and advanced class levels. Classes are taught by professionally trained teachers experienced in ESL instruction methods.

**Refugee Resettlement Program** offers the following services to newly arrived refugees: Pre-arrival agreements, airport reception, temporary housing, food & other basic necessities, orientation and acculturation to the United States, English as a second language classes, job placement and referrals to social service agencies. Our goal is to assist refugees to achieve self-sufficiency within the first 120-180 days after their arrival. It is through self-sufficiency that they can begin to fulfill their dreams of a better life of safety and security.

**Match Grant Program** assists eligible asylees with enrollment into this program that provides employment services. Limited financial assistance is also available for housing and utility bills.
INTERFAITH SHELTER for Homeless Families

Located at the Saint Samuel Center in Harrisburg, the Interfaith Shelter for Homeless Families is the only homeless shelter in the Harrisburg region specifically serving families. During their brief stay of four to six weeks, families work with the Shelter staff on issues that may be related to their homelessness: employment, education, childcare, healthcare, transportation, and other related problems. Upon completion of the program, as many as 98% of the families achieve a stable level of housing and a better quality of life.

On November 19, 2019, the Smiths, a married couple in their mid-sixties who strived to help and uplift anyone in their time of need, entered the Interfaith Shelter for Homeless Families. Prior to receiving assistance, Mr. and Mrs. Smith were living in a two-bedroom apartment in Harrisburg, PA, which had become uninhabitable. They often housed friends and family that lived in the neighborhood that became homeless; thus, their home was often overcrowded. After living in their home for six years, they decided to leave due to the roof beginning to cave in and the development of mold. The landlord refused to fix the issues and Mr. and Mrs. Smith had no other option but to leave due to their complicated health issues, including severe asthma.

During their stay at the Interfaith Shelter, the Smiths were determined to obtain employment despite their disabilities. Caseworkers assisted the couple in constructing their résumés and job searching. Mr. Smith found employment working as a dishwasher in the kitchen of a hospital, overcoming the challenges of cerebral palsy. Mrs. Smith applied to positions in childcare due to her years of experience working in the field and finding enjoyment in working with children. Her love for children was exemplified during her stay at the shelter; she often hosted movie nights, game nights, and craft activities for the families staying at Interfaith Shelter. Despite the Smith’s challenges of low income, debt, health issues, and housing denials, they managed to find a two-bedroom apartment with the assistance of staff. During their stay at the Interfaith Shelter and to this day, the Smiths continue to believe that God makes a way; when one door closed another door opened!

2019 Shelter Shuffle
EVERGREEN HOUSE

Located at the Saint Samuel Center in Harrisburg, Evergreen House provides a nurturing and therapeutic environment for women recovering from the disease of addiction. The length of the program for each client is based upon the person’s individual needs and treatment plans. Licensed by the Pennsylvania Department of Health, all care is confidential and provided in both one-on-one and group settings by the caring, qualified staff. Residents are also encouraged to develop the tools they need to maintain long-term recovery by securing safe and stable housing, participating in job training programs, and pursuing employment and/or education.

“Alcoholism was ruining my life; I had lost my son, my home, and my friends. A DUI charge led to my incarceration for 47 days and the loss of my license for a year, along with hefty fines. My career and savings were in tatters and my fiancé broke up with me. Destitute, homeless, and alone, my caseworker encouraged me to go to a long-term facility followed by a halfway house.

By this point in my life, I was lost, depressed, anxious, and angry; I hated who I had become. Through my counselor at the rehabilitation facility, I heard about a strict and structured program with a good reputation and high success rate—Evergreen House.

While in the program, I learned time management, planning, and patience, as well as how and where to have clean fun around Harrisburg, which was particularly helpful for me as I am not from the area. At the Evergreen House, I learned the importance of having a group of supportive women in a recovery community and how vital they are to success upon leaving the program. Eventually, I got a sponsor and began to take the steps I had never taken before; I started making connections and reaching out to others, I began seeing a psychiatrist, a physician, and a therapist on a regular basis. I’m now confident, strong, and successful about my ability to stay sober. I have a job and people who care about me here in this new city. I’m feeling hopeful and developing good habits again.

Everybody deserves another chance. As addicts and alcoholics, we sometimes lose touch with important life skills and this program can get you back on track. It teaches discipline, acceptance, and accountability. It makes the transition from rehab back to society smoother and safer. With this program, you too can create a foundation to begin a new life.”

Knights of Columbus Council 1426 Donation

Heritage Toyota Donation

Coumba, a hardworking mother from Mali, came to Catholic Charities with one goal in mind: to become a Certified Nursing Assistant (CNA). To achieve this goal, she enrolled in one of Catholic Charities’ English as a Second Language (ESL) classes. At the time, Coumba was illiterate and placed into a beginner-level class. After months of regular attendance and hard work, Coumba’s reading and writing skills steadily improved. Encouraged by her progress, she applied for and was accepted into a CNA training course in Maryland. For the next three months, she drove from her home in Harrisburg to spend six hours in a classroom in Maryland. Meanwhile, for two hours, three times a week she was working with one of Catholic Charities’ ESL volunteers to understand and practice the CNA course material. With Catholic Charities’ help, Coumba passed her CNA certification test and is now working towards her newest goals.
Located in rural York County, the Paradise School Program, in partnership with Lincoln Intermediate Unit #12, seeks to provide a productive learning environment while providing an academic and behavioral education. Educational services are provided by the Lincoln Intermediate Unit #12 and are staffed by certified special educators. Other staff members include an Instructional Advisor as well.

Paradise School staff provides crisis intervention, supervision during lunch and break periods, social skills education and school district coordination. In addition, the program utilizes a full spectrum of community resources including parks, libraries, movie theatres, skating rinks as well as frequent and ongoing utilization of the Appalachian Trail as part of their educational and therapeutic tools.

In April 2019, John, a 17-year old student, enrolled in Paradise School. Suffering from post-traumatic stress disorder and depression, John struggled with communication and would become easily overwhelmed, often resulting in outbursts of anger. Prior to moving to Pennsylvania, John lived in Baltimore with his mother and brother. In Baltimore, they were surrounded by gun violence, drug use and physical violence. John became involved with gang members at a young age and lost his brother due to complications resulting from cerebral palsy. Shortly after the death of his brother, John’s mother made the decision to move to PA.

John was opposed to moving, and displayed poor social skills, impulsivity, and crude behavior towards others. His mother made the decision to enroll John at Paradise School after his disruptive behaviors continued. During intake, staff recommended to John’s mother that he would benefit from additional services offered through Paradise Outpatient, which included individual and family therapy. Utilizing the techniques, he was learning through therapy, and applying them to his daily life, John began improving in school and at home. He eventually transitioned back to public school, where he is doing well, and has taken on a part-time job. He continues to attend therapy sessions through Paradise Outpatient and is looking forward to graduating from his public school placement.

2019 Come & See Dinner
LANCASTER INTENSIVE DAY PROGRAM

Based in Lancaster, the Intensive Day Treatment Program serves at-risk youth from age nine to fifteen who possess significant emotional and behavioral health needs. An alternative to residential treatment services, the program runs Monday through Friday and aims to increase anger management skills, to improve social skills, and to enhance educational achievement.

The program utilizes a therapeutic environment, one in which personal growth and change takes place through positive relations between the youth and the program staff as a result of individual, group, and family therapy programming. The program’s educational component is operated by the Lancaster Intermediate Unit 13 and is funded by contract with the Pennsylvania Department of Human Services, Lancaster County, and other Managed Care Organizations.

I get emotional thinking about what my son has achieved with the help of Lancaster Intensive Day Treatment. Throughout the course of 3rd grade, I spent most of my days with him in class trying to assist, but he was angry, out of control, and disrespectful. In addition to destroying school property, he'd physically harm himself and others. Meanwhile, refusing to do his school assignments, he was simply never happy.

The following two school years, as well as 2 summers, my son attended Lancaster Day. With patience and persistence, Catholic Charities not only helped him overcome his struggles, but I as well; Catholic Charities taught me how I can truly help my son. With my son now entering 6th grade, I have faith that he will succeed. They have helped my son become the wonderful person I know him to be. Thanks to Catholic Charities, my family and I now have the ability to properly support him with his future, which has never been brighter.

2019 Christmas Party
Hassan was only two years old when civil war broke out in Somalia. In 1991, at the peak of the civil war, his family fled from Somalia. They spent the next twenty-three years in a concentrated refugee camp in Kenya, then the world's largest refugee camp.

Hassan, with an older sister and a younger brother, was resettled in Mechanicsburg, PA in late 2015. He left behind his wife; however, she is in the process of resettling as well. Upon arriving in the United States, he experienced culture shock - food, environment, and everything else was different. He had the equivalent of a high school education, but with heavily accented English, communication was a major barrier for Hassan. He began working in a warehouse and was the first in the household to get a job. As such, he was responsible for rent and other living expenses. Forced to live paycheck to paycheck, Hassan was stuck in a cycle of poverty.

In December 2018, Hassan signed up for Immigration & Refugee Services Program in Harrisburg, PA. During intake, Hassan was facing continued economic hardship with employment as a major frustration. At the time, Hassan possessed a commercial driver's license (CDL), but did not know how to navigate the system to achieve his goal of driving a truck and eventually becoming an owner-operator.

With assistance from Catholic Charities' caseworkers, Hassan landed a well-paying, truck driving job with a reputable company in the region. He was able to start saving money to achieve his goal of purchasing his own truck. He was successfully discharged from Refugee Employment Services in early 2019 after 90 days of retention. In June 2020, Hassan returned to Catholic Charities after saving enough funds to purchase a truck and become an owner-operator. Hassan's caseworker made inquiries to the local truck dealers regarding in-depth information, then explained the process and financial options to buy a truck. With his caseworker's assistance and guidance, he secured a truck. Hassan is now making almost twice as much in a week compared to when he started. Now, his long-term goal is to start a small trucking business to help his fellow immigrant community in the industry.
Behavioral

OUTPATIENT SERVICES

Catholic Charities Counseling is dedicated to providing access to high quality outpatient counseling for children, adolescents, and adults in small, friendly, confidential offices located in Harrisburg, Lancaster, York and Abbottstown (Paradise School Facility).

Services include individual and family therapy, marital counseling, and parent-child counseling. These clinics are licensed by the PA Department of Human Services, and are provided regardless of religious affiliation. Bilingual-Spanish services are provided at the Lancaster office.

2019 Souper Bowl Soup Sale
While on the path of recovery, Amy recognized she needed the right housing to help her maintain her sobriety and make the transition from rehab to living independently. Her housing options following rehab, which held many of her past traumas, did not promote lasting recovery. Amy's home was there, she had the key, but knew she still had to work on herself. Amy found herself at Willow Way following rehab.

Willow Way provided Amy a safety that she long craved. As a result of her past trauma, safety was paramount to recovery. Amy knew she needed a living environment that incorporated a weekly routine, rules, requirements, and a zero-tolerance drug and alcohol-free environment. During this time of transition, she needed a support network with a strong sense of camaraderie, positivity, and belonging. While living at Willow Way, Amy earned her PA CRS Certification and attended to several legal obligations, which were previously neglected. Willow Way provided Amy with the accountability and support she needed to succeed.

Amy accredits Willow Way with her successful transition, which she says, “provided an opportunity for women like me to continue in our recovery, flourish with support, build a recovery network, experience freedoms, and learn from those that came before us to become productive members of the community.” Today, Amy continues on her path towards sober living, with goals to have her own home again and re-establish a life with her children.
## COMBINED STATEMENTS OF FINANCIAL POSITION
### JUNE 30, 2020 AND 2019

### ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>$3,090</td>
<td>$3,390</td>
</tr>
<tr>
<td>Accounts receivable, net</td>
<td>432,283</td>
<td>436,435</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>2,561</td>
<td>3,279</td>
</tr>
<tr>
<td>Bequests and restricted funds held by and due from the Diocese of Harrisburg</td>
<td>346,266</td>
<td>351,022</td>
</tr>
<tr>
<td>Due from the Diocese of Harrisburg</td>
<td>1,733,142</td>
<td>1,150,519</td>
</tr>
<tr>
<td>Funds held in trust by others</td>
<td>1,358,851</td>
<td>1,386,302</td>
</tr>
<tr>
<td>Property and equipment, less accumulated depreciation</td>
<td>16,339</td>
<td>26,063</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>$3,892,532</strong></td>
<td><strong>$3,357,010</strong></td>
</tr>
</tbody>
</table>

### LIABILITIES AND NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>$308,465</td>
<td>$492,849</td>
</tr>
<tr>
<td>Security deposits</td>
<td>1,125</td>
<td>1,000</td>
</tr>
<tr>
<td>Refundable advances</td>
<td>120</td>
<td>120</td>
</tr>
<tr>
<td>Note payable</td>
<td>899,500</td>
<td></td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td><strong>1,208,210</strong></td>
<td><strong>494,769</strong></td>
</tr>
<tr>
<td><strong>Net asset</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without donor restrictions</td>
<td>979,205</td>
<td>1,125,309</td>
</tr>
<tr>
<td>With donor restrictions</td>
<td>1,705,117</td>
<td>1,736,932</td>
</tr>
<tr>
<td><strong>Total net assets</strong></td>
<td><strong>2,684,322</strong></td>
<td><strong>2,862,241</strong></td>
</tr>
<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td><strong>$3,892,532</strong></td>
<td><strong>$3,357,010</strong></td>
</tr>
</tbody>
</table>

### COMBINED STATEMENTS OF ACTIVITIES

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Changes in net assets without donor restrictions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenues, support and gains</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government funding, principally fee-for-service</td>
<td>$2,436,841</td>
<td>$2,579,211</td>
</tr>
<tr>
<td>Program service fees</td>
<td>2,916,690</td>
<td>2,959,641</td>
</tr>
<tr>
<td>Contributions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>United Way allocation</td>
<td>94,881</td>
<td>117,945</td>
</tr>
<tr>
<td>Other contributions and bequests</td>
<td>513,146</td>
<td>458,392</td>
</tr>
<tr>
<td>Distributions from funds held in trust</td>
<td>41,314</td>
<td>40,372</td>
</tr>
<tr>
<td>Rental income</td>
<td>240,849</td>
<td>254,478</td>
</tr>
<tr>
<td>Miscellaneous income</td>
<td>109,757</td>
<td>145,792</td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>4,365</td>
<td>38,275</td>
</tr>
<tr>
<td><strong>Total revenues, support and gains</strong></td>
<td><strong>6,357,843</strong></td>
<td><strong>6,594,106</strong></td>
</tr>
<tr>
<td>Expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counseling services</td>
<td>926,197</td>
<td>893,615</td>
</tr>
<tr>
<td>In-home counseling services</td>
<td>971,391</td>
<td>805,564</td>
</tr>
<tr>
<td>Specialized youth services</td>
<td>2,101,858</td>
<td>2,287,542</td>
</tr>
<tr>
<td>Specialized residences</td>
<td>1,694,140</td>
<td>1,749,384</td>
</tr>
<tr>
<td>Immigration/refugee services</td>
<td>501,158</td>
<td>593,761</td>
</tr>
<tr>
<td>Supporting services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management and general</td>
<td>859,033</td>
<td>846,035</td>
</tr>
<tr>
<td>Fundraising</td>
<td>81,155</td>
<td>103,502</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>7,136,372</strong></td>
<td><strong>7,279,403</strong></td>
</tr>
<tr>
<td><strong>Change in net assets without donor restrictions before</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Diocese of Harrisburg allocation</strong></td>
<td>(778,889)</td>
<td>(685,297)</td>
</tr>
<tr>
<td><strong>Change in net assets without donor restrictions</strong></td>
<td>(146,103)</td>
<td>127,490</td>
</tr>
<tr>
<td><strong>Changes in net assets with donor restrictions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net losses on funds held in trust by others</td>
<td>(27,451)</td>
<td>(11,139)</td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>(4,365)</td>
<td>(38,275)</td>
</tr>
<tr>
<td><strong>Change in net assets with donor restrictions</strong></td>
<td>(31,816)</td>
<td>(49,414)</td>
</tr>
<tr>
<td><strong>Change in net assets</strong></td>
<td>(117,716)</td>
<td>(70,006)</td>
</tr>
<tr>
<td><strong>Net assets, beginning of year</strong></td>
<td><strong>2,862,241</strong></td>
<td><strong>2,784,165</strong></td>
</tr>
<tr>
<td><strong>Net assets, end of year</strong></td>
<td><strong>$2,684,322</strong></td>
<td><strong>$2,684,241</strong></td>
</tr>
</tbody>
</table>

The accompany notes are an integral part of these financial statements.
ADMINISTRATION
MARK A. TOTARO, PH.D.
Executive Director/CEO

PETER A. BIASUCCI, LSW
Assistant Executive Director

CAROLE A. KLINGER, MBA
Director of Administration

CHRISTOPHER P. MEEHAN, MBA
Director of Development

RESIDENTIAL PROGRAMS
WILLOW WAY
120 Willow Road, Suite D
Harrisburg, PA 17109
(717) 412-4594 • FAX (717) 972-0925

CRESCENT WAY
1509 Crescent Ave
Lancaster, PA 17601
(717) 412-4594 • FAX (717) 972-0925

EVERGREEN HOUSE
120 Willow Road, Suite B
Harrisburg, PA 17109
(717) 412-4594 • FAX (717) 972-0925

LOURDES HOUSE
120 Willow Road, Suite A
Harrisburg, PA 17109
(717) 412-4865 • FAX (717) 412-4943

INTERFAITH SHELTER FOR HOMELESS FAMILIES
120 Willow Road, Suite C
Harrisburg, PA 17109
(717) 652-8740 • FAX (717) 545-0145

IMMIGRATION & REFUGEE SERVICES
939 East Park Drive, Suite 102
Harrisburg, PA 17111
(717) 233-7978 • FAX (717) 233-4194

COUNSELING OFFICES
CAPITAL REGION OFFICE
939 East Park Drive, Suite 101
Harrisburg, PA 17111
(717) 233-7978 • FAX (717) 233-4194

LANCASTER OFFICE
30 D East Roseville Road
Lancaster, PA 17601
(717) 299-3650 • FAX (717) 299-1328
(717) 392-2113 (espanol)

YORK OFFICE
253 East Market Street
York, PA 17403
(717) 845-2696 • FAX (717) 843-3941

PARADISE OUTPATIENT SERVICES
6156 West Canal Road
Abbottstown, PA 17301-8982
(717) 259-9537 • FAX (717) 259-9262

FAMILY BASED PROGRAMS
YORK/ADAMS PROGRAM
6156 West Canal Road
Abbottstown, PA 17301-8982
(717) 259-9537 • FAX (717) 259-9262