

2020 Report to the COMMUNITY



Catholic Charities
EASTERN WASHINGTON



A Letter from the President & CEO



The need never stops; the poor will always be among us. That's what Pope Francis tells us, that's what St. Teresa told us, and they're right. The needs of the marginalized members of our society did not decrease because a virus traveled worldwide. The people suffering and on the verge of crisis, alone and afraid, experienced these feelings even more during the pandemic. We saw people's issues escalate during this last COVID year because of increased isolation, loneliness and fear.

The people we serve are people already living in fear, living with vulnerability and living with fragility. Throw a global pandemic on top of that, and it's unbearable, it's unbelievable, and it's heartbreaking. And because we remained open during the pandemic, we have seen that firsthand in the last year at Catholic Charities.

At the same time, every single donor, every single volunteer, every single staff person and every single community member has had the experience this past year of being afraid, alone, vulnerable and fragile.

We've all now walked a few moments in the shoes of Catholic Charities clients, who feel those things all the time: loneliness, fragility and crisis. We've experienced them in ways that some of us have never experienced before. Since we have walked a few steps in the shoes of Catholic Charities clients and residents, that's going to make us all better humans going forward. It will give us a better understanding, empathy and compassion for individuals who are suffering.

The need never stops, but we make the promise always to continue to serve people in need throughout Eastern Washington.

Rob McCann
President & CEO
Catholic Charities Eastern Washington



Mission Statement

Catholic Charities affirms the dignity of every person, partnering with parishes and the greater community to serve and advocate for those who are vulnerable, bringing stability and hope to people throughout Eastern Washington.



With your support last year, we were able to accomplish the following on behalf of our clients:

- Provide breakfast, lunch, dinner, day services and a sleeping program to individuals experiencing homelessness at the House of Charity. We also provided priests on duty in the chapel at the House of Charity every night for residents who wanted to talk, pray or receive sacraments. (We extend special thanks to Fr. Dan Barnett, Director of Bishop White Seminary, and Fr. Bryan Pham, SJ).
- Create three pop-up shelters for individuals experiencing homelessness and one shelter for families experiencing homelessness. The family shelter located at Gonzaga Preparatory School accommodated 50 families experiencing homelessness.
- Start COVID-19 testing at the House of Charity Clinic to prevent the virus from spreading within the homeless population in downtown Spokane.
- Activate specialized infectious disease quarantine dorms with showers that were built into our new housing complexes.

2020 was a challenging year. Because of YOU, we served 74,293 people throughout Eastern Washington!



- Open the COVID Isolation Center in partnership with the Catholic Diocese of Spokane and the Immaculate Heart Retreat Center, serving over 480 people in need of COVID isolation.
- Fill over 20,000 bagged meals for individuals and families experiencing homelessness in our shelters.
- Operate the "Friendly Chat" program, which matched volunteer callers to deliver food and emergency items and check in on all senior residents across 1400+ apartment units.
- Provide essential childcare to first responders, medical and Catholic Charities staff at St. Anne's Children & Family Center. We provided families with more in-depth, virtual access to their children throughout the day.
- Open Schweitzer Haven, a 50-unit permanent supportive housing complex for individuals experiencing homelessness.



- Provide online streaming parenting classes and emergency supplies, like diapers, formula, hygiene products, and baby items, through our Childbirth and Parenting Assistance Program.
- Implement secure video conferencing for behavioral health treatment that eliminated barriers to service such as childcare, car trouble, and transportation, barriers that prevented clients from accessing behavioral health care even before COVID.
- Deliver fresh food and non-perishable items to our seniors, families and individuals experiencing homelessness supplied by generous community food donations made through our "Shopping Angels" program.
- Deliver trucks loaded with food to the regions around Tonasket and Omak for underserved populations, like farmworkers and their families.
- Invest in technology that allows housing staff stationed throughout Eastern Washington to connect to staff and resources throughout our service area.
- Implement virtual access to Immigration Legal Services that gives remote clients immediate and complete access to all levels of service regardless of their location.
- Develop an online method for residents of Catholic Housing Communities to easily pay rent, submit maintenance requests, access all required paperwork, sign leases, and verify documents.
- Offer Healthcare Integration clients direct access to services throughout Catholic Housing Communities.
- Transform the Catholic Charities administration building into a food pantry where programs and case managers could collect and distribute food to clients and residents.



2020 Impact Numbers

CAPA provided **2,324** parents with emergency resources to meet their children's essential needs, like diapers and baby formula.

The Christmas Bureau provided toys and food vouchers to spread holiday cheer to **30,866** people.

Catholic Housing communities provided **2,407** children, families, seniors and individuals with a safe home to call their own.

The LOFT responded to youth experiencing homelessness with shelter and guidance, offering the space and support for **45** youth to repair relationships with their families and move forward with their lives.

Community Behavioral Health Services empowered **540** clients to heal from trauma and loss and maintain recovery from behavioral health conditions.

Food For All delivered **32,051** pounds of food to food pantries and low-income seniors, families and individuals throughout our community.

Integrated Case Management provided wraparound services to **485** people in need, including case management, counseling, supportive employment, treatment and addiction referrals, rental assistance, and supportive housing.

The House of Charity Transitional Respite program provided a safe and healthy place to recover from acute illnesses for **228** individuals experiencing homelessness.

Immigration Legal Services helped welcome newcomers into our community by providing **219** individuals with legal consultation, representation and assistance in reunifying families.

Parish Social Ministry helped **2,744** people meet unexpected needs for basic items, like groceries, gas, utilities and rent.

Rising Strong reunified **27** children with their families and provided a space for them to heal from trauma as a family.

St. Anne's Children & Family Center provided high-quality childcare and early learning experiences for **125** children. St. Anne's is a social enterprise that uses its profits to support related social causes. Revenue generated by rate-paying families helped programming for low-income families who participate in CAPA/PREPARES.

St. Margaret's Shelter transformed the lives of **320** men, women and children by creating a positive and supportive short-term environment and a path toward housing and stability.

Senior Services helped **1,003** vulnerable seniors remain in their own homes with dignity, safety and a connection to their community.



Clients: 74,293 | Volunteers: 2,995 | Volunteer Hours: 93,373

2020 Financial Statement

TOTAL INCOME: \$22,524,941*

Governmental Funds	\$8,890,635
Contributions and Community Support	\$8,332,673
Service Fees and Program Income	\$4,818,131
Investment Income	\$483,502

TOTAL EXPENSES: \$25,332,509*

Program Services	\$21,850,372
Mission Support	\$2,510,661
Fund Development	\$971,476

The variance between expenses and revenue in 2020 was due, in part, to additional COVID-19 related programming. CCEW received a 3.1 million dollar PPP loan which is expected to be fully forgiven in 2021 to cover these expenses.

* Financials above are considered unaudited until the issuance of the final audit report in the fall of 2021.

**Catholic Charities
Housing Properties**

Housing Revenues: \$9,059,513*

Housing Expenses: \$9,059,513

**Additional revenue above expenses in Catholic Charities Housing came from developer fees and bonus awards that were received as a result of completing and opening affordable tax credit housing complexes. These dollars will be used for existing housing operations and the construction of future projects.*



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Program Directory

CAPA/PREPARES

(509) 455-4986 | 25 W. 5th Ave., Spokane, WA 99202

Catholic Charities Walla Walla

(509) 525-0572 | 408 W. Poplar St., Walla Walla, WA 99362

Christmas Bureau

(509) 358-4254 | 12 E. 5th Ave., Spokane, WA 99202

Community Behavioral Health Services

(509) 242-2308 | 1960 N. Holy Names Court L3,
Spokane, WA 99224

Food For All

(509) 459-6163 | 925 N. A St., Apt 2, Spokane, WA 99201

Homeless Resources

(509) 325-5005 | 19 W. Pacific Ave., Spokane, WA 99201

House of Charity

(509) 624-7821 | 32 W. Pacific Ave., Spokane, WA 99201

Housing

(509) 456-2279 | 12 E. 5th Ave., Spokane, WA 99202

Integrated Case Management

(509) 340-9329 | 19 W. Pacific Ave., Spokane, WA 99201

Immigration Legal Services

(509) 455-4961 | 12 E. 5th Ave., Spokane, WA 99202

Parish Social Ministry

(509) 358-4273 | 12 E. 5th Ave., Spokane, WA 99202

Rising Strong

(509) 960-8632 | PO Box 2253, Spokane, WA 99210

Senior Services

(509) 459-6172 | 1960 N. Holy Names Ct. Spokane, WA 99224

St. Anne's Children & Family Center

(509) 232-1111 | 25 W. 5th Ave., Spokane, WA 99202

St. Margaret's Shelter

(509) 624-9788 | PO Box 2253, Spokane, WA 99210

Upcoming Projects:

2021

Gonzaga Family Haven (GFH) will include 73 affordable housing units for families. This permanent supportive housing complex will be a place where families can stabilize their lives through onsite case management, community events and participation in groups and services provided by partner organizations. Gonzaga University and Gonzaga Preparatory School plan to embed long-term student volunteers onsite in various innovative ways.



2022

Pasco Haven will provide 60 units of affordable housing for Pasco's most vulnerable residents. While each resident's situation will differ, the monthly rent for these units will average \$196. Residents will have onsite access to services designed to help them improve their lives, including counseling, case management, health care, and more. Catholic Charities is working closely with Greater Columbia Accountable Community of Health and the Benton Franklin County Continuum of Care to partner with local organizations to provide additional services for residents.

Mother Teresa Haven offers 72 units of permanent supportive housing that will be located at Spokane's Holy Names Campus adjacent to The Sisters Haven, Catholic Charities' 72-unit affordable family housing community. The monthly rent for families will average \$245. Families will have access to onsite services, including counseling, case management, health care, recreational activities, and more.

2022/2023

Salish Haven is a proposed affordable housing community that would include a newly built state-of-the-art campus for the Salish School of Spokane. Catholic Charities Eastern Washington and Salish School of Spokane share a vision for the collaborative development of an integrated community space for Salish, Native American, and Indigenous families in Spokane. The proposal would transfer back to its original Native stewards the land for the Salish School. Salish Haven will provide education, language, and cultural resources through Salish immersion schooling and cultural celebration and renewal space.



Pray for Us

Please pray for us as we continue to serve over 74,000 women, children, families, seniors, and individuals throughout Eastern Washington.

Volunteer with Us

Please consider sharing your precious time with us. Please visit www.cceasternwa.org/volunteer for more information.

Donate to Us

Please consider making a financial contribution to Catholic Charities Eastern Washington today at www.cceasternwa.org/donate.