

CATHOLIC CHARITIES

of the Archdiocese of Miami, Inc.

ANNUAL



REPORT

2019 - 2020

SUMMARY

As one of the largest non-governmental providers of social services in South Florida, Catholic Charities of the Archdiocese of Miami, Inc. works to preserve diverse, effective partnerships and maintain an honorable reputation while upholding a strong commitment to our organizational mission and vision. Founded on March 8, 1931, to serve families after the Great Depression, our focus remains on restoring the dignity of people who are poor and vulnerable. It is this mission *“To Honor God by enhancing human life and dignity, supporting individuals and families, building communities, and working for justice,”* that continues to drive the organization.

Amid adversity, we respond to the calling of being our brother’s keeper. Catholic Charities of the Archdiocese of Miami, Inc. executes its mission by serving all who come knocking at our door. Together with our community partners, we strive to make a difference in the lives of each individual and family we serve.

Staying true to our origins, we continue to evolve to meet the ever-changing needs of our community. Although the end of the 2019 – 2020 fiscal year brought its challenges with the pandemic, Catholic Charities did not close its doors to the community. The pandemic provided the opportunity to live out



our mission with more intention. Catholic Charities quickly adapted to the ‘new normal’ in the effort of stopping the spread of COVID-19. Our services transitioned to a virtual platform, and other adjustments were made, allowing us to continue our ministry to the community.

Food and supplies distribution sites were established, fostering connections with parishes, and strengthening the relationships with our stakeholders throughout the Archdiocese of Miami.

Continuing our ministry during the pandemic offers us the unique opportunity to serve the poor and vulnerable with a new sense of urgency and energy. We have deepened the roots of our Catholic Social Teachings and broaden our collaborative participation with other faith-based organizations, as well as private and public partners working in solidarity as one human family.

As we approach our 90th anniversary, we have over 350 employees with 29 different locations sites serving residents of Broward, Miami-Dade, and Monroe Counties. Our diverse services include:

- Drug and alcohol abuse services
- Individual, marital, and family counseling
- Child development centers
- Disaster relief services
- Elderly services
- Housing services
- Refugee services
- Youth and Family services

Total consumers served in fiscal year 2019-2020: 5264

COVID-19 RELIEF

Catholic Charities has continuously provided food distributions throughout Miami-Dade, Broward, and Monroe Counties during this time of dire need. Eighty-four thousand pounds of food and essential items, including baby supplies, have been distributed to the community at the local parishes in the Archdiocese of Miami, and the agency's Child Development Centers. In collaboration with The Children's Trust, Centro Mater, and Catholic Health Services, Catholic Charities has reached many families in need during their hardship in the middle of the pandemic.

Meals provided: 343,000



BEHAVIORAL HEALTH SERVICES

Family Counseling | The Family Counseling Program serves individuals, couples, families, and children in Miami-Dade, Broward, and Monroe counties facing various challenges. The pandemic increased stress and anxiety in our community, especially to our senior population who experienced greater episodes of isolation due to the lockdowns and social distancing practices.

Total Served: 131

St. Luke's | St. Luke's Addiction Recovery Center is a comprehensive substance abuse treatment facility licensed by the Florida Department of Children and Families to provide Residential Treatment, Outpatient Treatment, Case Management, and General Intervention.

Total Served: 213

ELDERLY SERVICES



Adult Day Centers | For over 30 years Catholic Charities Adult Day Centers have been providing professional caring services to the elderly in Broward County. The three locations offer multiple daily social and health-related activities that promote mental, emotional, and physical wellness.

Total Served: 182

Congregate Meals | The 11 Congregate Meals sites and senior centers in Miami-Dade County offer nutritious lunches, social and physical activities and promote friendships for the elderly we serve. As a result of the COVID-19 pandemic meals were delivered to each senior's front door. Although the seniors are not able to congregate, our staff maintained communication and interaction with the seniors.

Total Served: 1,235

Total Meals and Snacks Served: 202,987

HOMELESS PREVENTION AND HOUSING SERVICES



Josie's Success Story

Long-time residents of Monroe County, Josie and Dave, along with their two children, have survived Hurricane Irma and with the help of Catholic Charities have maintained their housing.

Disaster Recovery Services | Catholic Charities provides disaster relief services to victims of natural disasters, locally and abroad. Over the past year, we continued serving families victim of Hurricane Maria, Hurricane Irma, and Hurricane Dorian.

Total Served: 394

Homeless Prevention and Rapid Re-housing Services | Our agency provides rental, mortgage, and utility assistance for homeless families and individuals or those at risk of homelessness within Miami-Dade, Broward and Monroe counties. The goal is to prevent homelessness and provide information and referral services to promote self-sufficiency.

Total Served Rapid Re-Housing: 101

New Life Family Center | New Life Family Center is a sixteen-unit homeless shelter located in Wynwood that provides safe transitional housing, meals, case management, information & referrals, and follow-up services. The COVID-19 pandemic presented challenges to the program impacting the consumers' ability to find or maintain stable employment, contributing to the inability to obtain stable housing. Consequently, some families temporarily remained in the program, actively seeking employment and stable housing.



Total Served: 60

St. Bede and St. Theresa Apartments | St. Bede's and St. Theresa's HUD-supported housing programs provide permanent supportive housing for disabled adults and previously homeless families and individuals. Case management, counseling, life skills, education, and social activities are part of the services provided to this unique population.

Total Served: 14

OUTREACH

Catholic Charities continues its outreach and social justice work rooted in collaboration with many local health and human service organizations. Areas of outreach and social justice involvement include: responding to the needs of immigrants, human trafficking, racism, the death penalty, and legislative advocacy. Catholic Charities also coordinates the Catholic Relief Services Rice Bowl Program and the Catholic Campaign for Human Development Program for the Archdiocese of Miami.

REFUGEE SERVICES

Refugee Resettlement Program | Refugee Resettlement Program provides case management services, information and referrals, and orientation services to newly-arrived Cubans and Haitians. Clients participate in educational workshops and trainings that prepare them for the U.S. workforce. This program assists refugees, entrants, asylees, victims of trafficking, and SIV recipients.

Total Served: 139

Unaccompanied Refugee Minors Program (URMP) | URMP is a unique foster care program that serves dependent minors who are alone in the US, have an unaccompanied refugee minor status, and are eligible for resettlement. URMP is a licensed Child-Placing Agency by the Florida Department of Children and Families.

Total Served: 29



The Children's Village/UMP | The Unaccompanied Minors Program at Monsignor Walsh Children's Village formerly, known as Boystown, serves minors ranging in ages from 0-17 years, who have arrived in the US illegally, alone, and have been apprehended by immigration authorities. These minors are in the custody of the Office of Refugee Resettlement (ORR) and entrusted to our care. UMP is a licensed Child Caring Agency by the Florida Department of Children and Families.

Total Served: 255

YOUTH AND FAMILY SERVICES

Child Development Centers | Catholic Charities has six Child Development Centers across Miami-Dade County. The programs provide Early Head Start services to children ages zero through two and Head Start services for children between three and five years old. In collaboration with the Early Learning Coalition, Voluntary Pre-Kindergarten is available to children who qualify for the school readiness grant. All the Child Development Centers are National Association for the Education of Young Children (NAEYC) accredited and have a "Gold Seal Quality Care" designation to operate as a gold seal childcare facility.

Total Served: 1902

Total meals and snacks served: 484,471



Strengthening Families Program | Strengthening Families Program engages parents by providing support and resources to improve family communication, increase parenting skills, and enhance daily interactions at home, work, and in the community. In response to the Coronavirus pandemic, the program has successfully transitioned to providing services virtually.

Total Served: 602

SENIOR MANAGEMENT

Chief Executive Officer
Peter Routsis-Arroyo, LCSW

Chief Administrative Officer
Devika Austin, M.B.A., PHR

Chief Financial Officer
Jules Jones M.P.A, CPA

BOARD OF DIRECTORS

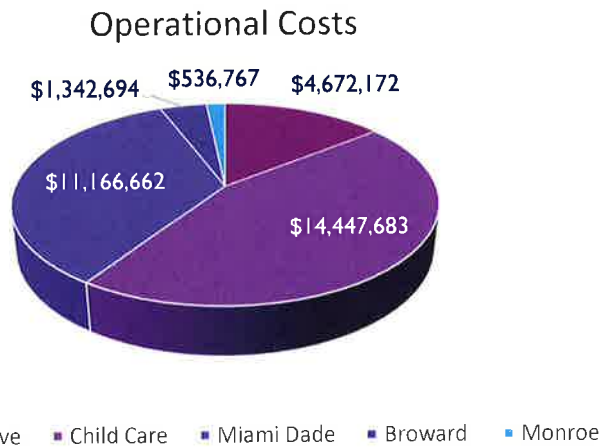
President Catholic Charities
Most Rev. Thomas Wenski

Chairman of the Board
Rev. Msgr. Roberto Garza

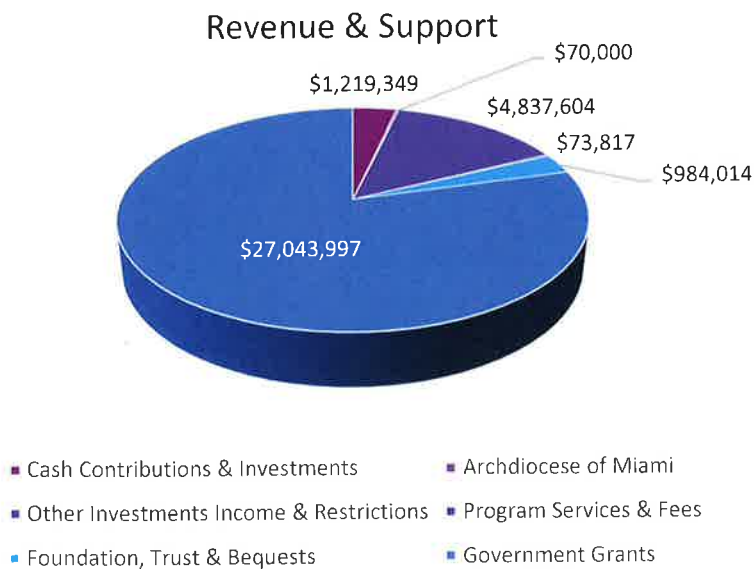
Vice Chairman of the Board
Orestes Wrvs

Members
Mark Fenaughty, CPA
Craig Armstrong
Delle Joseph
Deborah Korge
Diana Lopez
Thomas Falcon
Thomas Comerford
Meliano Carmona
John Couriel

FY 2019-2020 Total Operational Costs: \$32,165,978



FY 2019-2020 Total Revenue & Support \$34,228,781



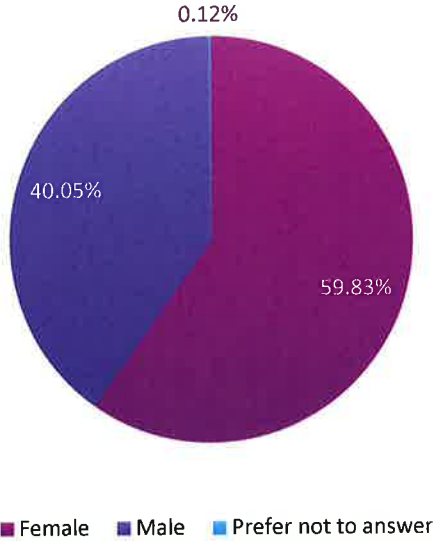
To honor God by enhancing human life and dignity, supporting individuals and families, building communities, and working for justice.

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**The graphs represent a total of 5264 unduplicated consumers served agency wide. Consumers are counted once even though they may have enrolled in multiple programs. **

CONSUMER DEMOGRAPHICS INFORMATION

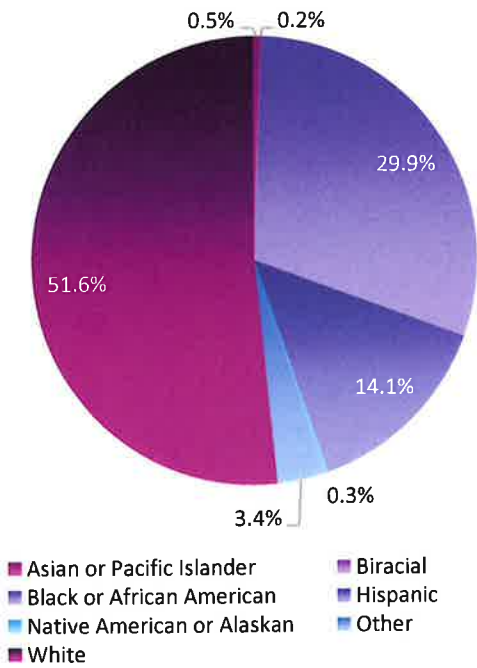
Gender of consumers served



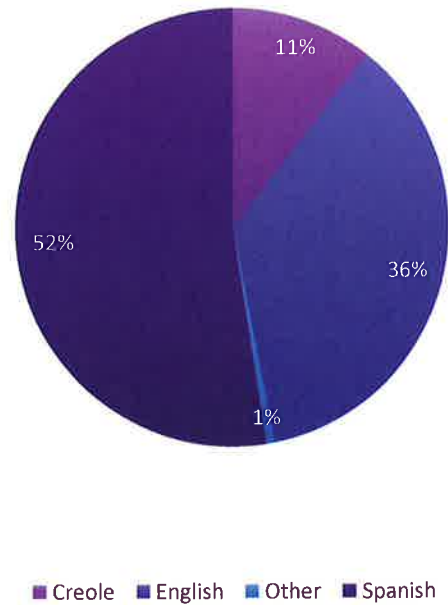
Religion of consumers served



Race/Ethnicity of consumers served

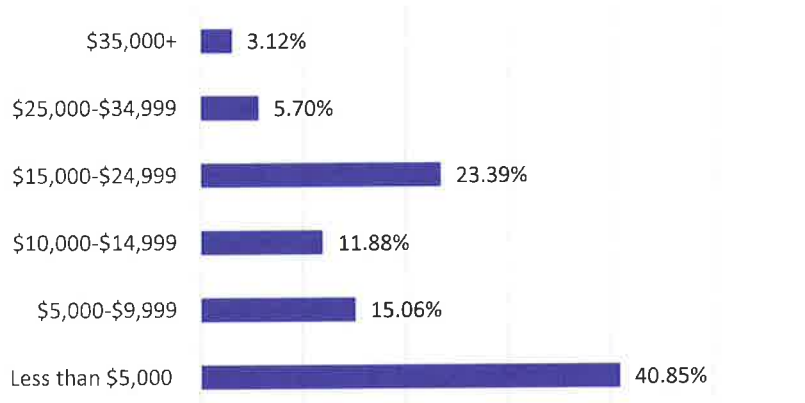


Primary language of consumers served

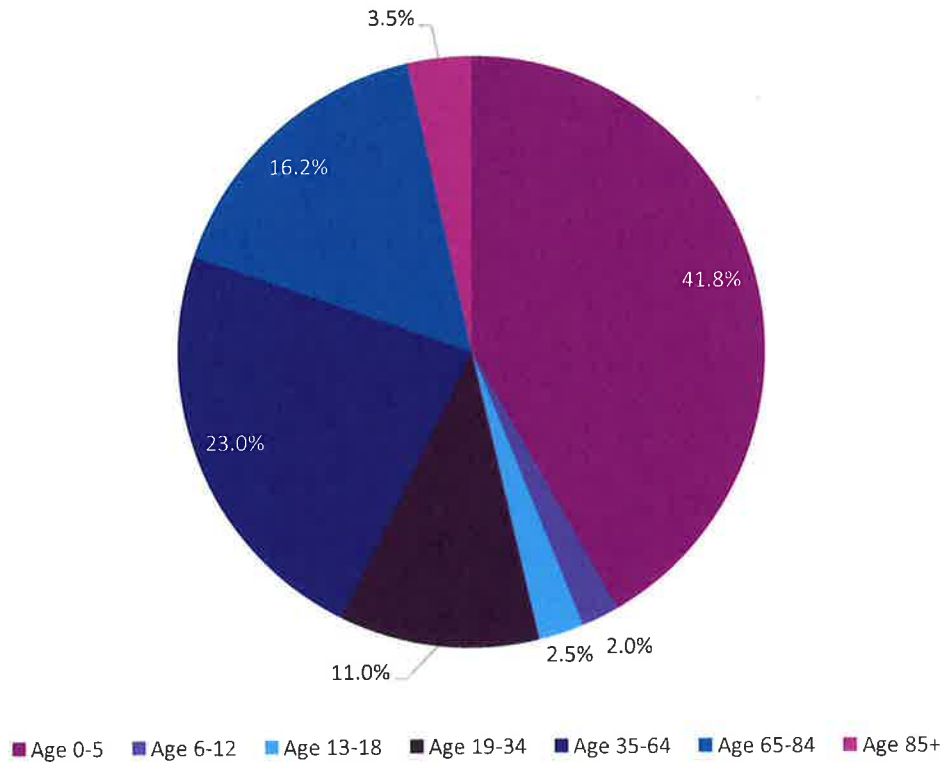


To honor God by enhancing human life and dignity, supporting individuals and families, building communities, and working for justice.

Household income of consumers served

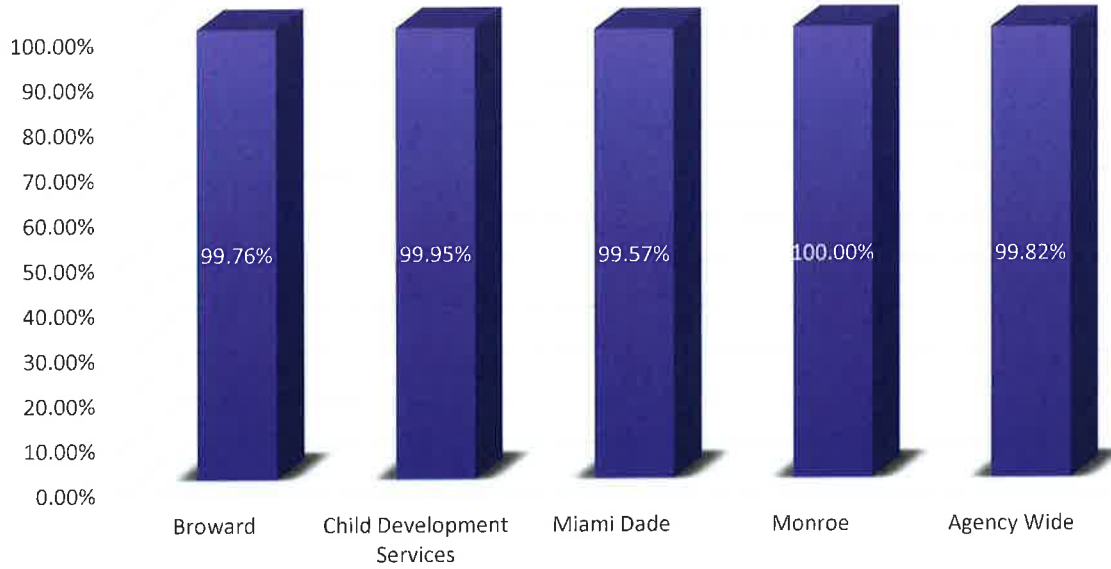


Age of consumers served

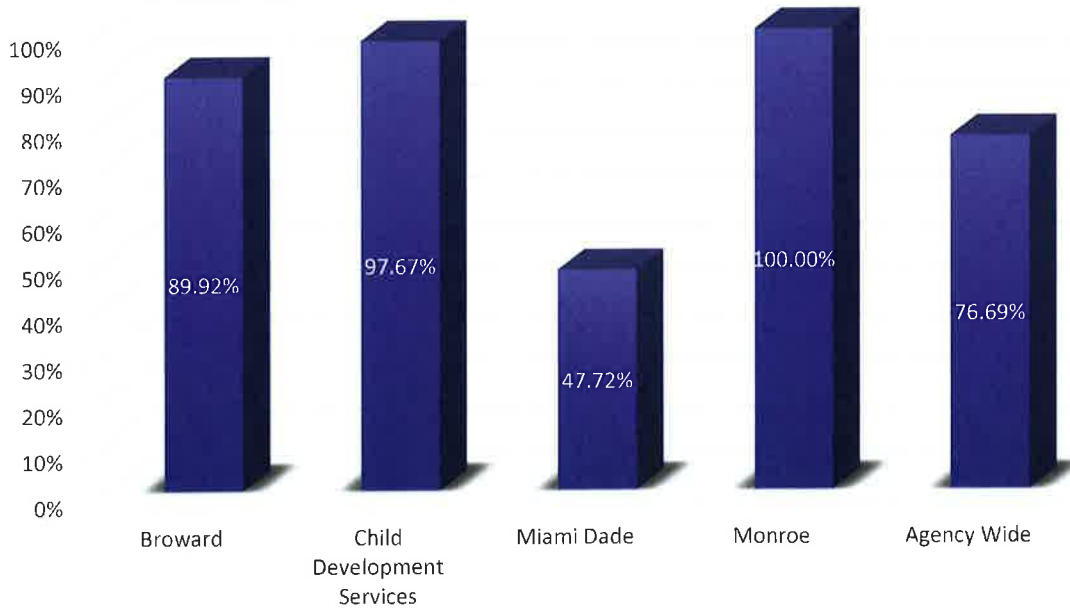


CONSUMER SATISFACTION SURVEY RESULTS

Satisfaction Rate of Consumers Served



Return Rate Results



Surveys are conducted annually during the 3rd quarter.
Surveys Distributed 2,492

PROGRAM AND MINISTRY DIRECTORY

Behavioral Health Services

Adoption Services

1503 NE 26th Street
Wilton Manors, FL 33305
Phone: 954-332-7070
adoption@ccadm.org

Counseling Services

Call toll-free at 1-866-758-0025
Broward: 954-332-7070
Coral Springs: 786-774-1025
Miami-Dade: 954-649-7785
counseling@ccadm.org

St. Luke's Center

7707 NW 2nd Avenue
Miami, FL 33150
305-795-0077
stlukes@ccadm.org

Child Development Services

Centro Hispano Child Development Center

125 NW 25th Street
Miami, FL 33127
305-573-9093
centrohispano@ccadm.org

Good Shepherd Child Development Center

18601 SW 97th Avenue
Cutler Bay, FL 33157
305-235-1756
goodshepherd@ccadm.org

Holy Redeemer Child Development Center

1325 NW 71st Street
Miami, FL 33147
305-836-4971
holyredeemer@ccadm.org

Notre Dame Child Development Center

130 NE 62nd Street
Miami, FL 33138
305-751-6778
notredame@ccadm.org

Sagrada Familia Child Development Center

970 SW 1st Street
Miami, FL 33130
305-324-5424
sagradafam@ccadm.org

South Dade Child Development Center

28520 SW 148th Avenue
Leisure City, FL 33033
305-245-0979
southdade@ccadm.org

Elderly Services

Wilton Manors Adult Day Care Center

1503 NE 26th Street
Wilton Manors, FL 33305
954-630-9501
browardelderly@ccadm.org

Congregate Meals Administrative Office

2800 NW 18th Avenue
Miami, FL 33142
305-751-5203
congregatemeals@ccadm.org

Claude Pepper Congregate Meal

750 NW 18th Terrace
Miami, FL 33136

Gesu Parish Hall Congregate Meal

118 NE 2nd Street
Miami, FL 33132

Malcolm Ross Senior Center

2800 NW 18th Ave
Miami, FL 33142

Marian Towers Congregate Meal

17505 N. Bay Road
Miami Beach, FL 33160

McCarthy Residence Congregate Meal

13201 NW 28th Ave
Opa Locka, FL 33054

Myers Senior Center

450 SW 1st Street
Miami, FL 33130

Palmer House Congregate Meal

1225 SW 107th Ave
Miami, FL 33175

South Dade Senior Center

28520 SW 148th Avenue
Leisure City, FL 33033

St. John Bosco Senior Center

1349 W. Flagler Street
Miami, FL 33135

St. Monica Gardens Congregate Meal

3425 NW 189th Street
Miami Gardens, FL 33056

St. Vincent de Paul Congregate Meal

2000 NW 103rd Street
Miami, FL 33132

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Family Enrichment Centers

Centro Hispano Child Development Center

125 NW 25th Street
Miami, FL 33127
305-573-9093 Ext. 1378
feccentrohispano@ccadm.org

Good Shepherd Child Development Center

18601 SW 97th Avenue
Cutler Bay, FL 33157
305-235-1756
fecgoodshepherd@ccadm.org

Holy Redeemer Child Development Center

1325 NW 71st Street
Miami, FL 33147
305-836-4971 Ext. 1394
feholyredeemer@ccadm.org

Notre Dame Child Development Center

130 NE 62nd Street
Miami, FL 33138
305-751-6778 Ext. 1356
fecnotredame@ccadm.org

Sagrada Familia Child Development Center

970 SW 1st Street
Miami, FL 33130
305-324-5424
fecsagradafamilia@ccadm.org

South Dade Child Development Center

28520 SW 148th Avenue
Leisure City, FL 33033
786-272-1911
fecsouthdade@ccadm.org

Homeless Prevention and Housing Services

Homeless Prevention / Rapid Re-Housing

In Broward County
954-630-9793
browardhousing@ccadm.org

In Miami-Dade County
305-573-3333
newlife@ccadm.org

In Monroe County
305-292-9790
monroe@ccadm.org

New Life Family Center

305-573-3333
newlife@ccadm.org

St. Bede's Village

2706 Flagler Avenue
Key West, FL 33040
Phone: 305-292-9790
stbedes@ccadm.org

St. Theresa House

2409 North Roosevelt Blvd. Ste. 1
Key West, Florida 33040
Phone: 305-292-9790
monroe@ccadm.org

Refugee Services

Refugee Resettlement Services

7707 NW 2nd Avenue, 2nd Floor
Miami, FL 33150
305-883-4555
refugee@ccadm.org

Unaccompanied Minors Program

305-380-0141
ump@ccadm.org

Unaccompanied Refugee Minors Program

7300 N Kendall Drive
Suite #620
Miami, FL 33156
305-883-3383
urmp@ccadm.org

Youth and Family Services

Strengthening Families

7707 NW 2nd Avenue, 2nd Floor
Miami, FL 33150
305-759-3050
pierretoussaint@ccadm.org

Central Office

1505 NE 26th Street
Wilton Manors, FL 33305
305-754-2444
www.ccadm.org
info@ccadm.org

Connect with us on





CATHOLIC CHARITIES
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*To honor God by enhancing human life and dignity, supporting individuals and families,
building communities and working for justice.*

**We serve people not because they are Catholic.
We serve people because we are Catholic.©**