



**TODAY AMID SO MUCH DARKNESS WE  
NEED TO *see the light of hope,*  
AND TO BE THE MEN AND WOMEN  
WHO *bring hope to others.***

– POPE FRANCIS –

**Annual Report 2019–2020**  
Catholic Charities Bureau, Inc.  
Diocese of St. Augustine

CATHOLIC  
**CHARITIES**  
Transforming Lives

# Our Mission

*Catholic Charities puts faith into action to serve the most vulnerable in our community, advocating for justice, human dignity and quality of life, while reflecting the compassion of God in Christ.*

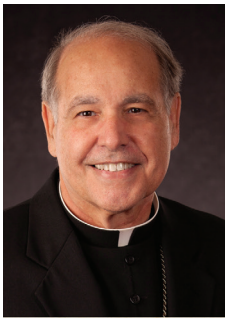
## Message from the President and Diocesan Director

### Dear Friends and Supporters,

Thanks to your prayers and generosity, Catholic Charities has been a beacon of hope and help for many. Our Annual Report provides us with an opportunity to stand in the shoes of thousands of people whose lives have been transformed by Catholic Charities.

These pages are offerings of stories, images of connections, snapshots of struggles, forgiveness and compassion that model the mindful action of loving our neighbor as we love ourselves.

These are real examples of how Catholic Charities serves God's children. Called to be the hands and feet of Christ, we provide help so people can regain self-sufficiency and live with dignity.



From our donors and supporters to our staff and volunteers, there were many acts of kindness and many hours of hard work that sustained us through these difficult times. We are proud to be part of this community of light and hope.

We hope we carry with us the acts of kindness we have heard of and witnessed during this time. May we remember the resilience of the human spirit and try to emulate those who have been a light in dark times.

Yours in Christ,



*+ v. r. Estevez*

Most Reverend Felipe J. Estevez, STD  
Bishop of St. Augustine

*Anita Hassell*

Anita A. Hassell, Diocesan Director  
Catholic Charities Bureau, Inc.



We advocated for the needs of our clients by providing **225 presentations to more than 46,000** individuals in our local community.



The agency has maintained a **consumer satisfaction rating of 99%**.



**98% of clients served met** established program outcomes.



**100% of grant and foundation funding,** donations and proceeds from special events remained in our local communities.



Agency services were supported by **2,858 volunteers** and **65,376 volunteer hours** at a total value of **\$1,778,227**

calculated at \$27.20/hr according to the Independent Sector.



Our agency worked with **57 parishes and 28 Catholic schools**. We provided support through volunteers, food drives, holiday gifts, donations and more.



## Pop Up Food Pantry Provides Food to 11,000 Families

In May 2020, Catholic Charities Jacksonville partnered with Farm Share and The Jessie Ball duPont Fund to meet the growing demand for hunger relief as families struggled due to the economic impacts of the coronavirus pandemic.

The groups developed an innovative drive-thru, pop-up pantry located at The Jessie Ball duPont Center. This new environment allowed our staff and volunteers to safely distribute critical food items to families and individuals in need.

In total, the Catholic Charities Food Pantry at The Jessie provided nearly 215,000 pounds of food to more than 11,000 households over a period of six months.



# Agency Highlights

**94 Employees + 2,858 Volunteers = Transforming the Lives of 115,499 Individuals in 17 counties:** Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, St. Johns, Suwannee and Union.



**6,831 INDIVIDUALS**

Our **Homelessness Prevention Program** provides case management and temporary financial assistance for those in our community facing financial difficulties, such as loss of income or unexpected medical expenses.



**581 INDIVIDUALS**

**Self-Sufficiency Programs** provide services and education that help individuals become more financially self-reliant.

Through the **Bridges to Prosperity Program**, **129 individuals** received financial literacy education to help them overcome poverty.

Through our **Workforce Development Program**, **452 individuals** received help to find gainful employment.



**1,789 INDIVIDUALS**

**COVID Related Financial Assistance** helped those impacted by coronavirus, by preventing homelessness or loss of utility services.



**1,469 INDIVIDUALS**

**Refugee Programs** assisted individuals with their quest to establish peaceful and safe new lives in the United States.



**737 INDIVIDUALS**

**Camp I Am Special** provided camp experiences to **175 children, teenagers and young adults** with intellectual and developmental differences and respite to **333 family members**. The program gave leadership opportunities to **229 teenagers and young adults**.



**336 INDIVIDUALS**

**Pro-Life Services** provides assistance in all 17 Diocesan counties, as well as Lake, Marion and Volusia counties, delivering pregnancy counseling, adoption and post-adoption services.



**320 INDIVIDUALS**

**Farm Workers Ministry** aided farm workers and their families with food, clothing, financial assistance, advocacy and other needed services.



**94,226 INDIVIDUALS**

Our **Food Pantries and Mobile Rural Outreach** helped people feed their families with **1,563,806 pounds** of food.



**977 INDIVIDUALS**

**Immigration Legal Services** helped men and women become residents or citizens of the United States and offered family reunification assistance.



**3,137,144 POUNDS OF FOOD**

Our **Food Bank** distributed food to 61 partner agencies who assist the underserved and food insecure populations in rural communities.



**7,177 INDIVIDUALS**

**Holiday Assistance** helped families and children enjoy the holidays with food and gifts.



**124 INDIVIDUALS**

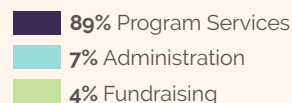
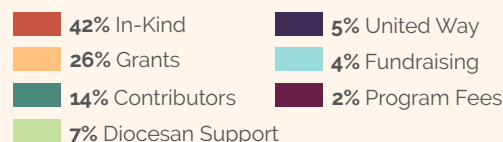
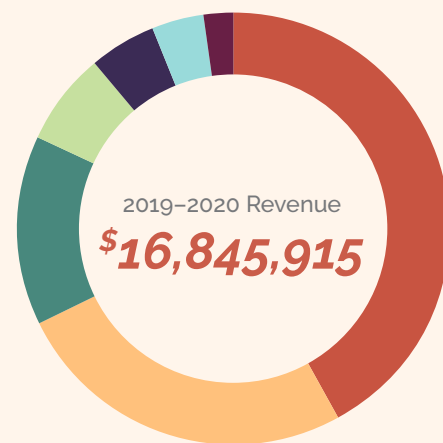
**Hurricane Relief Services** provided financial assistance, referrals and case management.



**932 CHILDREN**

The **Weekend Hunger Backpack Program** assists low income, food insecure children by giving them backpacks filled with nutritious food for weekends and holidays.

## Financial Summary



## FISCAL ACCOUNTABILITY

The agency oversees and safeguards the assets of Catholic Charities in adherence with the best accounting principles, practices and theories. As a good steward of donations and grants, Catholic Charities is committed to providing transparency and accountability to donors and funders. The agency's CFO provides up-to-date financial recording and reporting, including regional and annual budgets, necessary schedules and financial analyses to leadership and the Governing Board of Directors. An independent audit is performed and reviewed by the Finance Committee of the Board of Directors.

# The Agency

## Our COVID-19 Response

Throughout the pandemic, our programs have continued to operate. In March of 2020, we quickly adapted operations to ensure we could still serve our clients. Catholic Charities was able to safely provide services both in person and virtually. Our overall agency numbers reflect an increase in need by members of our community. Catholic Charities is committed to providing services and care for those affected by coronavirus.

### LAKE CITY REGIONAL OFFICE

Suzanne M. Edwards, MA  
Regional Director

**PROVIDES SERVICES IN:**  
COLUMBIA, HAMILTON,  
LAFAYETTE, SUWANNEE AND  
UNION COUNTIES.

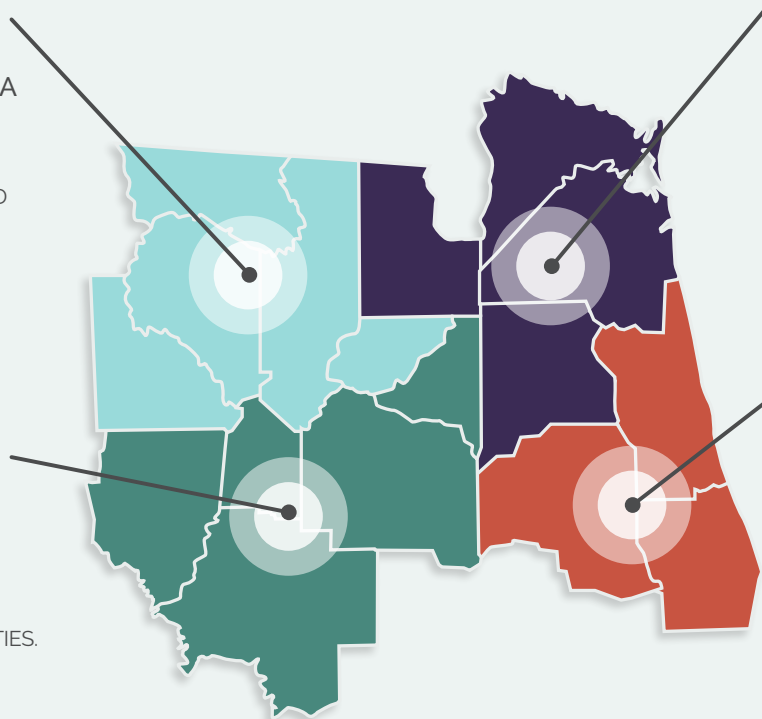
**Regional Office is located at:**  
553 NW Railroad Street  
Lake City, FL 32055

### GAINESVILLE REGIONAL OFFICE

John C. Barli  
Regional Director

**PROVIDES SERVICES IN:**  
ALACHUA, BRADFORD, DIXIE,  
GILCHRIST AND LEVY COUNTIES.

**Regional Office is located at:**  
1701 NE 9th Street  
Gainesville, FL 32609



### JACKSONVILLE REGIONAL OFFICE

Lauren Weedon Hopkins, CFRE  
Regional Director

**PROVIDES SERVICES IN:** BAKER, CLAY,  
DUVAL AND NASSAU.

**Regional Office is located at:**  
40 E. Adams Street, Suite 320  
Jacksonville, FL 32202

### ST. AUGUSTINE REGIONAL OFFICE

Ricardo E. Rosado-Rodriguez, MBA  
Regional Director

**PROVIDES SERVICES IN:** FLAGLER,  
PUTNAM AND ST. JOHNS COUNTIES.

**Regional Office is located at:**  
3940 Lewis Speedway, Suite 2103  
St. Augustine, FL 32084

## Catholic Charities Bureau, Inc. Dioceses of St. Augustine Board of Directors 2019–2020

### OFFICERS:

**Bishop Felipe J. Estevez, S.T.D.**  
*President and Chair*  
**Anita A. Hassell**  
*Secretary and Treasurer*

### BOARD MEMBERS:

Father Peter Akin-Otiko	Father Guy Noonan
Father James Boddie	Nancy O'Byrne
Jacqueline Crews	Joni Poitier
Malcom Fabre	Ralston Reodica
Jay Farhat	Scott Samera
Chris Gibson	Jay Swisher
George Good	Corinne Turcotte
Tracie Loftis	Matt Welch
Sister Rose Paul Madassery	Sister Victoria Will

## AGENCY LEADERSHIP

**Anita A. Hassell, MBA, MSW**  
*Diocesan Director and CEO*

**MaryEdda Day, MBA, CPA**  
*Chief Financial Officer*

**Danah J. Gammage, MPA**  
*Chief Operating Officer*



Catholic Charities USA is the National Office for one of the nation's largest social service networks. Member agencies and institutions nationwide provide vital social services to over 10 million people in need, regardless of their religious, social or economic backgrounds.

A copy of the official registration and financial information for Catholic Charities Bureau, Inc., a Florida-based nonprofit corporation (registration # ch5388), may be obtained from the Division of Consumer Services by calling toll-free 1-800-HELP-FLA (435-7352) within the state or by visiting [www.800helpfla.com](http://www.800helpfla.com). Registration does not imply endorsement, approval or recommendation by the state.

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**CHARITIES**  
*Transforming Lives*

## Annual Report 2019–2020

Catholic Charities Bureau, Inc. | Diocese of St. Augustine

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