

CATHOLIC CHARITIES

Transforming Lives



Catholic Charities Bureau, Inc. Diocese of St. Augustine

2023-2024 Annual Report

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

With this letter I am pleased to present to you the Catholic Charities of the Diocese of St. Augustine 2023-2024 Annual Report. With our compassionate staff, kindhearted volunteers, dedicated board members and generous donors, Catholic Charities brought love and healing to over 118,713 people this last year in the 17 diocesan counties.

For this report, we have chosen a message from Deuteronomy 15:11.

"For there will never cease to be poor in the land. Therefore, I command you, 'You shall open wide your hand to your brother, to the needy and to the poor, in your land.'"

Here at Catholic Charities, we follow this command every day lifting up everyone who comes to us and reaching out to ones who cannot come. Respecting the human dignity of each person, believing in subsidiarity, we assist our brothers and sisters as they strive to improve their lives.

Together each day, we reinvest in the good work that we do, one individual at a time, thousands of times. Each day, we take another step in that walk with others toward something brighter.

I am inspired by and grateful for the passion, dedication and commitment of our staff, donors and volunteers to our work and mission. I am humbled to walk with all of you on this journey and together we are more determined than ever to stand firm with you in living our values to love, serve, teach, and work for justice – every day, for every person, in every community we serve.

Your support of Catholic Charities continues to make a difference in the lives of so many people. Together, we are able to serve God's people by bringing them healing and peace.

Thank you for walking with us on this journey and for your continued prayers.

Sincerely in Christ,

Most Reverend Bishop Erik T. Pohlmeier
Bishop of St. Augustine

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



We advocated for the needs of our clients by providing **285 presentations to more than 10,000 individuals** in our local community.



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



99% of clients served met established program outcomes.



100% of grant and charitable foundations' support, donations and proceeds from special events remained in our local communities.



Agency services were supported by **2,652 volunteers contributing 71,212 volunteer hours** at \$33.49/hr. for a total value of **\$2,384,889.80.**
calculated at \$33.49/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.

Lake City Seniors Get Help and Pay It Forward

The Lake City Commodity Supplemental Food Program (CSFP) was designed to provide low-income seniors with monthly food boxes and meaningful connections, yet it also inspired the recipients to give back themselves. The program's staff and volunteers deliver 35,000 pounds of nutritious food to 993 seniors across three counties each month. As they've hosted community distributions and made deliveries to homebound seniors, they've also nourished relationships. In doing so, they learned that Ms. B, a 79-year-old woman whose house was destroyed by Hurricane Debbie and Helene pays forward the help she receives by personally delivering food to five other families. "Everything we give her, she wants to share," said Shannon Moser, Regional Director of Catholic Charities Lake City. "She finds seniors in need and spreads the word that we're here to help, even when she needs the resources herself." Several other octogenarian CSFP recipients also regularly volunteer, showing how one good deed leads to far more.

Agency Highlights

133 Employees	2,652 Volunteers	\$4,632,947 Financial Assistance Provided	118,713 Clients Served
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Transforming the Lives of 118,713 Individuals in 17 Counties:
Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, St. Johns, Suwannee, and Union.

Helped 5,098 Individuals

Avoid Homelessness

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

Assisted 1,145 Refugees

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

Supported 521 Families

Pro-Life Programs facilitated the adoption of 14 babies through pregnancy counseling, home studies, and pre- and post-adoption support in all 17 Diocesan counties, as well as in Lake, Marion, Sumter, and Volusia counties.

Empowered 187 People

Self-sufficiency programs provided services and education that help individuals become more financially self-reliant.

Engaged 172 Campers

Camp I Am Special provided camp experiences to children, teenagers, and young adults with intellectual and developmental differences.

Taught English to 2,793 Students

Non-native speakers improved their English skills through our ESOL programs.

Spread Joy to 6,382 Kids and Families

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

Fostered Wellness for 1,869 Individuals

The Ryan White Program assisted low-income persons living with HIV/AIDS with intake, referrals, and case management services.

Nourished 3,971 Students

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

Fed 95,977 People

Our food pantries, outreach programs, and the weekend hunger backpack program helped people feed their families with 1,910,164 pounds of food.

Distributed 1,825,796 Pounds of Food

Our food bank distributed food to 61 partner agencies who assist the underserved and food-insecure populations in rural communities.

Championed 638 Citizens

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

Fiscal Accountability*



- 87% Program Services
- 9% Admin
- 4% Fundraising



- 27% In-Kind
- 46% Grants
- 12% Contributions
- 2% United Way
- 7% Diocesan Support
- 4% Fundraising
- 2% Program Fees

*Financial statements are from our FY 22 - 23 audit.

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

LAKE CITY REGIONAL OFFICE

Shannon C. Moser, MA
Regional Director

Provides services in:
Columbia, Hamilton, Lafayette,
Suwannee, and Union Counties.

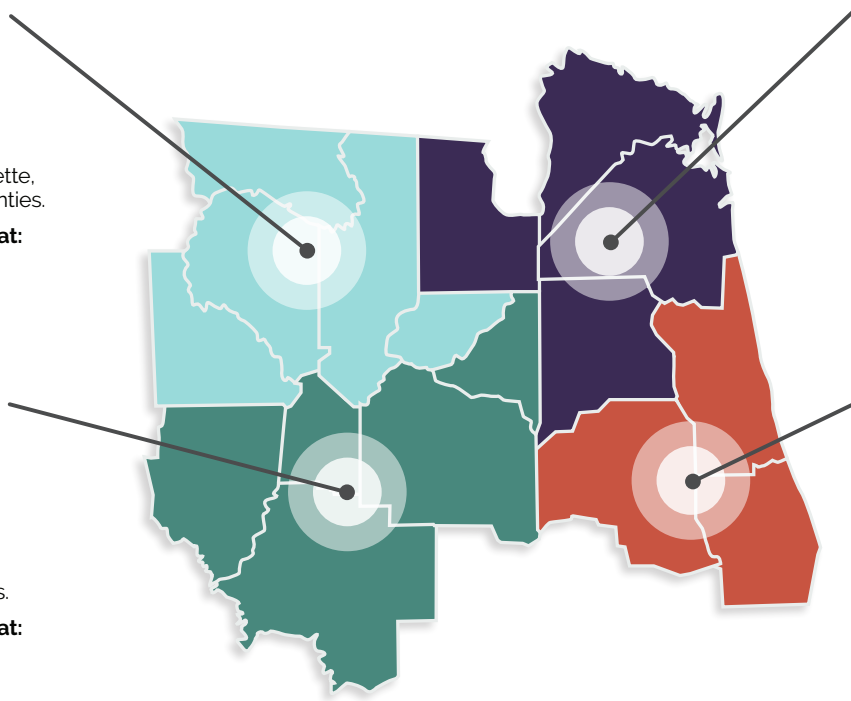
Regional Office is located at:
553 NW Railroad Street
Lake City, FL 32055

GAINESVILLE REGIONAL OFFICE

Denise Fanning
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

Eileen Seuter, MSW
Regional Director

Provides services in:
Baker, Clay, Duval, and
Nassau Counties.

Regional Office is located at:
6 East Bay Street, Suite 301
Jacksonville, FL 32202

ST. AUGUSTINE REGIONAL OFFICE

Tara Provini
Regional Director

Provides services in:
Flagler, Putnam, and
St. Johns Counties.

Regional Office is located at:
525 State Road 16, Suite 112
St. Augustine, FL 32084

CATHOLIC CHARITIES BUREAU, INC. DIOCESE OF ST. AUGUSTINE

BOARD OF DIRECTORS

OFFICERS:

Bishop Erik T. Pohlmeier
President and Chair

Anita A. Hassell
Secretary

BOARD MEMBERS:

Veronica Garcia Brown
Jacqueline Crews
Malcolm Fabre
Jay Farhat
Chris Gibson

Edwin Gonzalez
Dennis Johnson Jr.
Tracie Loftis
James L. Manfre
Fr. Guy Noonan

Joni Poitier
Ralston Reodica
Matt Welch
Fr. Mason E. Wiggins, Jr.
Sr. Victora 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. Registration does not imply endorsement, approval, or recommendation by the state.