

**THERE IS SO MUCH INDIFFERENCE  
IN THE FACE OF SUFFERING.**

**MAY WE** *overcome indifference*  
**WITH CONCRETE** *acts of charity.*

**– POPE FRANCIS –**



## **Annual Report 2021-2022**

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

Each year, when it is time to compile and publish our Annual Report, I find myself feeling very proud of all the work done by Catholic Charities Bureau, Inc. There is no doubt that the concrete acts of charity Pope Francis calls us to perform are done here every time our staff helps individuals and families in need.

When you look at the services provided and the number of people who were helped, think of each and every human story behind it: a mother who cannot put enough food on the table asking for help; a father who lost his job and needs to provide for his children while looking for another job; or children whose parents cannot afford school uniforms and food over the weekend. How difficult must it be to ask for help?

In the U.S. alone, Catholic Charities serves annually more than 10 million people of all faiths, races and backgrounds, addressing a myriad of emergency and long-term needs of families and individuals in desperate situations. They are scared, they are hungry, they are hurting, and they need to be shown the mercy and love of Jesus.

Our Catholic Charities offices, through their many programs, serve thousands of people every year throughout the 17 diocesan counties. The impact of Catholic Charities is real and significant, and it extends into dozens of rural communities where relief services are practically non-existent.

Our staff has been doing an extraordinary job. Serving God's beloved children and remembering that, in fact, we are all children of God.

Some of us are more fortunate than others, some of us encounter difficult times, but all of us deserve respect.



I was recently asked what is my "why" working for Catholic Charities. I feel privileged to work for an organization that meets people at the hardest moments of their life journeys, and to be able to reach out to them and lift them up, shining a light of hope. Additionally, I have been privileged to work with a dedicated and truly compassionate staff who assists every person with empathy while preserving their dignity in a nonjudgmental manner.

Your support of Catholic Charities, either as donor or volunteer, continues to make a difference in the lives of so many people. Together, we are able to serve all of God's people by bringing them healing and peace. It is my hope that this report gives you a sense of how important and effective your support has been.

Sincerely in Christ,

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

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



DIOCESE OF  
**ST AUGUSTINE**  
The Catholic Church of North Florida



COUNCIL  
ON  
ACCREDITATION  
ENGAGE. EMPOWER. EVOLVE.



We advocated for the needs of our clients by providing **343 presentations to more than 35,000** 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 charitable foundations' support,** donations and proceeds from special events remained in our local communities.



Agency services were supported by **3,216 volunteers** and **71,563 volunteer hours** at a total value of **\$2,143,311.80**

calculated at \$29.95/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.



## Ukrainian Couple Finds Hope in a New Beginning

Ukrainian couple Yevhen Kobzar and his partner Anna Sviatna arrived in Florida on May 21, 2022, with nothing but the clothes on their backs. They were enrolled in our Matching Grant Program which helps refugees find employment upon their arrival in the U.S. While they awaited their work authorizations, our refugee resettlement team got them settled in a fully furnished apartment and provided them with groceries, clothing and toiletries. Soon after, Yevhen began working on his certification to legally drive semi-trucks in the U.S. – the same profession he had in Ukraine. Anna has been steadily applying for work and is excited about contributing to their household. They shared that our help and having a place of their own made them feel like they can move forward again in life.

*\*photo has been changed for privacy*

# Agency Highlights

**94 Employees + 3,216 Volunteers = Transforming the Lives of 116,994 Individuals in 17 counties:** Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, St. Johns, Suwannee and Union.



**5,623 INDIVIDUALS**

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.



**201 INDIVIDUALS**

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



**1,456 INDIVIDUALS**

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



**1,403 INDIVIDUALS**

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



**311 INDIVIDUALS**

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



**1,328 INDIVIDUALS**

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



**307 INDIVIDUALS**

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



**7,469 INDIVIDUALS**

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



**98,267 INDIVIDUALS**

Our **Food Pantries and Mobile Rural Outreach** helped people feed their families with **1,360,052 pounds** of food.



**629 INDIVIDUALS**

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

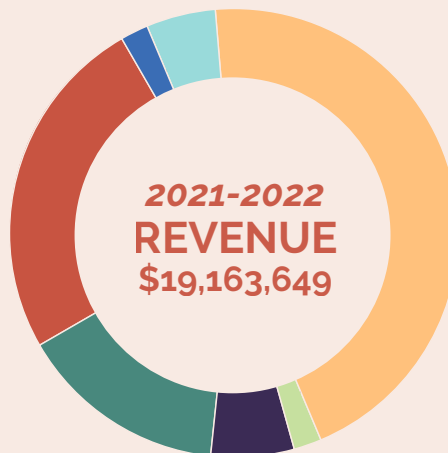


**2,948,616 POUNDS OF FOOD**

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



**90% Program Services**  
**6% Admin**  
**4% Fundraising**



**25% In-Kind**  
**45% Grants**  
**15% Contributions**  
**2% United Way**  
**6% Diocesan Support**  
**5% Fundraising**  
**2% Program Fees**

## 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



## 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

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

Lori Weber  
Regional Director

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

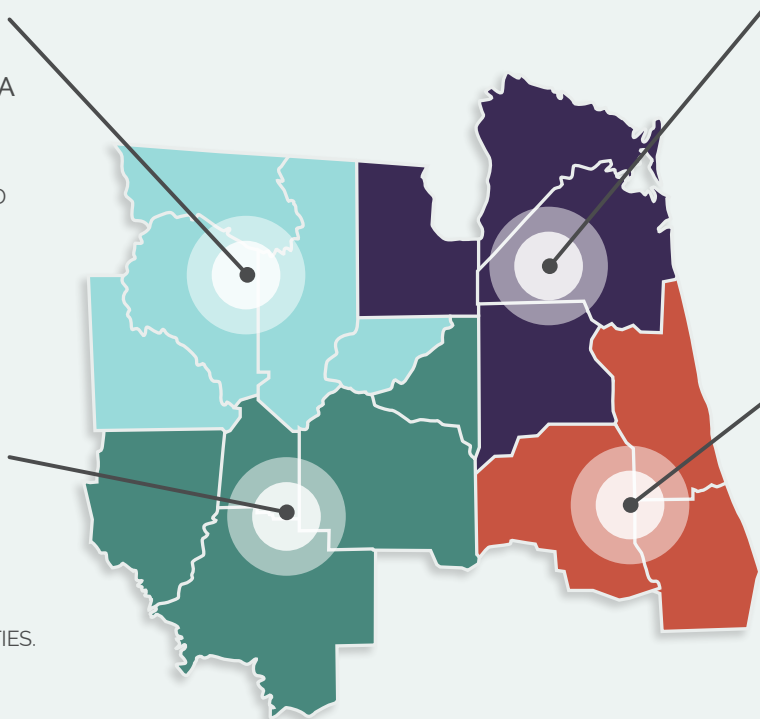
**Regional Office is located at:**  
40 E. Adams Street, Suite 320  
Jacksonville, FL 32202

## 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 and Treasurer*

### BOARD MEMBERS:

Jacqueline Crews  
Deacon Mike Elison  
Malcolm Fabre  
Jay Farhat  
Chris Gibson  
Edwin Gonzalez  
Tracie Loftis  
Rev. Guy Noonan

Nancy O'byrne  
Joni Poitier  
Ralston Reodica  
Jay Swisher  
Corinne Turcotte  
Matt Welch  
Rev. Mason E. Wiggins, Jr.  
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.

CATHOLIC  
**CHARITIES**  
*Transforming Lives*

## Annual Report 2021-2022

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

(904) 899-5500 | [ccbdosa.org](http://ccbdosa.org) | 3100 University Blvd. South, Suite 121, Jacksonville, FL 32216