



CATHOLIC COMMUNITY SERVICES
CATHOLIC HOUSING SERVICES
OF WESTERN WASHINGTON



Without handshakes or hugs,
we smiled with our eyes and
welcomed tens of thousands of
weary souls in need of help and hope.
A year like no other.

Gratitude Report 2020

GRATITUDE

STRONG ROOTS... STRONG WOMEN

Dear Friends,

This *Gratitude Report* is a testament to the steadfast service and stewardship of Catholic Community Services and Catholic Housing Services (CCS/CHS). Given the events of the past year, if you can imagine a need, our Catholic charities were likely involved in meeting that need. Essential needs for men, women and children broken by poverty, isolation and the loss of hope.

Particularly during these many months of great distress, your partnership in our mission has provided the tangible, powerful means to answer Christ's summons to hear the cries of the poor and help heal their suffering.

On behalf of Archbishop Etienne and the CCS/CHS Boards of Trustees, I extend deep gratitude for your faith and trust and pray for God's continued blessings on those we serve and on all who join us in this sacred call.

Yours in Christ,

Bradley P. Hagelin

Fr. Brad Hagelin
Vicar for Catholic Charities



Our logo, centered in Christ's call to service, also resembles the cornflower...
A symbol of HOPE



Greetings!

I am pleased to present this *Gratitude Report* highlighting how Catholic Community Services and Catholic Housing Services (CCS/CHS) met the Covid-19 challenges of 2020 with resilience, compassion and creativity.

I am profoundly thankful for the strong alliance of dedicated staff, volunteers, donors, service partners, and government sources who made it possible for CCS/CHS to remain present to people and communities struggling with poverty and hardship, especially during the pandemic.

Our work is needed more now than ever before. Your many acts of compassion continue to inspire us to serve all people at every age and stage, regardless of beliefs, who journey from sorrow to hope.

With gratitude,

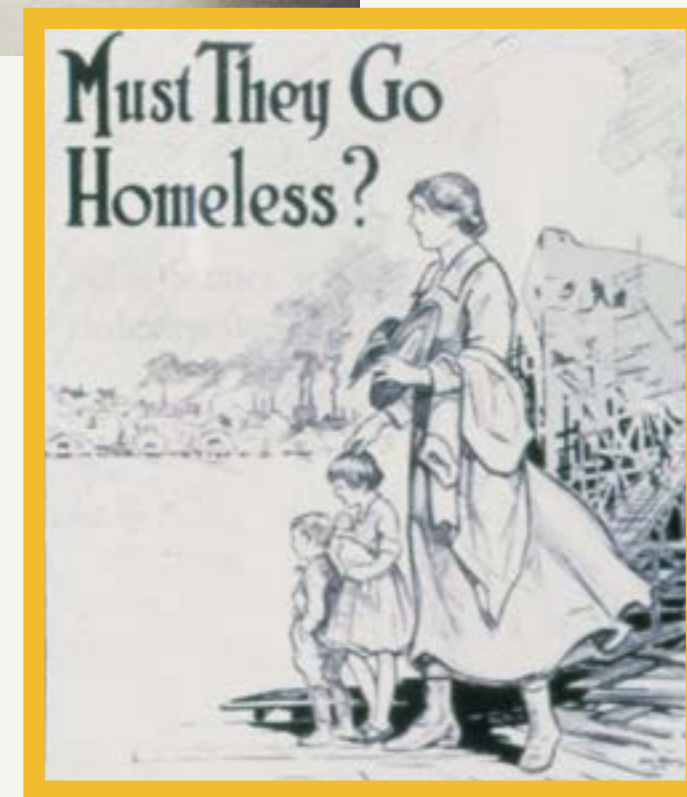
Michael Reichert

Michael Reichert, President



As the 1918 flu pandemic raged and many orphans and widows needed services following WWI, Catholic women organized parish guilds to take up the cause to deliver care.

This visionary group of women provided strong roots for what has come to be the largest private provider of social services in the state, Catholic Community Services and Catholic Housing Services (CCS/CHS). The vital work of the guilds continues to this day providing Advocacy and Caring for Children (ACC).



"While this report cannot capture in total the incredible work and dedication of thousands of staff serving tens of thousands in need, it stands as an historic snapshot of our response to the crisis of a century."

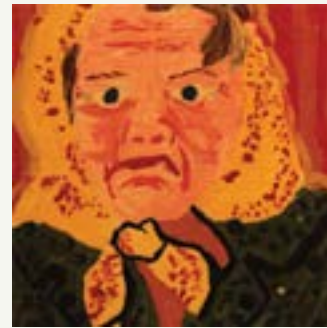
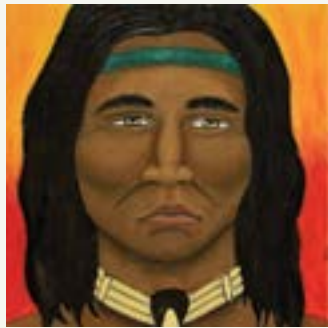
Irene Ward, Executive Vice President

WHO IS MY NEIGHBOR?

OUR MISSION

"We are reminded daily that poverty has a face, a voice, a name...and that the poor are our neighbors. Neighbors in our human family who lack the most basic needs of life - food, housing, healthcare, employment and hope."

From the [Joint Pastoral Letter](#), Washington State Bishops, 2016



"Truly I tell you, whatever you did for the least of these brothers and sisters you did for me."

Matthew 25



ABOUT THE ARTWORK

The 'Art Tiles' that appear in this report were originally created over many years by guests and volunteers at the CCS Hospitality Kitchen, Tacoma. Since transfer of the actual 4 x 4 inch tiles from the walls proved to be unfeasible, the photo replicas allowed for the preservation of these meaningful artistic gems.



WE BELIEVE...

In every child growing up in a safe, loving and nurturing environment.

In elders living in security and dignity.

In healthy family life being affirmed and supported in our communities.

In every person having the right to a safe, affordable place to call home.

In compassion, love and respect for all people, especially those who are poor and vulnerable.

In joining with others to change the systems which oppress, discriminate or otherwise cause human suffering.

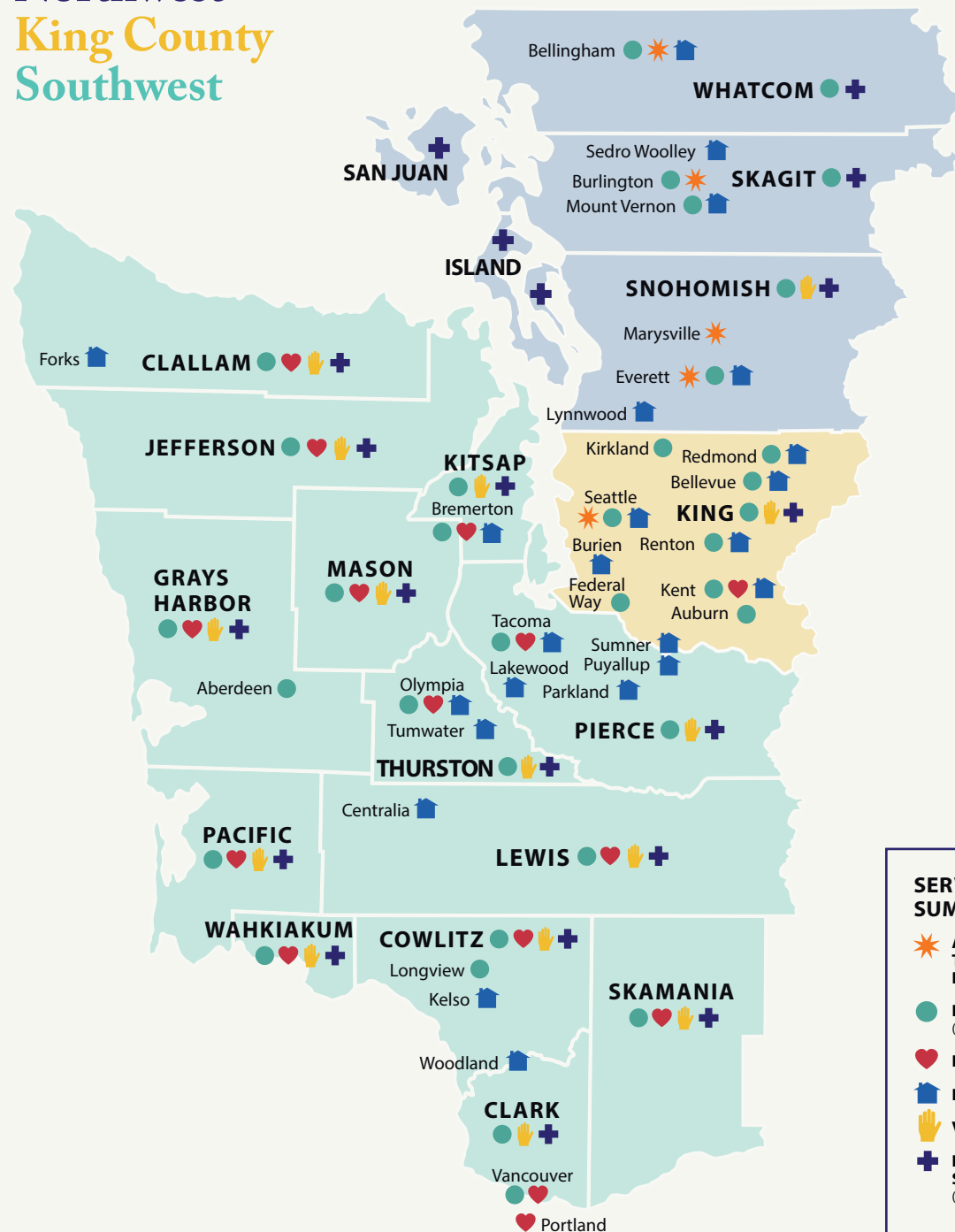
In employees and volunteers working in an environment which offers respect, teamwork and excellence.

In all these things for all people, whatever their color, whatever language they speak or however they worship.

OUR PRESENCE IN WESTERN WASHINGTON

CCS/CHS provides over 170 programs to vulnerable individuals, families and communities. CCS is divided into three geographical regions in order to offer programs uniquely relevant to local needs:

- Northwest
- King County
- Southwest



SERVICES OFFERED AS OF SUMMER 2021

- Addiction Treatment and Recovery Services**
- Family Center/Services** (accessible in every county)
- Family Behavioral Health System**
- Housing**
- Volunteer Services**
- Long Term Care Services** (available in every county)



FAMILY CENTERS

WHATCOM FAMILY CENTER

Serving Whatcom County
1133 Railroad Ave., Ste. 100
Bellingham, WA 98225-5054
360-676-2164

SKAGIT FAMILY CENTER

Serving Skagit County
614 Peterson Rd.
Burlington, WA 98233-2606
360-856-3054

SNOHOMISH COUNTY FAMILY CENTER

Serving Snohomish and Island Counties
1918 Everett Ave.
Everett, WA 98201-3607
425-257-2111 or 888-240-8572

KING COUNTY FAMILY CENTERS

Serving North, Central, East and South King County

100 23rd Ave. S
Seattle, WA 98144-2302
206-323-6336 or 800-499-5979

1229 W Smith St.
Kent, WA 98032-4317
253-854-0077

33505 13th Pl S.
Federal Way, WA 98003-6337
253-854-0077

11061 NE 2nd St.
Bellevue, WA 98004-5810
425-213-1963

PIERCE FAMILY CENTER

Serving Pierce County
1323 Yakima Ave.
Tacoma, WA 98405-4457
253-383-3697 or 800-372-3697

KITSAP FAMILY CENTER

Serving Kitsap County
250 S. Cambrian Ave.
Bremerton, WA 98312-4102
360-377-6136

GRAYS HARBOR FAMILY CENTER

Serving Grays Harbor and Pacific Counties
410 N "H" St.
Aberdeen, WA 98520-4011
360-637-8563 or 888-415-4015

THURSTON FAMILY CENTER

Serving Thurston, Lewis and Mason Counties
604 Devoe St. SE
Olympia, WA 98501-2034
360-753-3340 ext. 127

COLUMBIA RIVER FAMILY CENTER

Serving Clark, Skamania, Cowlitz and Wabkiakum Counties

CLARK AND SKAMANIA COUNTIES
3205 NE 78th St., Ste. 103
Vancouver, WA 98685
360-213-2431

COWLITZ AND WAHAKIAKUM COUNTIES

676 26th Ave.
Longview, WA 98632-1816
360-577-2200 or 844-851-9380

CATHOLIC HOUSING SERVICES

206-328-5731

FAMILY BEHAVIORAL HEALTH

800-566-9053

LONG TERM CARE

877-870-1582

"I was sleeping outdoors in various locations and no matter where I went there was the continual element of danger. I am bed 43, a grateful tenant. We thank you because you're so critical to our survival and we will go out into the world and we will be a product of your blessings."

Catherine, CCS Nativity House Guest



TELEHEALTH

"The Covid-19 pandemic showed our strength as an agency and forced us to look at alternative methods to serve those most in need. We relied on technology in new ways. Staff became adept at providing telehealth treatment. This included assessments and individual sessions, whether in homeless housing services, children's mental health or our substance abuse disorder programs. Clients accessed care on par with pre-pandemic times and in some cases more."

Will Rice, VP, Agency Director NW

Throughout 2020, CCS NW staff provided needed housing and supportive services to individuals and families at 14 locations from the Snohomish County border to the Canadian border.

ADDICTION & RECOVERY

"I was pulled up from depths unimaginable. Despite my rough exterior, my counselor treated me with respect and dignity. I was shown empathy, despite my hostility, and given compassion in exchange for vulgarity. I was so broken. I have been given a second chance at life. Thank you CCS! Thank you for helping me find my light and for encouraging me to burn bright. Because of all of you I have had the opportunity today to live out my dreams and to share my hope with others."

**Addiction and Recovery Services Client,
Whatcom College Graduate and aspiring public speaker**

FARMWORKER CENTER

The Farmworker Center, located in Mount Vernon, is a regional program of CCS Northwest. The mission of the Center is to provide farmworkers supportive services and the tools to advocate and educate the broader community about their concerns. Concerns such as workplace conditions and the lack of available and affordable housing, healthcare and basic education.

In the past year, the Center responded to 3,900 clients, nearly three times the number from previous years. While cultural events, celebrations and many education classes were postponed due to Covid-19, emergency pandemic related needs of Indigenous/Latinx families were highest priority. These included financial assistance, food, baby diapers, personal hygiene products, medical bill assistance and more.

"Thank you for the help you have given us. It has helped me continue my studies and it has helped my family as well. Thank you very much"

Grateful Client of the Farmworker Center



HOPE HOUSE

Hope House is a collaborative effort between CCS and Assumption Catholic Parish. Staff and volunteers provide basic need items for low-income families such as clothing, shoes, diapers, dishes, linens, emergency food bags and cleaning supplies.

"Thank you for the free housewares and food that you gave to me when I moved into my first studio apartment. Your kind-hearted help cheered my desolate soul—and helped me get back on my feet. Thank you!"

Hope House Guest

CATHOLIC HOUSING SERVICES

"The pandemic challenged our team to make swift, creative changes in order to safely manage over 2,500 affordable housing units on 63 Western Washington properties.

Strict resident protocols kept resident Covid-19 cases far lower than local averages. We leveraged public and private funders for rental assistance. We offered flexible schedules for staff who had children or needed to work from home. We added "Hero Pay" for team members who risked their own health to give direct support to residents. This and much more. Through it all, our CHS team was and is amazing!"

Chris Jowell, VP, Community Development Center Director

BUILDING HOPE

Despite the pandemic, construction proceeded safely on our newest property, the Thea Bowman in Kent. The complex consists of 80 permanent supportive housing units for formerly homeless individuals, 36 of which are reserved for Veterans.

The units are a mix of studio and one bedrooms, each fully furnished with a kitchenette. The building includes a multi-purpose room with computer access, caseworker and nurse's offices, exercise room, courtyard, dog run, community kitchen/gathering space and laundry rooms.

CHS was thrilled to welcome new residents in December 2020. Onsite case management services are provided with the goal of meeting each resident's unique needs through effective communication that is adaptable, stability-focused and trauma-informed.



BLESS THIS HOUSE

"Jesus came as a light in the darkness. Through our acts of charity we give witness to the presence of Christ. It is a joy to bless this residence, a home for people who are transitioning from homelessness. A place of rest for those in need."

Archbishop Paul D. Etienne



"Even though it may not always appear that we (tenants) are totally grateful for everything y'all do for us, Clare's Place apartments is only one thing, and that is a complete 100% miracle!"
Clare's Place Resident

CHS 2020 Services

In 63 CHS properties throughout Western Washington,
4,905 clients were served, including:
1,449 children • 2,665 adults • 791 seniors

"With the coronavirus, it's been even scarier to be disabled and live in my car. I've been evicted before and didn't think I would ever get housing but these people worked so hard to get me off the streets and into a safe apartment. I am so grateful and not as scared. Thank you."

CHS Resident

"Thank you for kind help in many ways - all from gracious hands outstretched by your workers. Please continue to pass on the blessings - you do make a difference!"

CHS Resident



NETWORK BUILDERS



The **CCS Network Builders** are highly skilled Catholic staff who focus on collaborating with parishes to create and expand service and engagement with poor families and communities. The impact of Covid-19 disproportionately made thousands in our care more isolated, food insecure and susceptible to severe illness.

In conjunction with the USDA Farm to Families Food Box Program, Network Builders were an integral part of coordinating food delivery at multiple locations by identifying host partners and leading the onsite logistics and distribution. The team engaged new areas that oftentimes go hidden and are under resourced.

- Over 100,000 families served
- 138,000 Food Boxes distributed
- 3.9 million lbs. of meat, dairy and produce
- 20 Catholic parishes hosted 89 food events
- 40 community partner events
- 31 CCS/CHS program events



Volunteers at St. Hubert Parish (Langley) get ready to distribute boxes.

"No one could have planned for the kind of impact the pandemic has made on all of us, not the least of which is our Hispanic Community. The loss of work, sickness, and yes, death, has taken a horrible toll.

Farm to Family has helped our parish offer a sign of Christ's light in the darkness of the pandemic. Many volunteers, young and old, were Spanish speakers. So too were many who came to receive food. Thanks to CCS, we are better able to feed the hungry."

Fr. Gary Zender, Pastor, St. Louise (Bellevue)

PARTNERING WITH PARISHES

PREPARES

Open to all, PREPARES is a nurturing response of the Catholic community to provide meaningful, local and sustainable support to mothers, fathers and families as they care for their children through pregnancy and early childhood. Key to the program are 133 trained parish volunteers who provide family companionship and supportive services. Network Builders help support the 77 established PREPARES ministries in the Archdiocese.

As quickly as PREPARES was impacted by Covid-19 shutdowns, program coordinators rose to the challenges and imagined creative ways of continuing to care for families in need. From virtual meetings to a diaper drive that served 872 families with 30,000 diapers, PREPARES met the critical requests of vulnerable families.

PREPARES served 2,763 clients in 2020

CCS SEWING BEE

In the spring months of the pandemic, masks were sparsely available and desperately needed. Thanks to the incredible response from parish volunteers, sewing machines began buzzing and Network Builders were able to distribute thousands of masks to clients, staff and those most vulnerable. Extraordinary efforts took place to provide cloth masks and other essential PPE for children and adults in farmworker communities.



CCS staff pose with 1,000 masks sewn and delivered by Vietnamese Martyrs parishioners (Tukwila)



"CCS not only provided counseling services but also with the help of PREPARES volunteers we found the strength and supportive services to have our baby. I am not sure what would have happened if we didn't find this program in time."

PREPARES Mom



293,500
HANDMADE
MASKS
DONATED
AND
DISTRIBUTED
THANK YOU!

HELPING HANDS OF HOPE

FAMILY BEHAVIORAL HEALTH



"When I decided to make a change, the Catholics reached down and pulled me out of that pit and they pretty much saved my life that day."

CHS Client

In 2020, with the blessings of deeply committed staff, volunteers and generous supporters, we were able to initiate new ways to provide countless deeds of hope and healing:

- Helped families experiencing homelessness move into secure housing
- Provided food, clothing and basic human needs to those who lost employment
- Moved medically fragile shelter guests to motel rooms to ensure safe, secure services
- Partnered with parishes to address local community needs
- Opened 24/7 emergency shelters to enable social distancing
- Provided assistance to farmworkers to remain safe and protected in the fields and at home
- Afforded therapy and recovery for families experiencing mental health emergencies
- Delivered nutritious meals and provided safe home care assistance to isolated elders
- Furnished personal protective equipment to keep employees and those we serve safe
- Helped low income mothers and families with essentials such as diapers and food
- Aided Veterans to overcome housing, healthcare and transportation challenges
- Pivoted from in-person to online critically needed counseling sessions
- Increased drug and alcohol treatment related to pandemic isolation
- Arranged assistance for individuals and families facing eviction



"To speak of hope to those who are desperate, it is essential to share their desperation. To dry the tears from the faces of those who are suffering, it is necessary to join our tears with theirs."

Pope Francis



"During the pandemic, we have been painfully aware of the distress those we serve are experiencing. The acuity of symptoms has never been higher for youth with complex needs, suicidal behaviors, depression, anxiety, aggression and more. Thankfully, the pandemic did not alter the intensity, availability or effectiveness of our care."

Mary Stone Smith, VP, Director of FBH System

The Family Behavioral Health (FBH) team provides an array of home and community based behavioral health services to children, youth and family members experiencing challenges due to mental health issues. Response during Covid-19 required a monumental pivot from in-person to remote services, including:

- Outfitting clients with laptops or mobile devices
- Addressing disparities with internet access
- Helping clients master technical skills
- Scheduling flexibility to meet client needs

Family Behavioral Health 2020 Services

- **3,937 youth served**
- **287,455 healthcare service appointments delivered**
- **266,923 hours of healthcare counseling delivered**
- **16 average hours of service per month received by youth in care**

"I would like to let you know how special CCS was with our daughter through very rough times. As parents, we hope to help our children whenever they need us. Sometimes, they don't want our help. That's where CCS was such a godsend. We are so grateful that you helped get our precious daughter on the right track. We still have hills to climb, but thanks to you, our daughter is still here to climb them with us."

Family served by FBH



It is in the shelter of each other that people live. Irish Proverb

“In early 2020, with quarantine mandates in full swing, our first priority was to move our most vulnerable shelter guests into local area motels. Soon after, all of our shelter programs were operating in either 24/7 enhanced motel based facilities or facilities that could accommodate the “stay home, stay safe” orders that included social distancing.”
Bill Hallerman, VP, King County Agency Director

15 CCS King County shelters provided 243,613 bed nights to an average of 667 guests each night. 1,919 homeless clients moved to permanent housing.

FROM CHALLENGES TO CHANGE

The pandemic dramatically, and in some cases permanently, altered program and client services:

- The move to 24/7 shelter operations saw improvement in increased connections to supportive physical and mental health services, and kept an extremely vulnerable population safe as a result of social distancing.
- Meal services transitioned from on-site buffet style to packaged meals delivered to clients temporarily residing in motel rooms.
- Key to our pandemic response and containment, we were able to offer Covid-19 vaccinations and on-site testing, either proactively or in response to identified cases.
- CCS King County provides individualized supportive services such as housing case management, substance use disorder treatment, behavioral health care, crisis intervention, adoption navigation, youth tutoring, immigration services, and peer support groups. With the onset of Covid-19, some of these services transitioned to online, phone or limited socially distanced delivery.
- Staff continually worked to find ways to build community, decrease isolation and keep each other and clients healthy and safe despite the challenges of expanding to online care.

NEW BETHLEHEM PROGRAMS

Despite challenging program operations, Eastside based *New Bethlehem Programs* quickly adapted to Covid-19 restrictions with expanded 24/7 shelter services through the newly renovated New Bethlehem *Place* facility. Additionally, in order to meet social distancing guidelines, a hotel-based shelter opened for families experiencing homelessness.

Finally, more staff were hired, including an Education and Youth Coordinator to meet online learning demands. The program also expanded networking with community health organizations to increase client access to the New Bethlehem *Day Center*.

- *New Bethlehem Place*: a home-like facility for ten families experiencing homelessness. The following services are provided: 24-hour shelter, food/meals, hygiene, case management, mental health services and community partner referrals.
- *New Bethlehem Hotel Program*: created in response to CDC social distancing mandates, the program shelters and provide supportive services for ten families experiencing homelessness. Plans are to continue this successful transitional housing model.
- *New Bethlehem Day Center*: located adjacent to the recently built facility, the Center provides a welcoming space where families in search of housing can attend to their basic needs including laundry, bathing and nutrition as well as receive focused case management.



“My family of six experienced homelessness for eight months. We found the overnight shelter and the day center where we were able to sleep, shower, wash clothes, eat, use computers, and get case management.

Being homeless was the hardest thing that we ever had to go through. There were many bumps along the way but we always came back to New Bethlehem because it was a safe place where we found hope and ultimately permanent housing.”

New Bethlehem Guest Family

LONG TERM CARE

"We received the devastating news late on a Saturday evening in February, 2020, that Covid-19 had taken a foothold in our region. Through an enormous amount of work by dedicated office staff and caregivers, we were able to protect both, and safely provide in-home care to nearly 6,000 isolated and frail elders and individuals with disabilities.

With the uncertainties of the pandemic, our services continue to be all the more urgent and meaningful, including transportation for folks who wish to receive the Covid-19 vaccination."

Peter Nazzal, VP, Director of Long Term Care

HOME CARE

The CCS Home Care Program grew significantly in 2020, with expansion to Central and Eastern Washington as demographic trends reveal increasing numbers of elders and people with disabilities in need of help to remain in the homes they love. With the pandemic, *home* turned out to be the safest place for many.

Caregivers assisted with an array of personal care tasks, including:

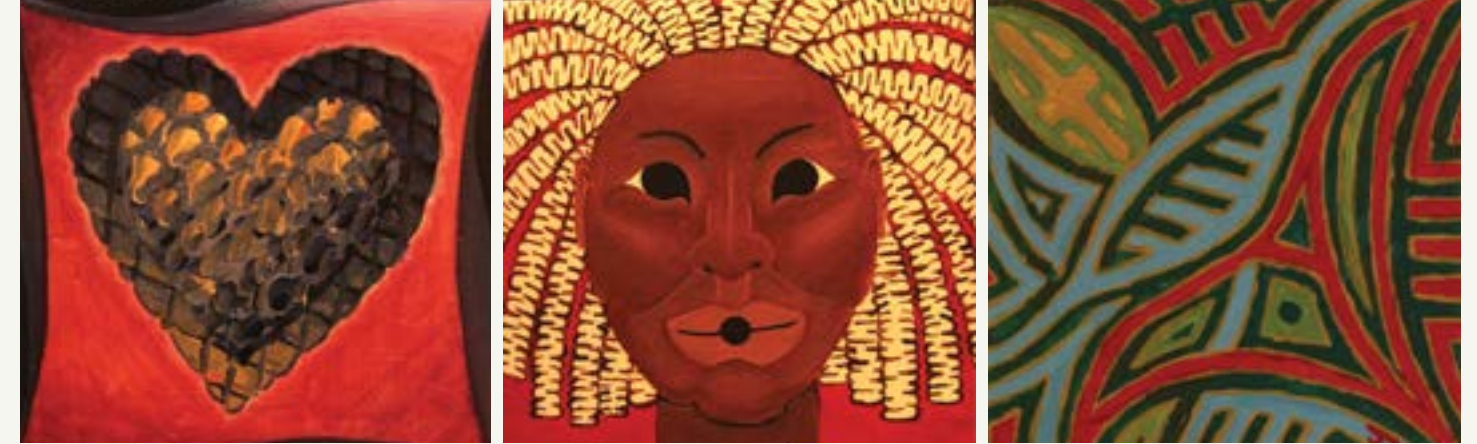
- Bathing
- Incontinent care
- Grocery shopping
- Meal prep and feeding
- House cleaning
- Transportation to doctors' appointments
- Medication reminders
- Transferring from bed to wheelchair



"My caregiver was a godsend. If it wasn't for CCS I wouldn't have been able to get my vaccine. My caregiver has gone above and beyond this being just a job, she was a true blessing."

LTC Home Care Client receiving home care

If you or someone you know needs in-home care, please contact CCS Long Term Care at 1-877-870-1582 or visit ccsww.org/ltc



AFRICAN AMERICAN ELDERS PROGRAM

The CCS Long Term Care System serves elders across the state of all races and religions. The African American Elders Program was originally established in 1997 by the City of Seattle to serve African-American elders in Shoreline, Seattle and South King County. In recognition of a shared mission to care for low income elders, the program merged with the CCS Long Term Care System.

True to its founding mission, the service identifies frail, isolated African American men and women, assisting them with access to needed social and health services through ongoing case management, support and referrals. Elder clients that qualify for the program are:

- 60 years or older
- Chronically ill, frail, or disabled
- Unable to obtain services or perform activities of daily living
- Low-income or below poverty level
- At risk of premature institutionalization
- In need of multiple services in order to remain in their homes
- Lacking formal and informal support systems
- Suffering from minor depression

"Especially during the early phase of the pandemic, our low-income, isolated folks really suffered and some died because they were not able to see their doctors. All have multiple health problems and lack of support and many just gave up during quarantine.

The importance of our program is personal interaction that provides help and a good measure of healing hospitality. We look forward to returning to multiple one-on-one visits with these fragile, deserving souls."

Margaret Boddie, Program Manager, AAEP



NOTES FROM VETERANS

"You all are really putting yourselves out there to help us just like the nurses and doctors do knowing you can get sick too. I appreciate all that you do because you are taking risks."

"I was at my rock bottom, riding on the bus day and night, homeless with all that I owned with me. CCS did a tremendous job to help me get back to being a productive member of society. CCS was paramount to pull me out of that suicidal hole. I asked for help and help was given. I cannot believe that these programs are out there for Veterans."



SERVICES FOR VETERANS

All across Western Washington, CCS/CHS provides a variety of supportive services to thousands of Veterans. Of note in 2020 was a major increase in requests to shelter and house Veterans experiencing homelessness and health issues. In 2020, 352 Veteran families were sheltered in hotels and permanent housing was located for 303 homeless Veterans, a 66% increase from 2019.

CCS/CHS provides housing solutions for Veterans, like Don, who was living in a storage unit when the pandemic hit. Recognizing his fragile medical condition, staff immediately moved him to a safe, secure hotel room. In short order, the support team located an apartment and Don signed a lease for the first time in over 20 years. Getting to doctor appointments was an additional challenge. Again, with staff persistence in finding a solution, Don received a car from Progressive Insurance Company's "Keys to Progress" program.

SANTA'S STORY

"I think Santa won't come this year because of the sickness," was a young client's fearful lament. Reassurance by her godmother that, "Yes, I think Santa will still come but maybe it will take a little longer because he has to follow the guidance to stay safe. I think you should write your Christmas letter early this year."

With childlike hope, belief and diligence, the following heartfelt words to Santa poured onto the page:

Dear Santa,
I have been nice and I help homeless people too.
I love seeing smiles on their faces and really
hope you could read this because for Christmas
I want art stuff and a bike without training wheels.



The surprised and delighted godmother expressed that "It feels so special to read her words about helping people who are homeless and her happiness in seeing their smiles." Out of the mouths of babes, and at the time, a much needed measure of hope and joy!

Hundreds of staff and volunteers spread the spirit of Christmas 2020 with food and gifts for thousands, especially children, in need of "glad tidings!"



SHOEBOXES OF JOY

Every year, CCS Volunteer Services gathers and distributes Shoeboxes of Joy. This holiday project, for groups and individuals, provides brightly decorated shoeboxes containing holiday gifts. The shoeboxes are then delivered to low-income older adults and adults with disabilities throughout King County.

Many of the recipients live alone with no family or friends nearby and may not receive any other gifts for the holidays. Participants thoughtfully fill wrapped shoeboxes with a variety of useful and fun items. Though 2020 brought a lot of uncertainty, the community stepped up and donated 830 Shoeboxes of Joy and 400 handmade greeting cards!



"Our CCS Southwest region offers a range of housing and human services that spans across all 11 southwest counties and includes over 50 programs that meet diverse local needs. For so many in care, especially during the pandemic, our first priority always is stable housing. Successful examples include our Mitigation Site, Tahoma Indian Center and Supportive Services for Veteran Families."

Denny Hunthausen, VP, SW Agency Director

MITIGATION SITE

The Mitigation Site, located in Olympia, provided secure camping space to 85 of the most severely vulnerable and disabled homeless individuals. Staff arranged regular screenings, temperature checks, protective equipment and hosted vaccine clinics at the site. Second phase participants moved to a "Microhome" to ensure social distancing and safer lodging. The final phase for many was to be welcomed into more permanent and stable housing, such as Drexel House.

CCS/CHS Drexel House, also located in Olympia, provides both a 24-hour emergency shelter and 86 units of permanent supportive housing. Because of strict adherence to safety protocols for guests, Drexel House Shelter thankfully reported no Covid-19 cases in 2020.



"Thank you for your Christlike work-welcoming the stranger, listening to the downtrodden, sharing joy along the journey. Home can look like a lot of different things, but people know when they have found home."

Permanent Housing Client



TAHOMA INDIAN CENTER

The CCS Tahoma Indian Center, founded in Tacoma in 1991, has assisted Indigenous neighbors with a variety of services including housing, employment, education and addiction recovery counseling.

The pandemic underscored many existing disparities that affect Native Americans, particularly in the areas of health care and nutrition. Because many elders suffer from multiple medical conditions, 2020 services focused on providing culturally meaningful foods and medicines. Other assistance included pandemic safety protocols, masks, clothing, laundry access and a vaccine clinic.

A joyful, socially distanced drum-making event took place where 50 Native American participants painted and decorated their drums with the creative guidance of an accomplished artist. The drum, sacred in the Indian Nation, symbolizes the heartbeat of Mother Earth and imparts harmony, renewal and personal balance to its people.



SPIRIT JOURNEY HOUSE

The CCS Spirit Journey House is a transitional housing program in King County for Native homeless adult women in addiction recovery. Native American staff and elders steer the program and services to ensure that the wellness and sobriety needs of the residents are met. Services that include weekly talking circles and Native AA 12 step workshops. Successful outcomes have seen 80% of clients return to school, secure employment and housing, and reunite with their children.

"We believe that the Creator will put someone on your path which may be a reflection of yourself. We are a sisterhood, supporting each other in sobriety, trauma or triumphs. Native people like to eat together as part of our ceremonies that include traditional foods, songs and prayer."

Norine Hill, Program Director, Spirit Journey/First Nations Women's House

BY THE NUMBERS...

CCS/CHS AUDITED RESULTS*



"I can love only one person at a time.
I can feed only one person at a time.
Just one, one, one."
St. Mother Teresa

365,675
Total home delivered meals
782,946
Total meals prepared

"It's a good feeling to be helping people. We serve a lot of people who are homeless and a lot of families with children going through hard times, especially with the pandemic. I like seeing their happiness when they enjoy being fed and being taken care of."
Feed the Hungry, CCS Staff

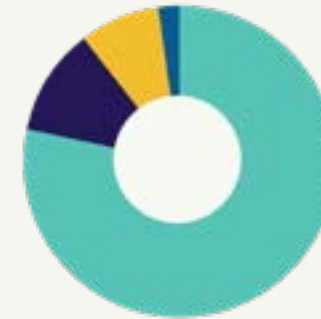
REGIONAL FAMILY CENTERS

There are 13 CCS Family Centers throughout Western Washington offering pregnancy and parenting support, children's mental health and addiction recovery services, case management, information and referral, emergency assistance, shelter and transitional housing, volunteer services and more.

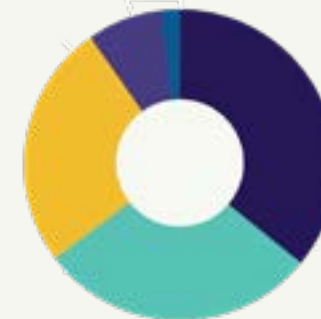
"Volunteers are the heart of CCS and we're able to help people - we're that light. We work with the most at risk populations in this country and know a lot of times they're forgotten and it has always been my thing to not forget people who are older."

Jodie Moody, Director of SW Volunteer Services

4,271
CCS/CHS Staff
6,272
Volunteers



TOTAL REVENUE **\$236,314,343**
GOVERNMENT FEES AND CONTRACTS 78.3%
PRIVATE FEES FOR SERVICE 11.3%
PUBLIC SUPPORT AND CONTRIBUTIONS 8.2%
OTHER REVENUE 2.2%



TOTAL DISBURSEMENTS **\$236,314,343**
CHILDREN AND FAMILIES 36%
AGING AND DISABLED 28.8%
HOUSING AND SHELTER 25.7%
ADMINISTRATION, FUNDRAISING & AWARENESS 7.8%
CAPITAL AND RESERVES 1.7%

REVENUE:	CCS	CHS	Combined	%
Government Fees and Contracts:	180,257,699	4,813,369	185,071,068	78.3%
Private Fees for Service:	9,710,511	16,999,633	26,710,144	11.3%
Public Support/Contributions:	18,233,133	1,149,312	19,382,445	8.2%
Other Revenue:	4,641,326	509,360	5,150,686	2.2%
TOTAL REVENUES:	212,842,669	23,471,674	236,314,343	

DISBURSEMENTS:	CCS	CHS	Combined	%
Children and Families:	85,178,682		85,178,682	36.0%
Aging and Disabled:	68,055,128		68,055,128	28.8%
Housing and Shelter:	38,268,683	22,398,196	60,666,879	25.7%
Administration, Fundraising & Awareness:	16,363,045	1,951,641	18,314,686	7.8%
Capital and Reserves:	4,977,131	(878,163)	4,098,968	1.7%
TOTAL DISBURSEMENTS:	212,842,669	23,471,674	236,314,343	

*FISCAL YEAR 2019/2020

"CCS is one of the charities that I trust and you will have my support. I really appreciate the very important and meaningful work you are doing. I trust the good people you hire to do the right things with any donation I provide. Thank you."
Anonymous Donor

FISCAL NOTES

As good stewards of our resources, we are pleased to report that 92¢ of every dollar spent goes directly to benefit those in need. In addition to the 2020 audited results, CCS and CHS are the managing general partners or program managers for 20 affordable housing projects with a combined operating budget of \$9,456,422.

The Catholic Charities Foundation of Western Washington reported total assets of \$15 million as of June 30, 2020, that were invested for the benefit of CCS and CHS. For the year ending June 30, 2020, the Foundation made distributions of \$618,866 to CCS and CHS programs and services.



NOURISHING

"In times of deep crisis, it is increasingly important for staff to have the resources to pull back, to reflect and to connect with our mission and with God, allowing opportunity to nourish our souls."

Erin Maguire, Regional Network Builder

Nourishing began in 2020 to help support and sustain staff in our ministry of compassion during the crisis of Covid-19. Ministry that requires deep grounding, inner strength, commitment and solidarity. Each week CCS/CHS staff of all beliefs, offered their own gifts, developed materials, shared the good news of our work, generously lead us in meditation practices, conversations, virtual memorials, and prayer.

"I cannot begin to tell you how much joining the Nourishing sessions means to me. I schedule my whole day around it. It helps me to refocus myself and I honestly feel it makes me a better employee. I pass on ideas to my clients, so in a way it helps them also...Thank you... I can honestly say that Covid-19 has given us something positive in this!"

Staff Testimony

STAFF TESTIMONIES

"Thank you for making this space for us. It really helps"

"Thank you for CCS support. It is a blessing to have colleagues who help me honor our loved ones. May their light shine on us always!"

"Blessings to everyone! Thank you for sharing your kind words of consolation and hope!"

"Thanks to everyone for all the support over the last year. Take good care of each other."

"I was really moved by this, as I have never experienced this at any other job before."



SEATTLE PREP

Throughout the 2020/21 school year, Seattle Prep students found a powerful way to continue to volunteer for CCS/CHS programs during Covid-19. Prep sophomores wrote birthday cards and delivered cupcakes to the residents of Frederic Ozanam House, the Josephinum, Noel House at Bakhita Gardens and to St. Martin's on Westlake. The Birthday Box program was created as a safe alternative for student volunteers to reach out to clients during pandemic quarantine.

Residents at the various housing programs found the boxes to be a great joy and unique way of celebrating one's birthday while in isolation. One resident even had a countdown until it was their turn for a cupcake and card! The small gift of a hand written card along with a birthday cupcake had a sweet and lasting impact for that resident and so many more.

A big shout out to the Seattle Prep community and to the legions of CCS/CHS volunteers who provided thousands of large and small gestures of compassionate care, commitment and connection.

"What we are doing is just a small example of what is happening throughout the Catholic community at this difficult time. In scarcity, the Catholic community is abundant when it comes to care and generosity, the cornerstones of the Gospel."

Kent Hickey, President
Seattle Preparatory High School



"Whenever you get a cupcake it is memorable! And this one was delicious. But this one was special because of the card that came with it and how much that meant." Grateful Recipient



"The resilience of generous supporters amid the extreme burdens of 2020 inspired this heartfelt report of Gratitude! Whether donations provided mental health counseling, a meal or a mask, every gift had tangible impact for those seeking help and hope. In a year like no other, we were truly graced to have the enduring support and dedication of loyal donors, volunteers and staff. Thank you!"

Rosemary Zilmer, VP, Fund Development

WAYS TO GET INVOLVED

- **JOIN US ONLINE:** Sign up for a monthly CCS/CHS update at ccsww.org/join-us. Visit us on [Facebook](#), [Twitter](#) and [Instagram](#) for more frequent updates.
- **VOLUNTEER:** Tutor youth, serve meals, help seniors and more at ccsww.org/volunteer.
- **ADVOCATE:** Be a champion for those in need. Follow us on [Twitter](#) for up-to-date advocacy alerts!
- **DONATE:** Give online at ccsww.org/donate or by phone 1 (800) 499-5979 ext 5707
- **CONTACT US:** Learn more at 1 (800) 499-5979 ext 5707 or Development@ccsww.org



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