

Stories of Hope

ANNUAL REPORT FISCAL YEAR 2015



Dear Supporter,



LOTTIE MICHAEL

Catholic Social Services (CSS) is celebrating 2016 as our 50th year of serving Alaskans. In our work over the years, we have strived to meet the needs of Alaska's most vulnerable people. Our story began in a small house off 3rd Avenue, when St. Francis House Food Pantry opened its doors to feed hungry families in our community. Informally it may have started years before that, with the generous actions of the parishioners of Holy Family Parish, CSS was incorporated in 1966. In the 50 years since our Food Pantry opened, our services have expanded to keep pace with our growing community.

Our 2016 annual report tells the stories of people who walk through our doors every day. Our goal is to help each individual reading this report to better understand the personal struggles and individual strengths, courage, and triumphs of the people we support with your help. These stories are powerful, sometimes heartbreaking, and uplifting. In addition, the financial and program related data presented here speak for themselves. We are proud to operate a strong, fiscally responsible organization where professional staff use best practices to fully support our guests and clients. Our clients, like our staff, volunteers, and donors are all one community.

CSS runs eight different programs which combined serve more than 25,000 people each year. These programs are designed to meet different individual needs in the midst of poverty, family dynamics, and challenging situations. We are committed to our mission which is to provide compassionate service to the poor and those in need, to make individuals and families stronger, and to advocate for social justice.

Starting this year, we are embarking on an exciting strategic goal—**ending homelessness in Anchorage**. CSS will work closely with all community organizations responsible for this goal: government partners, businesses, non-profits, and individuals. We cannot achieve this goal without your support, and we look forward to finding solutions with you and every community member who cares about ending homelessness.

CSS values our volunteers, our donors, and our staff. The result of the hard work and dedication of all these individuals working together to meet the same goal is what helps make Anchorage the great place it is today. Please accept our heartfelt gratitude and sincere thanks for your commitment to CSS and those we serve.

Sincerely,

Lisa Aquino
Executive Director

Lottie Michael
Board of Trustees Chair



LISA AQUINO

Our Impact



BROTHER FRANCIS SHELTER PROVIDED
SHELTER TO 3,417 MEN & WOMEN
30% MOVED IN TO PERMANENT HOUSING*



539 WOMEN & CHILDREN
STAYED AT CLARE HOUSE
100% REPORTED FEELING SAFE

113 FAMILIES RECEIVED RESPITE CARE



100% OF THE FAMILIES SURVEYED were satisfied by our service to them

1,751 PEOPLE
received case management



94% of those individuals remained in permanent housing after 6 months

1,054 PEOPLE WERE PROVIDED
PREGNANCY SUPPORT & ADOPTION SERVICES
91% REPORTED THAT THE SERVICES WERE A POSITIVE IMPACT



WELCOMED 188 REFUGEES



95% OF REFUGEES RETAINED their initial employment after 3 months

626,516 POUNDS OF FOOD

WERE DISTRIBUTED AND **95%** OF OUR PANTRY CUSTOMERS SAID THE FOOD MADE THEM HEALTHIER



VOLUNTEERS PROVIDED



44,098 HOURS OF SERVICE

TOTALING OVER 1 MILLION DOLLARS IN-KIND LABOR**

*All CSS programs undergo rigorous Continuous Quality Improvement (CQI) and clients are surveyed repeatedly throughout the time they use our services.

**National volunteer rate calculated at \$23.07/hr by independentsector.org

Catholic Social Services Annual Financial Report
FISCAL YEAR: JULY 2014–JUNE 2015



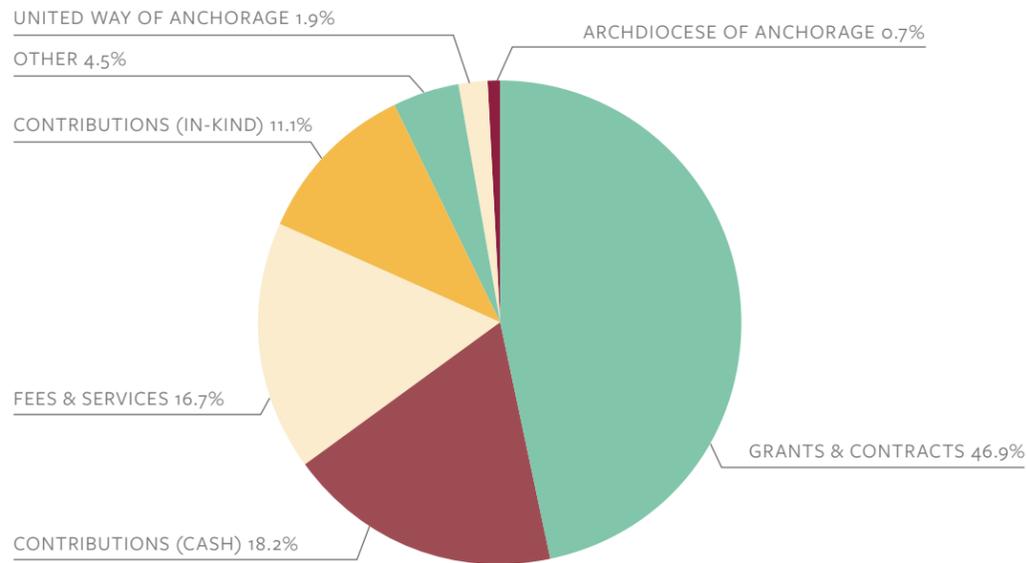
CATHOLIC SOCIAL SERVICES Annual Financial Report

REVENUES \$10,650,795

EXPENSES \$10,122,506

SOURCES OF FUNDS

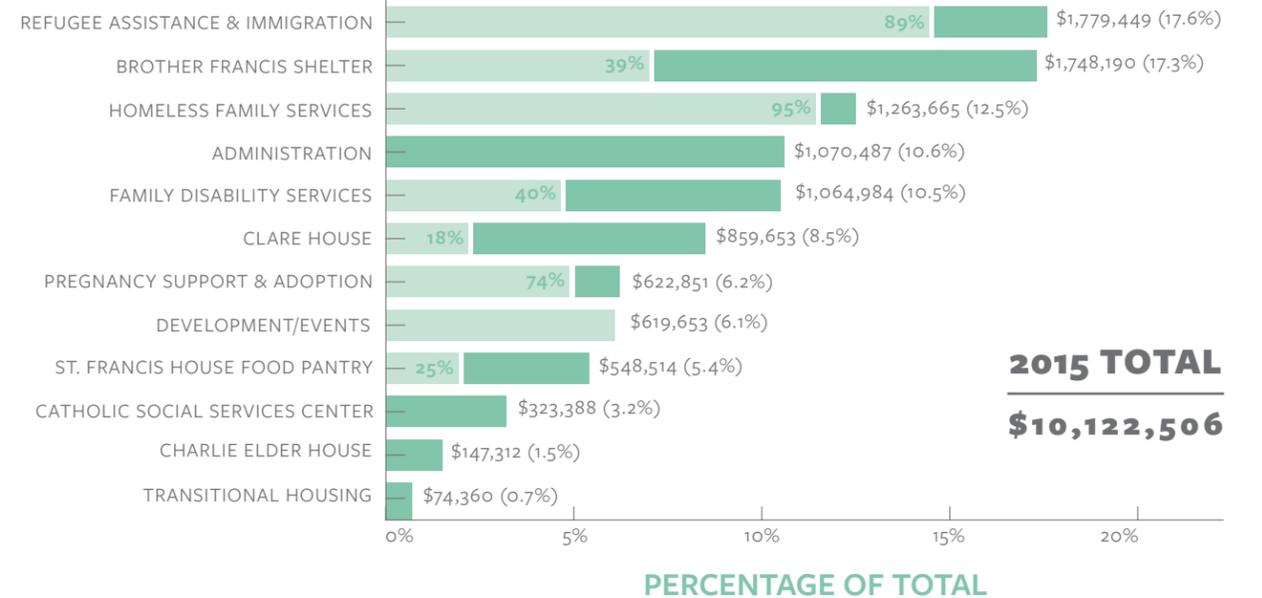
Sources of Funds	FYTD Amount	Percentage of Total
\$4,991,494	Grants & Contracts	46.9%
1,936,779	Contributions (Cash)	18.2%
1,780,691	Fees & Services	16.7%
1,177,245	Contributions (In-Kind)	11.1%
484,586	Other	4.5%
205,000	United Way of Anchorage	1.9%
75,000	Archdiocese of Anchorage	0.7%
\$10,650,795	2015 Total	100.0%



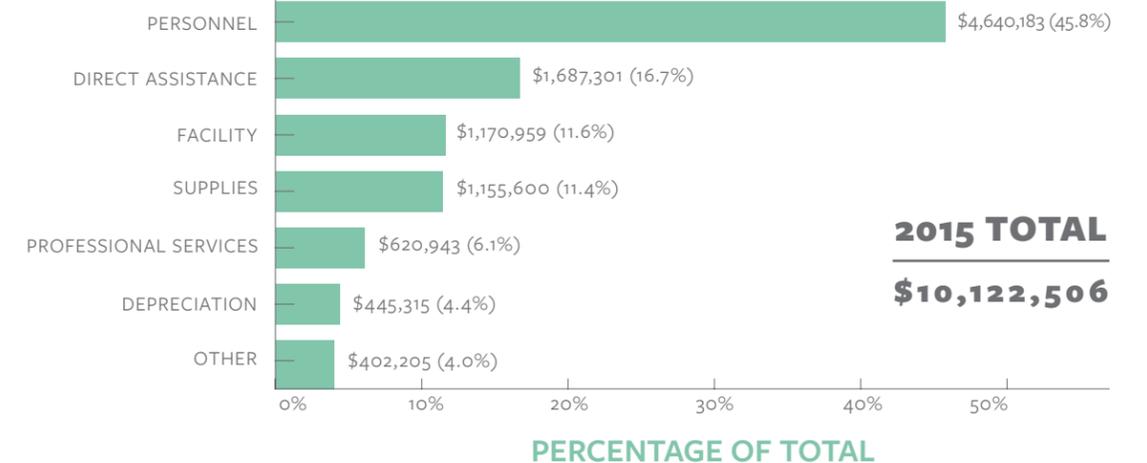
NOTE: In-Kind Contributions are reported as described and valued by their donor.

FISCAL YEAR: JULY 2014–JUNE 2015

USE OF FUNDS (PROGRAM)



USE OF FUNDS (ACTIVITY)



PERCENTAGE OF GOVERNMENT GRANTS
PERCENTAGE OF FUNDS FROM COMMUNITY



BRIDGING THE GAP

Catherine's sister has been battling a serious illness, so Catherine has graciously taken her nieces and nephews for the foreseeable future. Consequently, she and her husband now support a family of nine on \$2,000 a month. After paying regular monthly bills, the family is left with nothing for food and other essentials which is why Catherine now comes to St. Francis House Food Pantry once a month. She says by coming to St. Francis House, she is able to spend money to keep the house warm, the electricity on, and without worrying as much about feeding her family.



SHE IS ABLE TO SPEND MONEY TO KEEP THE HOUSE WARM AND ELECTRICITY ON WITHOUT WORRYING AS MUCH ABOUT FEEDING HER FAMILY.



ACHIEVING INDEPENDENCE NO MATTER THE ODDS

Twenty four year-old Emily was facing seemingly insurmountable obstacles. She was raising her four brothers and sisters, she was pregnant, and she was homeless. Emily found help at Homeless Family Services. A case manager helped her wade through her heavy responsibilities. Emily was able to get a job at a company downtown, but had no transportation. After her younger siblings moved back in with their parents, she went to Brother Francis Shelter so she could walk to work. With help, she saved money and took steps toward the independence for which she strived. While Emily was at Brother Francis Shelter, she was able to save up enough money for a used car plus an additional \$6,000. After a brief stay at Clare House, she moved into her own apartment with her new born baby.

WITH HELP, EMILY SAVED MONEY AND TOOK STEPS TOWARD THE INDEPENDENCE FOR WHICH SHE STRIVED.

WELCOMING REFUGEES INTO OUR COMMUNITY

The AK Fugees are showing that soccer is a common language, no matter where you come from. Sponsored by BP Alaska Youth & Education Foundation, and led by coaches Brendon Ashby and Kash Kinder, the team participated in the Far North Invitational this past July. The AK Fugees are made up mostly of refugee teens from countries like Somalia, the Congo, Iraq, Bhutan, Burma, Eritrea, and Sudan. The team is part of CSS's Refugee Assistance and Immigration Services (RAIS) program that provides a bridge for refugees from their former life experiences to the new skills required for success in the United States. Communication was a challenge early on, but the team was able to come together to win the Far North Tournament championship beating Kenai 4-2. Team members say getting the opportunity to play a sport they love in their new home has made the transition easier to be successful in school and the broader community.



THE OPPORTUNITY TO PLAY A SPORT THEY LOVE IN THEIR NEW HOME HAS MADE THE TRANSITION EASIER TO BE SUCCESSFUL IN SCHOOL AND THE BROADER COMMUNITY.



WORKING TOWARDS A PERMANENT SOLUTION

Christina began using Brother Francis Shelter in September for its overnight services—dinner, access to laundry and shower, and sleeping. After about a month she became more involved in shelter services that aid guests in ending their cycle of poverty. Using the Good Night, Good Day Sleep program, she was able to keep her job. Now she is staying in a progressive housing wing which allows her to save 70% of her earnings getting her one step closer to obtaining permanent housing. Christina says she is very grateful for the resources Brother Francis Shelter provides, including case managers through CSS's Homeless Family Services program. With help from her case manager, Shawna, Christina

has learned better self-control over her money, helping her get one step closer to living in her own home.

“THE ENTIRE TEAM OF CASE MANAGERS ARE A BLESSING” SAYS CHRISTINA. “BECAUSE THEY HELP US SEE THAT WE ARE BETTER THAN JUST BEING HOMELESS AND JOBLESS.”



In Honor of...

To honor the memory of loved ones or to recognize those still with us many donors have given generously. To all of our donors, we at Catholic Social Services are grateful for your support, which will better the lives of many people in our community.

Catholic Social Services gratefully acknowledges the legacies and support of those who assist in the continuation of our work. For information about planned giving or other forms of donations to Catholic Social Services, please contact:

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Director of Community Relations & Development

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