



2021
Annual Report

Embracing Growth



Growing to Meet the Needs of Our Community

To our supporters,

This year challenged all of us. The needs of our vulnerable neighbors grew, as Covid pushed our economy and our community in ways we could never anticipate. Homelessness increased, food insecurity continued to rise, and we witnessed growing needs for services everywhere.

Fiscal Year 2021 required Catholic Social Services to grow, to provide more programming, to increase the excellence of the work we do, and to blaze new trails in the services we provide. It pushed us to break new ground in the ways we serve our clients, our partners, and our community.

In FY21, Catholic Social Services served more than 13,000 people. We moved 542 people into housing and began growing our programming to meet longer-term needs and keep our clients safe, housed, and healthy.

The challenges of FY21 pushed us, but they also reminded us of who we are and why community matters. In FY21, we saw our community struggle. When we saw these increasing and changing needs, we responded

together – as a whole community. We explored how to adjust and grow our services – partnering to find solutions.

Together, we're doing it. We're growing and building new programs. We're meeting people where they're at and guiding them on their journey toward permanent stability.

This year, our staff, supporters, volunteers, and clients have all showed amazing resiliency. They've been compassionate and strong, showing us their best selves amidst steep adversity. Thank you to our community for coming together with us and pushing through the difficulties to find connection and hope.



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Through your support, we're developing the most comprehensive approach to helping vulnerable Alaskans in the state, addressing our clients' needs at every level:

OUR MISSION

We compassionately serve the poor and those in need, strengthen individuals and families, and advocate for social justice.



**IMMEDIATE:
SAFETY AND BASIC NEEDS**



**MID-TERM:
HOUSING AND INCOME**



**LONG-TERM:
SOCIAL AND EMOTIONAL
WELLBEING**



IMMEDIATE: Safety And Basic Needs

Before we can address longer-term needs like permanent housing and employment, we have to address the basics: a safe place to sleep and food to eat. When we meet these basics with a trauma-informed, client-centered approach, we provide them the foundation to begin building a stable future.

BETTER SLEEP, BETTER OUTCOMES



90% of guests surveyed at Brother Francis Shelter report getting “very good” sleep each night.



Brother Francis Shelter’s Medical Respite provides guests who are recuperating the space and time to heal properly. This program prevents treatable conditions from becoming major crises.

When we provide shelter, safety, and stability through programs like Clare House, we can reduce the long-term trauma caused by childhood homelessness.



Addressing the Basics

For our programs that focus primarily on basic needs—Brother Francis Shelter, Clare House, and St. Francis House Food Pantry—we grew by specializing. We surveyed the needs in our community and the network of agencies available to help them so we could best fill in the gaps. This refocused our attention on people whose basic needs weren’t met.

During FY21, Brother Francis Shelter focused on serving medically fragile guests, whose conditions made it difficult for them to find shelter anywhere else. With the Medical Respite program, in-house Caring Clinic, and low staff-to-client ratios, the shelter provided the close, attentive care that people with advanced medical conditions require. While Brother Francis Shelter had to reduce its total population to safeguard its high-risk guests during a pandemic, outcomes for those guests improved dramatically. Smaller staff-to-client ratios meant that each guest

received individualized care and built deeper relationships with staff.

When our community began to see higher rates of hunger during the pandemic, St. Francis House Food Pantry shifted to a drive-through model where shoppers could receive food quickly and safely. This not only protected our clients by minimizing exposure, it also let St. Francis House serve a higher number of people per day, providing weekly food assistance, rather than monthly.

With homelessness rising in our community, Clare House shifted its transitional housing to emergency shelter to ensure moms and kids had a safe place to stay.

Your ongoing support not only lets us continue to meet our clients’ immediate needs and keep them safe, but gives us the flexibility to grow and serve in the most effective way possible. Thank you for helping build the foundation for permanent stability.

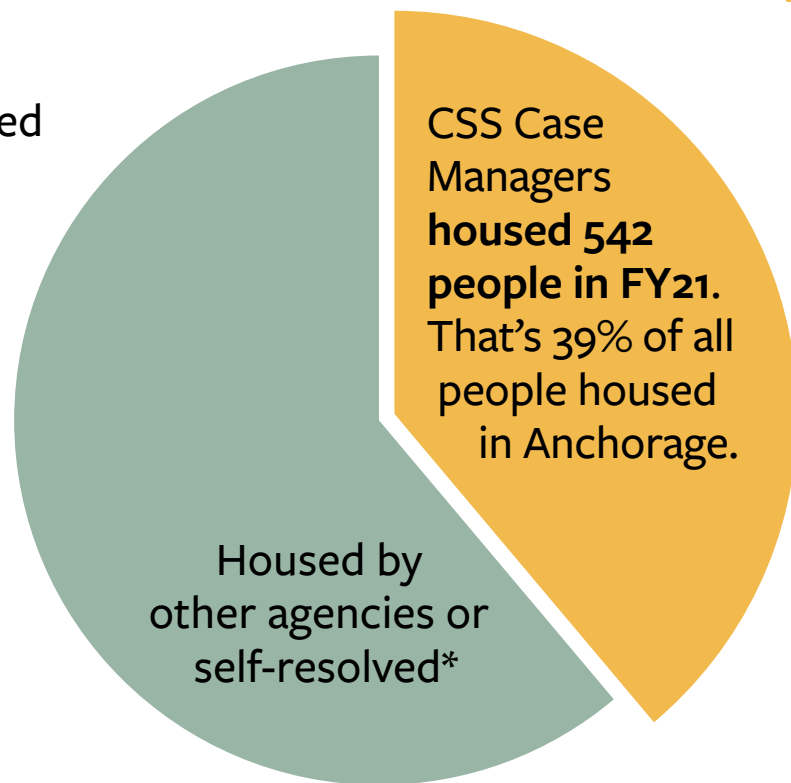


MID-TERM: Housing and Income

Helping our clients find housing and establish income are some of the most critical steps on their path toward permanent stability. When a client has housing and stable income, they can meet their basic needs independently. This opens the door to longer-term goals like planning for the future, restoring relationships, and finding healthy community.

A LEADER IN HOUSING

Of the 1,388 people housed in Anchorage in FY21, Catholic Social Services housed more than one third of them.



*Data provided by Anchorage Coalition to End Homelessness

Establishing Stability, Securing Futures

During FY21, Catholic Social Services grew the number of ways we help clients establish income and find permanent housing.

Homeless Family Services played a leading role in Anchorage's housing efforts, housing 542 people—a full 39% of everyone housed in Anchorage in FY21. Homeless Family Services' case managers helped clients access a wide range of income sources, from Veterans' pensions to new employment to federal assistance.

In Anchorage, many people struggled after they lost income during the pandemic, and we saw the impact that caused across the board. CSS partnered with Alaska Housing Finance Corporation to distribute rental assistance to struggling Alaskans. This rental assistance eases the strain of that loss and gives our neighbors time to recover and rebuild. In FY21, we distributed more than \$50 million in pass-through funds from federal

assistance and kept thousands of families from experiencing homelessness.

Despite Alaska only receiving 22 refugees in FY21, RAIS continued growing its services for those who arrived over the last 5 years. In particular, RAIS helped current and former clients create stronger incomes by building and operating businesses through Grow North Farm and Fresh International Gardens (FIG). In 2021's growing season, Grow North Farm generated \$140,000 in sales for immigrant and refugee-run businesses, and FIG gardeners worked 1,200 hours, earning \$11 per hour on average.

Throughout our community we've seen growing challenges with housing. Lost incomes and the rising cost of living have put our neighbors under a lot of strain, but through your support, we're providing rent assistance, income support, and access to housing. Thank you for helping us grow our programming to meet these growing needs.

Laury (right), a Case Manager, meets with a new client for the first time to discuss his current needs and help him find housing. Case Managers use a client-centered approach to provide personalized care.



Our Impact



Brother Francis Shelter
gave shelter to **466 adults**, 117 of whom recovered in Medical Respite



Clare House
sheltered **220 moms and kids**, who stayed for 2 months on average



Family Disability Services
served **48 client families**, providing them with 14,722 hours of care



Homeless Family Services
moved **340 households (542 people)** into housing and kept 100 more out of homelessness



Refugee Assistance & Immigration Services
worked with **460 total clients**, 50 of whom found new jobs, and resettled 13 new arrivals



St. Francis House Food Pantry
distributed **690,008 lbs of food** to **10,311 clients**, an average of 1,180 families per month



Supportive Family Services
hosted its first Parent Café, a group support network, with **8 families** and total of 48 participants

Financial Report

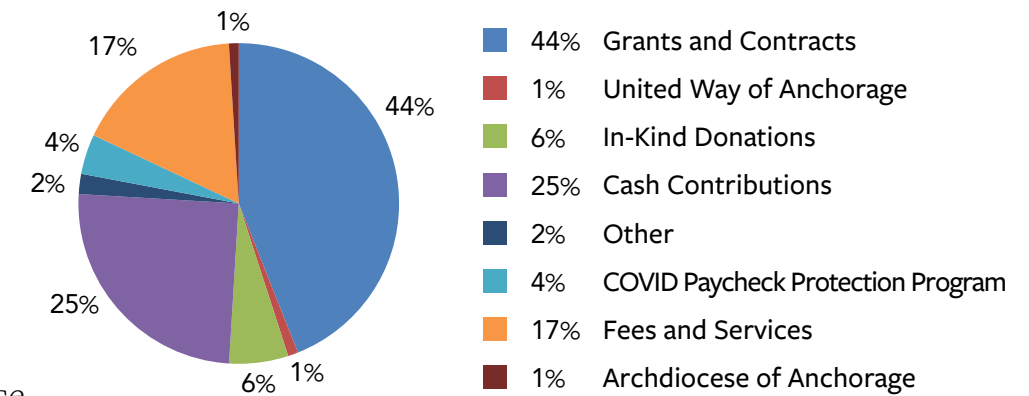
JULY 2020 - JUNE 2021

Revenues:
\$16,412,473
\$2,026,346*

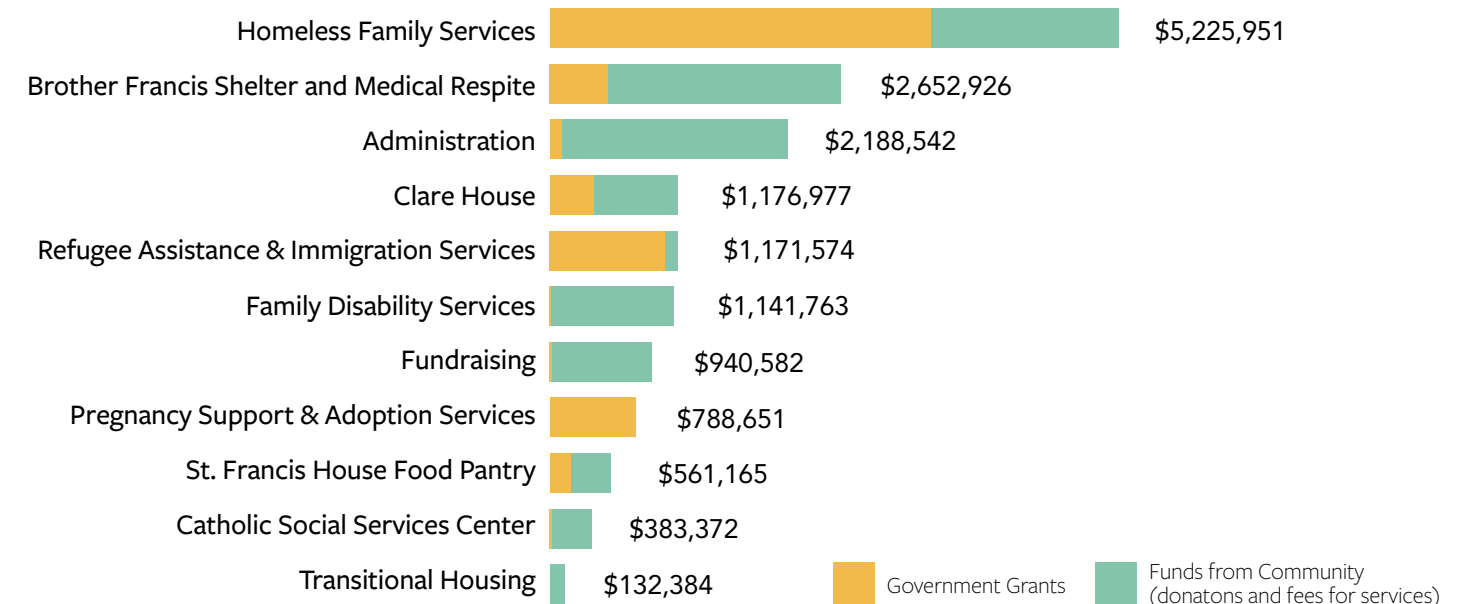
Expenses:
\$16,363,887

*Donor-restricted for future use

SOURCE OF FUNDS



USE OF FUNDS



Catholic Social Services Alaska is one of the largest social service agencies in Alaska. It was incorporated in 1966 as a registered 501(c)3 nonprofit corporation. Catholic Social Services is the social service arm of the Archdiocese of Anchorage, serving, engaging, and employing people of all faiths.
EIN: 92-0037322



LONG-TERM: Social and Emotional Wellbeing

Permanent stability is so much more than four walls and a roof. A focus on social and emotional wellbeing through programs like Parent Cafés provides clients the tools and resources to manage life's unexpected twists and turns.

BUILDING LONG-TERM STABILITY



Social Support

Healthy peer relationships are not only good for positive quality of life, but also provide a first defense against recurring homelessness.

Emotional Resilience

Good mental health and stress management techniques help clients be better parents and maintain stability in their lives in spite of challenges.



Shannon (left), a case manager, saw an incredible response from participants in the first Parent Café. Parents shared time and experiences, building healthy peer relationships and strong foundations for their future.

Case Managers help clients discover and foster their own support networks of friends, family, and peers. Healthy relationships provide the resources and encouragement to remain in housing.



Building resilience through strong relationships

This year, Supportive Family Services grew our programming for long-term needs with a pilot run of Parent Cafés, a nationally used group teaching model. In the pilot program, client families participated in an 8-week class that taught strategies for parental resilience and stress management. Parents participated in large-group seminars, small-group breakout sessions, and had the chance to build connections with other parents in a similar place in their lives.

The first Parent Café had an overwhelmingly positive response from participating clients. Many of them asked if they could mentor the next group of Parent Café families, and every family that participated remains in housing.

We immediately saw the benefit of the peer relationships clients formed. When one of the parents, a single mother, briefly lost custody of her kids, her peers from the

Parent Café gave her rides to the courthouse, provided advice and emotional support, and helped her regain custody of her children. With these resources, this single mother was able to handle an unexpected disruption, rather than let it derail her and her family's journey toward permanent stability.

Catholic Social Services will continue supporting our clients' social and emotional wellbeing, through trauma-informed case management, Supportive Family Services, and the ongoing relief Family Disability Services provides to families of people with disabilities by providing direct, in-home care.

Thank you for your support, which enables us to continue addressing clients' long-term social and emotional well-being by providing well-rounded and client-centered services.

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