



To the friends, employees, volunteers and
clients who keep

inspiring us
to do more

Catholic Charities Maine
ANNUAL REPORT 2012

There has always been hunger and want, which means there will always be a need for people like you, people who give — of their time, their talents, or their money.

Catholic Charities Maine would like to take this opportunity to offer our praise and thanksgiving to all those who helped us bring help and hope to our most vulnerable neighbors here in Maine last year.

As they depend on us, so we depend on you. Our thanks to the employees, volunteers and donors who helped us last year when 8,392 children depended on us for nourishing meals in daycare ... more than 100 families turned to us for heating fuel assistance...446 children came to us for educationally-enriching child care ...

They are just a fraction of the men, women and children we serve every day. In the coming year, there will surely be more, with greater needs, as budget cuts promise to stretch our resources thinner than ever.

Luckily, we are rich in the greatest resource of all: our generous, devoted employees, volunteers and donors, who continue to find the inspiration to do more, give more, and share more, every day.

Our thanks to you, our greatest inspiration.

“FILL UP THE SPARE MOMENTS OF YOUR LIFE WITH PRAISE AND THANKSGIVING.”

— SARAH YOUNG



Stephen P. Letourneau

Stephen P. Letourneau
CHIEF EXECUTIVE OFFICER

In Matthew 26:11, Jesus said, “The poor, you will always have with you...” Sadly this is truer than ever, even here in the richest country in the world where the Census Bureau indicated that 46 million Americans are living in poverty. How could this be? With the rich resources, advanced technology and highly educated population in our country, how could there be *anyone*, much less tens of millions considered poor in the US? Yet, we have more in poverty today than we did 10 years ago.

For Catholic Charities, this means we have more people asking us for assistance than ever before. And while providing vital services such as food, quality child care, dental services, mental health services, counseling, etc., are critical and what we do exceptionally well, it isn't always enough to lift people out of poverty and empower them to improve the quality of their lives.

This very situation is what inspires us — to do more, to create better paths forward, to be more for those we serve.

Catholic Charities Maine is committed to being an important part of the safety net that provides exceptional, compassionate care and services to the most needy. In this report, you will read inspiring stories that demonstrate how our work and your support combine to make a direct and positive impact on the 52,000 Mainers we serve.

And the very inspiration that drives our current work has provided a launching pad for innovative new services to not only provide a helping hand today, but also a hand up and out of the very poverty that holds so many down in society.

As we move into 2013, we will be introducing a new Financial Empowerment Program that incorporates asset development and financial literacy programs designed to help individuals to change their understanding of money and how to more effectively manage their personal finances. Stronger partnerships with parishes and developing an exciting volunteer base for our thrift stores are also providing the inspiration to help us do more.

We invite you to join our journey as we continue to grow in our abilities to serve those in need today and to create real opportunities out of poverty for a better tomorrow. And know that you — our donors, volunteers, employees and supporters — provide the inspiration and support we need to be a changing force for the people living in poverty all throughout Maine.

May God continue to bless our agency as we encounter Christ among us through those we serve every day.

For this annual report we asked our Program Directors:
*Who was the greatest source of inspiration for your program in 2012? How were you inspired?
What success or improvement did the inspiration lead to?*

We thank them all for sharing their perspective on 2012 and their inspirations for 2013.



Parish Social Ministry

*Inspired by our baptismal call to love
"God and neighbor."*

With the help of Catholic Charities' weatherization and Matthew 25 Project grants, St. Michael's Parish in Augusta was truly inspired in 2012. In addition to weatherizing 11 homes and assisting 200 students in their back-to-school program, they solicited donations to help 29 homebound families and delivered Christmas and Thanksgiving packages to an additional 180 households.

Are you inspired by their success? Find out more at ccmaine.org and contact us at psm@ccmaine.org to find out how you and your parish can get involved!

Support & Recovery

*"What can be more inspiring than giving
another human being the gift of hope?"*

"In the Support & Recovery program, our clients are the source of inspiration for all of us," says Program Director Sally Temm. "They inspire us to work hard for them as we see how they overcome so many obstacles with very few resources."

In the face of ongoing obstacles like budget cutbacks and shortages, the staff of Support & Recovery remain committed to finding and securing affordable housing, food, and clothing for clients whose level of functioning or living situations place them at risk. For most of these people suffering with prolonged and severe mental health issues, Support & Recovery is their last and only hope.

What could be more inspiring than that?

THANKS TO **YOU,**

3,846 Mainers found loving support in their community through Parish Social Ministry, while **1,063 individuals** battling mental health issues got the help and treatment they needed to stay in their communities and lead fuller, more productive lives.



Thrift Stores

Caribou, Monticello, Portland, Presque Isle, & Sanford

Inspired giving inspires the expansion of our thrift stores

Inspired “to give something back to the big guy upstairs,” a local artist donated more than 50 of his beautiful oil paintings, valued at \$300 - \$1,500 each, to our Portland Thrift Store on St. John Street. Another local woman got her church to lend a hand and donated more than 5,000 pounds of washed and folded clothes.

Inspiration arrives at our thrift stores every day, in the form of donations ranging from designer label clothes to furniture, artwork and housewares. The collected inventory needs to fill thousands of square feet of selling space every day, with the proceeds from all sales making it possible for Catholic Charities to provide hope and give comfort to so many of our neighbors in need.

Inspired by the generosity of our donors, we’re opening new locations of our thrift store, Threads of Hope, in Sanford and Monticello. Hope to see you shopping!

Jesse Albert Dental & Orthodontic Center

“Inspired to see our patients smile with delight from what we have accomplished for them and their family members.”

There is never a day that goes by when the staff at the Jesse Albert Dental & Orthodontic Center (JADOC) is not going the extra mile to take care of and comfort a patient. A group that truly loves what they do, the staff’s shared mission is to treat people with respect, deliver excellent care, and — last but certainly not least — make it enjoyable!

From greeting and scheduling patients to providing top notch dental, hygiene and orthodontic care, everyone is inspired, as JADOC Practice Manager Elizabeth Graff says, to “accomplish great things. Sometimes it is just making someone comfortable...telling a story or joke to help make someone laugh or taking the time to go over tooth brushing instructions, or helping a young child have a great experience so that they start their lives out with good hygiene and learn the value of taking care of their teeth.”

Inspiring good dental habits — and happier, healthier communities — is what keeps the staff at Jesse Albert smiling every day.

THANKS TO **YOU,**

CCM Thrift Stores were able to share hope with more than **10,000 Mainers** and the Jesse Albert Dental & Orthodontic Center brightened **5,613 smiles.**



SEARCH (Seek Elderly Alone Renew Courage & Hope)/ GBEON (Greater Bath Elder Outreach Network)

Bringing inspiration into lives shuttered by isolation

For too many elderly Mainers living alone at home, life holds more isolation than inspiration. Working to turn that around and bring comfort and companionship to Maine seniors, SEARCH/GBEON inspired the generosity of the John T. Gorham Foundation, which shares our commitment to improving the lives of all Maine residents.

Thanks to the grant, SEARCH/GBEON has been able to add the staff and volunteers required to meet the growing demand from seniors living in Maine's most rural areas. In the coming year, the program plans to open a new office in the Augusta area to better serve the seniors of the Kennebec Valley region.

Maine has the highest population of seniors of any state in the nation — a number expected to double in the next two decades. What better inspiration to start improving our network of support now?

Home Supplies & Food Bank

An inspired partnership keeps Aroostook County residents warm & well fed

The Home Supplies & Food Bank's partnership with Dead River Company's "Share the Warmth" program last year proved that teamwork can really pay off big. With a promise to donate \$2 for every pound of food collected (\$1 to the food bank and \$1 for fuel assistance, up to a maximum of \$10,000), the challenge was on. Needless to say, Program Director Dixie Shaw and her team delivered — and then some! — collecting a final total of more than 8,000 pounds of food! That, plus \$5,000 for fuel assistance and another \$5,000 to purchase more food, was substantial inspiration indeed.

For 2013, the program continues to find creative and inspirational ways to help out locally and globally. With donated land and grant money, the program has begun plans to grow its own sustainable, local produce. In a part of Maine where life has always been hardscrabble, the Home Supplies & Food Bank continues to prove an inspiring example of neighbor helping neighbor.

THANKS TO **YOU,**

177 elderly Mainers were able to continue living at home thanks to our SEARCH and GBEON programs, while Home Supplies & Food Bank provided food assistance to **23,769 residents** of northern Maine.



Education Services for Blind & Visually Impaired Children

Inspirational risk-taking!

Last year ESBVIC piloted a new program called “Taking a RISK” (Responsibility and Independent Skills for Kids) for children ages 6-14. A day camp that focuses on teaching independent living skills, RISK was designed to give blind and visually impaired children opportunity and motivation by getting them to complete typical weekly chores for a chance to earn a reward of “vacation bucks” towards the spring camp session.

Talk about inspiring! “The enthusiasm that the children exhibited was amazing. They approached skills such as dusting and grocery shopping with such energy it was contagious!” says Program Director Nancy Moulton. “We hope by showing the independence gained by these students, RISK will be able to continue next year and possibly even be duplicated in northern Maine.”

St. Louis Child Development Center

“We believe in helping those who are willing to help themselves—and we are doing just that!”

The challenges for low-income parents, many of them single parents who are working and going to school to try and improve their economic situation, are immense. With a mission to support parents facing these kinds of hardships, St. Louis found an inspirational partner in TD Bank, who awarded the center a \$10,000 grant to allow unemployed parents the opportunity to seek new employment while their child continues to receive quality child care services.

For 2012, the Center hopes to secure more grants and monetary donations that will support struggling families. As the Center’s Director, Todd Winship, says, when asked what inspires them: “We know what a difference we can make in a child’s life.”

THANKS TO **YOU,**

295 children in our Education Services for Blind & Visually Impaired Children and **238 children** at our St. Louis Child Development Center got off to a better start in life.



St. Joseph Child Development Center

"... they were both determined to return to help the children ... and are both here with us today."

At the heart of everything St. Joseph Child Development Center does for children is a belief in nurturing their curiosity about and compassion for others. When two "Foster Grandparents" were forced by illness last year to take a break from their regular visits to St. Joseph, their determination to return to health — and their places with the children — really inspired the staff. This year St. Joseph is working to expand the Foster Grandparent program to get more seniors involved, a collaboration that has proved inspirational for all involved.

St. Elizabeth's Child Development Center

"At times we are the last hope for families to have a safe, educational, and loving place for children to grow... these families inspire me to continue this work..."

Some of the clients served at St. Elizabeth's are children that have been asked to leave other programs. If not for St. Elizabeth's, they might have nowhere else to go.

The staff at St. Elizabeth's sees just how important they are in the happy smiling faces of the children and parents that walk through the front door each morning. They are, in the words of St. Elizabeth's Director, Leslee Pierce, "the inspiration that I need to continue to work to ensure that we stay the safe, loving, and educational program that we are."

THANKS TO **YOU,**

208 Maine children received safe, loving, educational child care at St. Joseph and St. Elizabeth's Child Development Centers.



Counseling Services and St. Francis Recovery Center

“ACT is a model that helps all of us slow down and tune in to the present moment, and to see ourselves with kindness even during difficult times. It helps us be present to our values while accepting that pain is part of life.”

For individuals suffering from chemical dependency, impulsivity and avoidance are common behaviors keeping them from breaking free of addiction. Inspired to do more to help their clients live full, rich lives with less struggle, the Counseling Services clinical staff underwent extensive training in Acceptance and Commitment Therapy last year. By learning to help clients expand their capacity to experience discomfort, identify their personal values and practice actively being open to difficult thoughts and emotions, Counseling Services is already seeing results and — even better — hearing positive feedback from clients. Proof that helping people help themselves can be the most inspiring work of all.



Children’s Services

“The children and families we work with inspire us daily with their individual successes. They motivate us to work hard and think outside the box to meet the challenging and unique needs of each family.”

For the dedicated staff of Catholic Charities Maine’s Children’s Services, inspiration comes with much hard work, as they seek to help families and children with mental health needs, developmental disabilities or chronic medical needs achieve small successes in their lives, relationships, and communities. It’s those “small successes” that add up to a more hopeful future for all of us, an inspirational goal that continues to drive the expansion of our Children’s Services.

Continuing growth, in turn, has sparked a commitment to streamlining intake procedures and response time to continue to provide the exceptional, individualized care the program has become known for. It’s a big challenge, but one Program Director Jamilyn Murphy-Hughes says the team is ready for: “We will continue to grow to meet the varying needs of each community we serve across the state!”

THANKS TO YOU,

805 adults found hope and help in their battle with substance abuse, mental health and/or co-occurring disorders and **672 at-risk Maine children** and their families got the support they needed to cope with mental health issues, developmental disorders and chronic medical conditions.



Independent Support Services

"Day in and day out, our staff take the time to talk to people, to ask how they're doing.... That's inspiring."

For Operations Director Don Harden and the team of Catholic Charities' Independent Support Services (ISS), their greatest inspiration comes from "the greatest generation" — Maine's aging population and their passion to remain living independently at home. From the client who fought back from a near-death experience to return home, to those currently on the waiting list for services, Maine's seniors want to stay at home, and ISS is their first, best resource to ensure they can.



Adult Mental Health

"Inspired by those family members ... providing unconditional love and constant presence."

Life can be daunting for the parent of an adult child with serious mental illness, but the staff of CCM's Adult Mental Health program are continuously inspired by those family members who are able to remain engaged and active in the lives of their sons and daughters. Mothers like Paula, who has maintained a positive, loving influence in her son's life while helping other families and neighbors in need. An "extreme couponer" who donates many items she gathers for free, she has supplied local families with basic needs following accidents or illness and donated to the local Homeless Shelter and area nursing homes. Inspired by — and included in — her good works, her son has progressed to the point where he now is beginning to follow in his mother's footsteps, getting more involved in his community and even obtaining his driver's license.

THANKS TO **YOU,**

2,845 Maine seniors experienced companionship and a helping hand from Independent Support Services, while **491 adults** battling mental health issues found expert care and treatment to help them live happier, more independent lives.



Refugee & Immigration Services/Language Partners

“Through the Mentoring Program, Ahmed transformed from a young man unsure about his future to an animated individual, excited about his life in Maine.”

For Ahmed, just one month away from completing his Bachelor’s degree in Engineering, being forced to leave Iraq and arrive in Maine as a refugee could have meant the end of his life’s dream. Luckily for him, Refugee & Immigration Services (RIS) found Ahmed a mentor to help him make the adjustment — and help make his dream come true. Just two months after signing up with the program, Ahmed had enrolled in the University of Maine’s Engineering program at Orono.

With a goal of doubling the number of refugee participants in the Mentoring Program this year, RIS is hoping to find more community partners and mentors — if you really want to feel inspired in 2013, give them a call at (207) 871-7437.

Together with RIS, our Language Partners interpreter and translation services continues to expand its success helping our non-English speaking neighbors participate fully in all areas of their lives and become contributing and successful members of our community.

Child & Adult Care Food Program

“We’re inspired to lower childhood obesity rates in Maine!”

According to most public health experts, the obesity trend among the current generation of American youngsters could well result in them being the first generation ever to have a shorter life expectancy than that of their parents. According to the Maine Center for Disease Control and Prevention, about 30 percent of Maine children and teens are overweight or obese — a number that has inspired the Child & Adult Care Food Program (CACFP) to do more to promote good nutrition and physical activity among Maine child care providers.

Thanks to a generous grant from the USDA, CACFP was able to increase its impact last year, reaching more providers with the tools to help them get our children off to the best and healthiest start in life, which is something we can all feel inspired about.

THANKS TO YOU,

453 refugees resettling in Maine received a warmer welcome with fuel, housing, and employment assistance, Language Partners connected **3,532 lives** through its interpreter services, and **8,392 children** in Maine child care facilities received the gift of nutritious food and healthy activities.

UNRESTRICTED REVENUES AND GAINS

Reimbursement and awards from governmental units	\$12,255,279 = 41.9%
Medicaid fees	10,688,102 = 36.5%
Program service fees	2,376,716 = 8.1%
Roman Catholic Bishop of Portland	522,011 = 1.8%
United Way contributions	382,759 = 1.3%
Grants, contributions and bequests	770,400 = 2.6%
Rent and other, net	1,745,062 = 6.0%
Investment income	281,704 = < 1%
Annual appeal	52,479 = < 1%
Gain in assets held by others	64,925 = < 1%
Net assets released from restriction for operating purposes	140,143 = < 1%

Total unrestricted revenues and gains \$29,279,580

EXPENSES

Program Services	
Specialized Community Services	\$10,146,488 = 34.6%
Behavioral Health Services	9,100,212 = 31.4%
Children and Youth Services	5,690,650 = 19.6%
Other Programs	332,028 = 1.1%
Development and PR	195,329 = < 1%
Direct Assistance Pass-Through	3,415,381 = 11.8%

Subtotal \$28,880,088

Unallocated support services	\$141,183 = < 1%
Total unrestricted expenses	29,021,271
Income (loss) from operations	258,309

OTHER INCOME ACTIVITY

Nonoperating activity	
Loss on interest rate swap liability	\$(24,180)
Increase in unrestricted net assets	234,129
Temporarily restricted net assets	
Contributions	\$202,503
Investment income	13,538
Change in beneficial interest	(4,620)
Net assets released from restriction for operating purposes	(140,143)
Increase in temporarily restricted net assets	71,278
Permanently restricted net assets	
Contributions	\$1,000
Investment Income	40,915
Change in beneficial interest	18,967
Increase in permanently restricted net assets	60,882
Change in net assets	366,289

Net assets at beginning of year \$5,820,883

Net assets at end of year \$6,187,172

More than \$0.92 of every dollar we receive goes directly to serving our neighbors in need.

More detailed financial information is available upon request.

VOLUNTEERS & IN-KIND CONTRIBUTIONS

In 2012, we had **686 volunteers who contributed 49,637 hours** of their time providing companionship for seniors, mentoring refugees, working with children in child care, processing donations in our thrift stores, serving as support group facilitators, providing transportation, offering administrative support, painting, yard work, and more. Based on Independent Sector's **value of volunteer time in Maine (\$17.30/hour) that adds up to \$858,720!**

In-kind contributions of space, equipment, materials and supplies **totaled \$1,828,267.**

The **combined value of volunteer time and in-kind contributions was \$2,686,987 — an increase of \$620,265 over 2011.** Thanks to all who gave of your time, talents and treasures — thanks to you we really can keep doing more!

Thank you to our donors

Directed by our mission,
with a faith-based calling
to serve those in need,
we hold ourselves to
the highest of standards.

**Thanks to the
generous support of
good neighbors like
you, we are able to
help people in need
all over Maine,**

from York to Aroostook
County, offering the
finest programs, support
and services while
always striving to
keep our costs as low
as possible.

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