

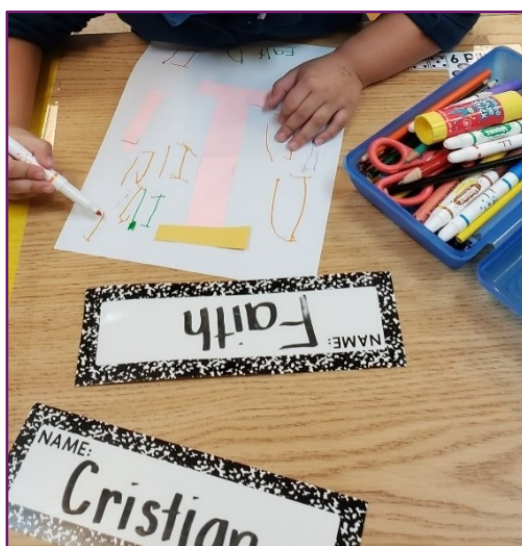
# CATHOLIC CHARITIES

of the Archdiocese of Miami, Inc.

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ANNUAL

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REPORT

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2019 - 2020

## SUMMARY

As one of the largest non-governmental providers of social services in South Florida, Catholic Charities of the Archdiocese of Miami, Inc. works to preserve diverse, effective partnerships and maintain an honorable reputation while upholding a strong commitment to our organizational mission and vision. Founded on March 8, 1931, to serve families after the Great Depression, our focus remains on restoring the dignity of people who are poor and vulnerable. It is this mission *“To Honor God by enhancing human life and dignity, supporting individuals and families, building communities, and working for justice,”* that continues to drive the organization.

Amid adversity, we respond to the calling of being our brother’s keeper. Catholic Charities of the Archdiocese of Miami, Inc. executes its mission by serving all who come knocking at our door. Together with our community partners, we strive to make a difference in the lives of each individual and family we serve.

Staying true to our origins, we continue to evolve to meet the ever-changing needs of our community. Although the end of the 2019 – 2020 fiscal year brought its challenges with the pandemic, Catholic Charities did not close its doors to the community. The pandemic provided the opportunity to live out



our mission with more intention. Catholic Charities quickly adapted to the ‘new normal’ in the effort of stopping the spread of COVID-19. Our services transitioned to a virtual platform, and other adjustments were made, allowing us to continue our ministry to the community.

Food and supplies distribution sites were established, fostering connections with parishes, and strengthening the relationships with our stakeholders throughout the Archdiocese of Miami.

Continuing our ministry during the pandemic offers us the unique opportunity to serve the poor and vulnerable with a new sense of urgency and energy. We have deepened the roots of our Catholic Social Teachings and broaden our collaborative participation with other faith-based organizations, as well as private and public partners working in solidarity as one human family.

As we approach our 90th anniversary, we have over 350 employees with 29 different locations sites serving residents of Broward, Miami-Dade, and Monroe Counties. Our diverse services include:

- Drug and alcohol abuse services
- Individual, marital, and family counseling
- Child development centers
- Disaster relief services
- Elderly services
- Housing services
- Refugee services
- Youth and Family services

**Total consumers served in fiscal year 2019-2020: 5264**

### COVID-19 RELIEF

Catholic Charities has continuously provided food distributions throughout Miami-Dade, Broward, and Monroe Counties during this time of dire need. Eighty-four thousand pounds of food and essential items, including baby supplies, have been distributed to the community at the local parishes in the Archdiocese of Miami, and the agency's Child Development Centers. In collaboration with The Children's Trust, Centro Mater, and Catholic Health Services, Catholic Charities has reached many families in need during their hardship in the middle of the pandemic.

Meals provided: 343,000



### BEHAVIORAL HEALTH SERVICES

**Family Counseling** | The Family Counseling Program serves individuals, couples, families, and children in Miami-Dade, Broward, and Monroe counties facing various challenges. The pandemic increased stress and anxiety in our community, especially to our senior population who experienced greater episodes of isolation due to the lockdowns and social distancing practices.

Total Served: 131

**St. Luke's** | St. Luke's Addiction Recovery Center is a comprehensive substance abuse treatment facility licensed by the Florida Department of Children and Families to provide Residential Treatment, Outpatient Treatment, Case Management, and General Intervention.

Total Served: 213

### ELDERLY SERVICES



**Adult Day Centers** | For over 30 years Catholic Charities Adult Day Centers have been providing professional caring services to the elderly in Broward County. The three locations offer multiple daily social and health-related activities that promote mental, emotional, and physical wellness.

Total Served: 182

**Congregate Meals** | The 11 Congregate Meals sites and senior centers in Miami-Dade County offer nutritious lunches, social and physical activities and promote friendships for the elderly we serve. As a result of the COVID-19 pandemic meals were delivered to each senior's front door. Although the seniors are not able to congregate, our staff maintained communication and interaction with the seniors.

Total Served: 1,235

Total Meals and Snacks Served: 202,987

## HOMELESS PREVENTION AND HOUSING SERVICES



### *Josie's Success Story*

Long-time residents of Monroe County, Josie and Dave, along with their two children, have survived Hurricane Irma and with the help of Catholic Charities have maintained their housing.

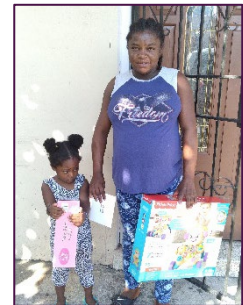
**Disaster Recovery Services** | Catholic Charities provides disaster relief services to victims of natural disasters, locally and abroad. Over the past year, we continued serving families victim of Hurricane Maria, Hurricane Irma, and Hurricane Dorian.

*Total Served: 394*

**Homeless Prevention and Rapid Re-housing Services** | Our agency provides rental, mortgage, and utility assistance for homeless families and individuals or those at risk of homelessness within Miami-Dade, Broward and Monroe counties. The goal is to prevent homelessness and provide information and referral services to promote self-sufficiency.

*Total Served Rapid Re-Housing: 101*

**New Life Family Center** | New Life Family Center is a sixteen-unit homeless shelter located in Wynwood that provides safe transitional housing, meals, case management, information & referrals, and follow-up services. The COVID-19 pandemic presented challenges to the program impacting the consumers' ability to find or maintain stable employment, contributing to the inability to obtain stable housing. Consequently, some families temporarily remained in the program, actively seeking employment and stable housing.



*Total Served: 60*

**St. Bede and St. Theresa Apartments** | St. Bede's and St. Theresa's HUD-supported housing programs provide permanent supportive housing for disabled adults and previously homeless families and individuals. Case management, counseling, life skills, education, and social activities are part of the services provided to this unique population.

*Total Served: 14*

## OUTREACH

Catholic Charities continues its outreach and social justice work rooted in collaboration with many local health and human service organizations. Areas of outreach and social justice involvement include: responding to the needs of immigrants, human trafficking, racism, the death penalty, and legislative advocacy. Catholic Charities also coordinates the Catholic Relief Services Rice Bowl Program and the Catholic Campaign for Human Development Program for the Archdiocese of Miami.

## REFUGEE SERVICES

**Refugee Resettlement Program** | Refugee Resettlement Program provides case management services, information and referrals, and orientation services to newly-arrived Cubans and Haitians. Clients participate in educational workshops and trainings that prepare them for the U.S. workforce. This program assists refugees, entrants, asylees, victims of trafficking, and SIV recipients.

*Total Served: 139*

**Unaccompanied Refugee Minors Program (URMP)** | URMP is a unique foster care program that serves dependent minors who are alone in the US, have an unaccompanied refugee minor status, and are eligible for resettlement. URMP is a licensed Child-Placing Agency by the Florida Department of Children and Families.

*Total Served: 29*



**The Children's Village/UMP** | The Unaccompanied Minors Program at Monsignor Walsh Children's Village formerly, known as Boystown, serves minors ranging in ages from 0-17 years, who have arrived in the US illegally, alone, and have been apprehended by immigration authorities. These minors are in the custody of the Office of Refugee Resettlement (ORR) and entrusted to our care. UMP is a licensed Child Caring Agency by the Florida Department of Children and Families.

*Total Served: 255*

## YOUTH AND FAMILY SERVICES

**Child Development Centers** | Catholic Charities has six Child Development Centers across Miami-Dade County. The programs provide Early Head Start services to children ages zero through two and Head Start services for children between three and five years old. In collaboration with the Early Learning Coalition, Voluntary Pre-Kindergarten is available to children who qualify for the school readiness grant. All the Child Development Centers are National Association for the Education of Young Children (NAEYC) accredited and have a "Gold Seal Quality Care" designation to operate as a gold seal childcare facility.

*Total Served: 1902*

*Total meals and snacks served: 484,471*



**Strengthening Families Program** | Strengthening Families Program engages parents by providing support and resources to improve family communication, increase parenting skills, and enhance daily interactions at home, work, and in the community. In response to the Coronavirus pandemic, the program has successfully transitioned to providing services virtually.

*Total Served: 602*

### SENIOR MANAGEMENT

**Chief Executive Officer**  
Peter Routsis-Arroyo, LCSW

**Chief Administrative Officer**  
Devika Austin, M.B.A., PHR

**Chief Financial Officer**  
Jules Jones M.P.A, CPA

### BOARD OF DIRECTORS

**President Catholic Charities**  
Most Rev. Thomas Wenski

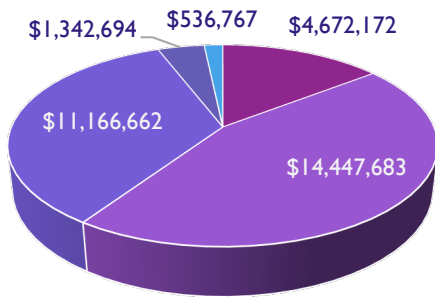
**Chairman of the Board**  
Rev. Msgr. Roberto Garza

**Vice Chairman of the Board**  
Orestes Wrrves

**Members**  
Mark Fenaughty, CPA  
Craig Armstrong  
Delle Joseph  
Deborah Korge  
Diana Lopez  
Thomas Falcon  
Thomas Comerford  
Meliano Carmona  
John Couriel

### FY 2019-2020 Total Operational Costs: \$32,165,978

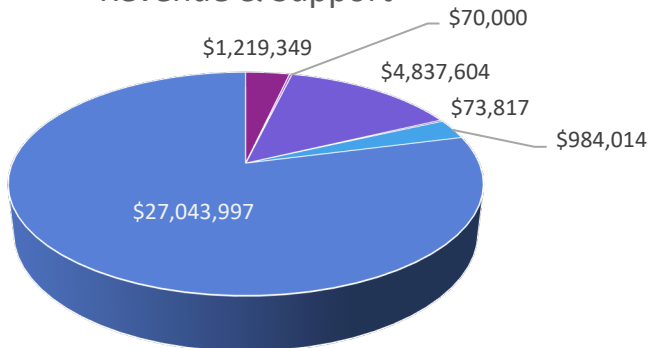
Operational Costs



■ Administrative ■ Child Care ■ Miami Dade ■ Broward ■ Monroe

### FY 2019-2020 Total Revenue & Support \$34,228,781

Revenue & Support



■ Cash Contributions & Investments ■ Archdiocese of Miami  
■ Other Investments Income & Restrictions ■ Program Services & Fees  
■ Foundation, Trust & Bequests ■ Government Grants

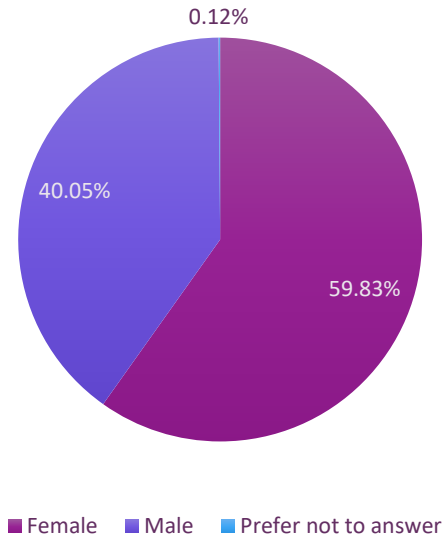


# ANNUAL REPORT 2019-2020

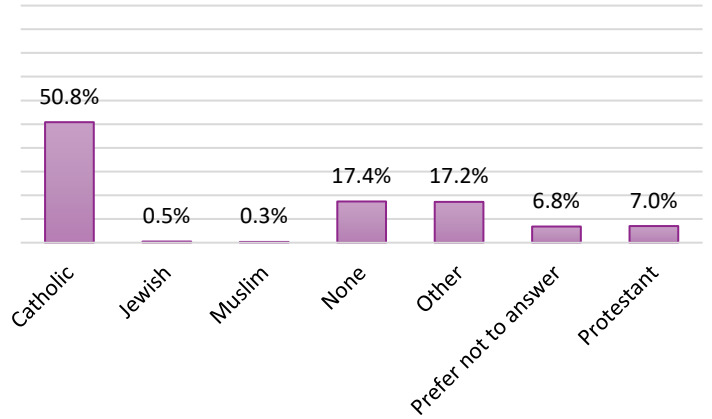
*\*The graphs represent a total of 5264 unduplicated consumers served agency wide. Consumers are counted once even though they may have enrolled in multiple programs. \**

## CONSUMER DEMOGRAPHICS INFORMATION

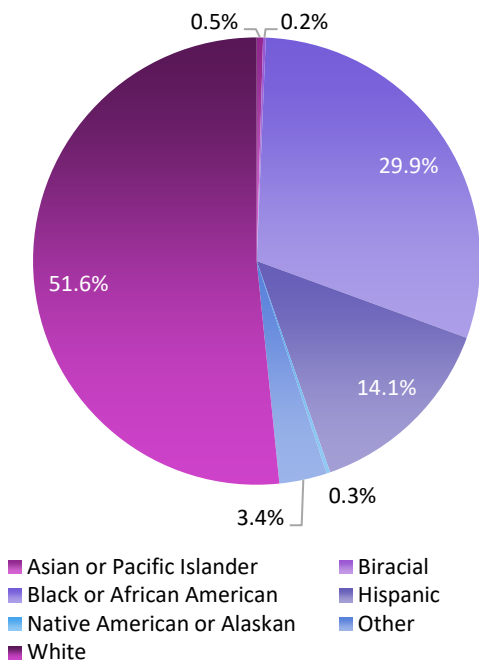
**Gender of consumers served**



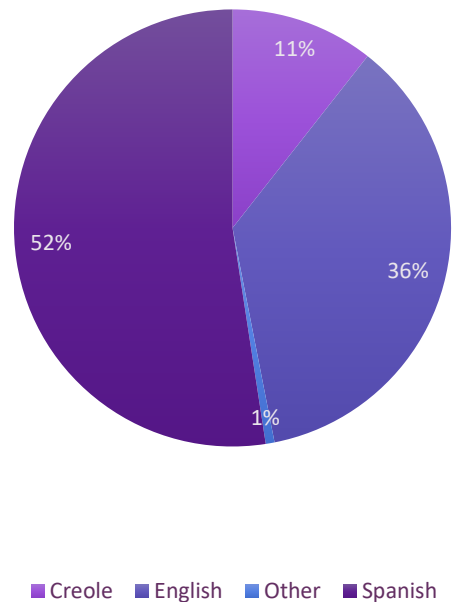
**Religion of consumers served**



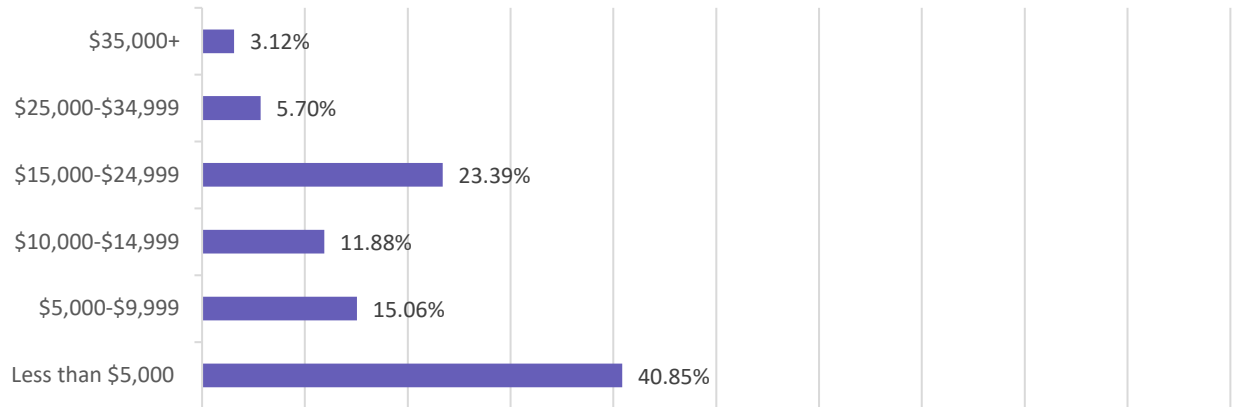
**Race/Ethnicity of consumers served**



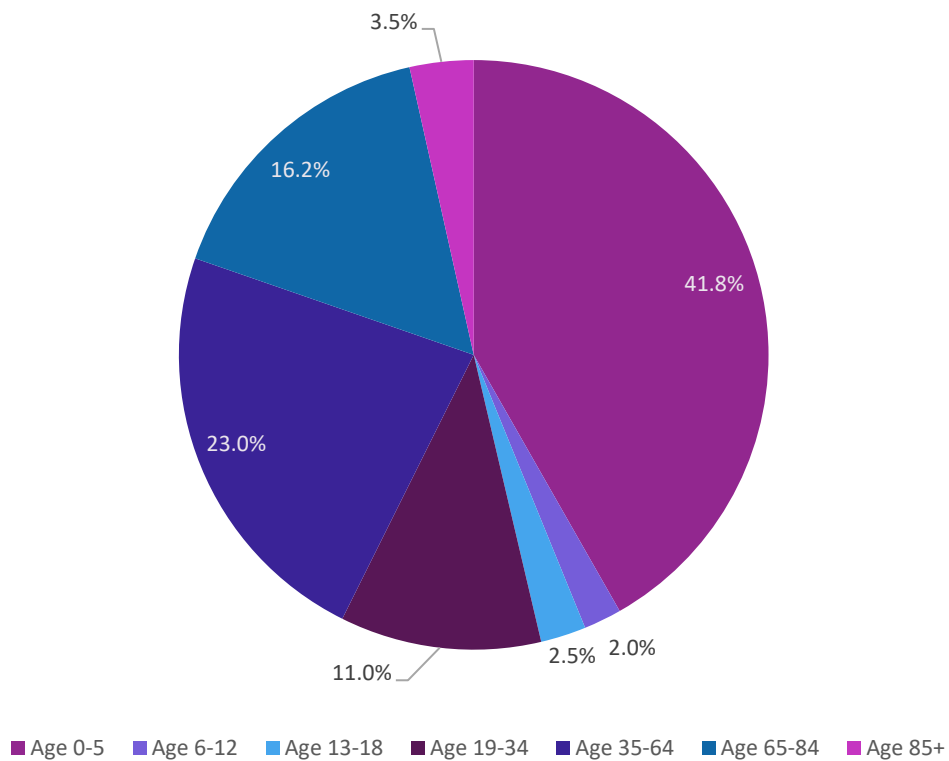
**Primary language of consumers served**



### Household income of consumers served



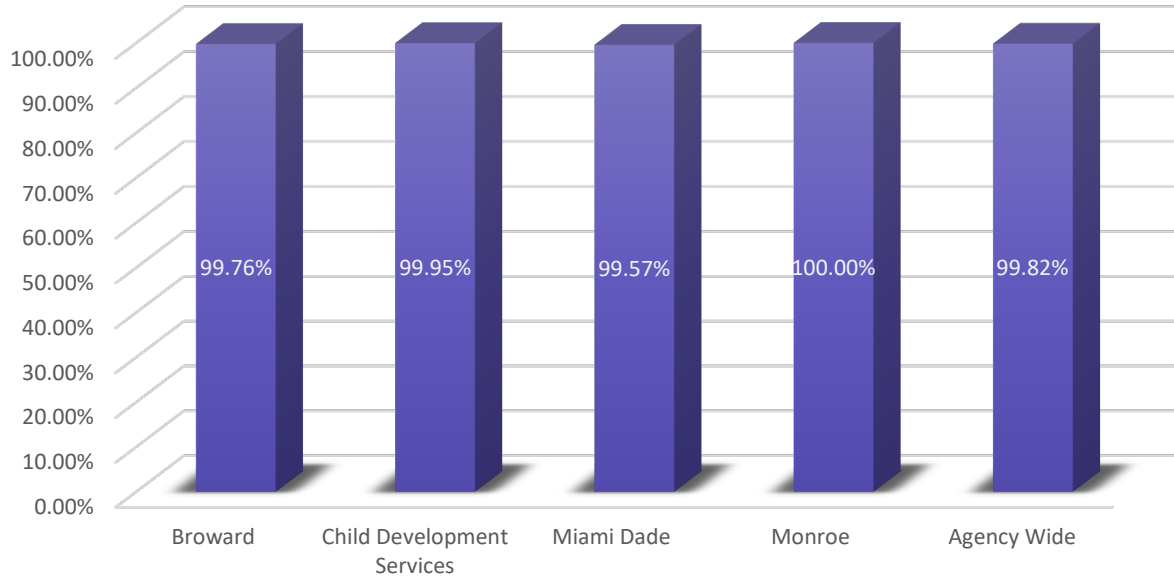
### Age of consumers served



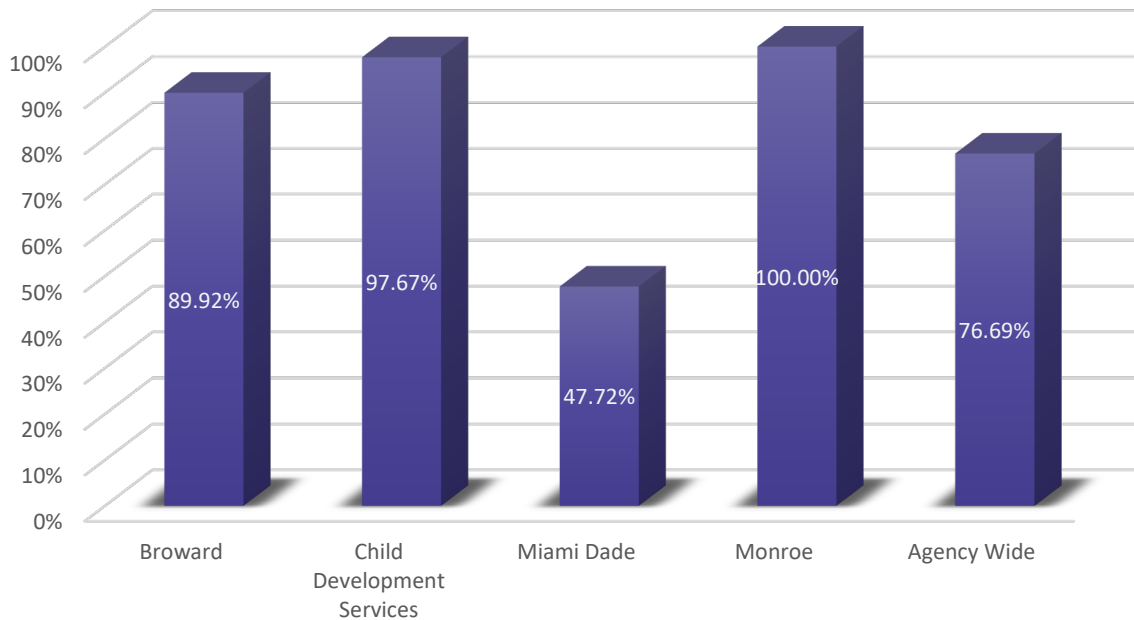


## CONSUMER SATISFACTION SURVEY RESULTS

### Satisfaction Rate of Consumers Served



### Return Rate Results



Surveys are conducted annually during the 3<sup>rd</sup> quarter.  
# Surveys Distributed 2,492

## PROGRAM AND MINISTRY DIRECTORY

### **Behavioral Health Services**

#### **Adoption Services**

1503 NE 26<sup>th</sup> Street  
Wilton Manors, FL 33305  
Phone: 954-332-7070  
[adoption@ccadm.org](mailto:adoption@ccadm.org)

#### **Counseling Services**

Call toll-free at 1-866-758-0025  
Broward: 954-332-7070  
Coral Springs: 786-774-1025  
Miami-Dade: 954-649-7785  
[counseling@ccadm.org](mailto:counseling@ccadm.org)

#### **St. Luke's Center**

7707 NW 2<sup>nd</sup> Avenue  
Miami, FL 33150  
305-795-0077  
[stlukes@ccadm.org](mailto:stlukes@ccadm.org)

### **Child Development Services**

#### **Centro Hispano Child Development Center**

125 NW 25<sup>th</sup> Street  
Miami, FL 33127  
305-573-9093  
[centrohispano@ccadm.org](mailto:centrohispano@ccadm.org)

#### **Good Shepherd Child Development Center**

18601 SW 97<sup>th</sup> Avenue  
Cutler Bay, FL 33157  
305-235-1756  
[goodshepherd@ccadm.org](mailto:goodshepherd@ccadm.org)

#### **Holy Redeemer Child Development Center**

1325 NW 71<sup>st</sup> Street  
Miami, FL 33147  
305-836-4971  
[holyredeemer@ccadm.org](mailto:holyredeemer@ccadm.org)

#### **Notre Dame Child Development Center**

130 NE 62<sup>nd</sup> Street  
Miami, FL 33138  
305-751-6778  
[notredame@ccadm.org](mailto:notredame@ccadm.org)

#### **Sagrada Familia Child Development Center**

970 SW 1<sup>st</sup> Street  
Miami, FL 33130  
305-324-5424  
[sagradafam@ccadm.org](mailto:sagradafam@ccadm.org)

#### **South Dade Child Development Center**

28520 SW 148<sup>th</sup> Avenue  
Leisure City, FL 33033  
305-245-0979  
[southdade@ccadm.org](mailto:southdade@ccadm.org)

### **Elderly Services**

#### **Wilton Manors Adult Day Care Center**

1503 NE 26<sup>th</sup> Street  
Wilton Manors, FL 33305  
954-630-9501  
[browardelderly@ccadm.org](mailto:browardelderly@ccadm.org)

#### **Congregate Meals Administrative Office**

2800 NW 18<sup>th</sup> Avenue  
Miami, FL 33142  
305-751-5203  
[congregatemeals@ccadm.org](mailto:congregatemeals@ccadm.org)

#### **Claude Pepper Congregate Meal**

750 NW 18<sup>th</sup> Terrace  
Miami, FL 33136

#### **Gesu Parish Hall Congregate Meal**

118 NE 2<sup>nd</sup> Street  
Miami, FL 33132

#### **Malcolm Ross Senior Center**

2800 NW 18<sup>th</sup> Ave  
Miami, FL 33142

#### **Marian Towers Congregate Meal**

17505 N. Bay Road  
Miami Beach, FL 33160

#### **McCarthy Residence Congregate Meal**

13201 NW 28<sup>th</sup> Ave  
Opa Locka, FL 33054

#### **Myers Senior Center**

450 SW 1<sup>st</sup> Street  
Miami, FL 33130

#### **Palmer House Congregate Meal**

1225 SW 107<sup>th</sup> Ave  
Miami, FL 33175

#### **South Dade Senior Center**

28520 SW 148<sup>th</sup> Avenue  
Leisure City, FL 33033

#### **St. John Bosco Senior Center**

1349 W. Flagler Street  
Miami, FL 33135

#### **St. Monica Gardens Congregate Meal**

3425 NW 189<sup>th</sup> Street  
Miami Gardens, FL 33056

#### **St. Vincent de Paul Congregate Meal**

2000 NW 103<sup>rd</sup> Street  
Miami, FL 33132

## ANNUAL REPORT 2019-2020

### **Family Enrichment Centers**

**Centro Hispano Child Development Center**  
125 NW 25<sup>th</sup> Street  
Miami, FL 33127  
305-573-9093 Ext. 1378  
[feccentrohispano@ccadm.org](mailto:feccentrohispano@ccadm.org)

**Good Shepherd Child Development Center**  
18601 SW 97<sup>th</sup> Avenue  
Cutler Bay, FL 33157  
305-235-1756  
[fecgoodshepherd@ccadm.org](mailto:fecgoodshepherd@ccadm.org)

**Holy Redeemer Child Development Center**  
1325 NW 71<sup>st</sup> Street  
Miami, FL 33147  
305-836-4971 Ext. 1394  
[fecholyredeemer@ccadm.org](mailto:fecholyredeemer@ccadm.org)

**Notre Dame Child Development Center**  
130 NE 62<sup>nd</sup> Street  
Miami, FL 33138  
305-751-6778 Ext. 1356  
[fecnotredame@ccadm.org](mailto:fecnotredame@ccadm.org)

**Sagrada Familia Child Development Center**  
970 SW 1<sup>st</sup> Street  
Miami, FL 33130  
305-324-5424  
[fecsagradafamilia@ccadm.org](mailto:fecsagradafamilia@ccadm.org)

**South Dade Child Development Center**  
28520 SW 148<sup>th</sup> Avenue  
Leisure City, FL 33033  
786-272-1911  
[fecsouthdade@ccadm.org](mailto:fecsouthdade@ccadm.org)

### **Homeless Prevention and Housing Services**

**Homeless Prevention / Rapid Re-Housing**  
*In Broward County*  
954-630-9793  
[browardhousing@ccadm.org](mailto:browardhousing@ccadm.org)

*In Miami-Dade County*  
305-573-3333  
[newlife@ccadm.org](mailto:newlife@ccadm.org)

*In Monroe County*  
305-292-9790  
[monroe@ccadm.org](mailto:monroe@ccadm.org)

**New Life Family Center**  
305-573-3333  
[newlife@ccadm.org](mailto:newlife@ccadm.org)

**St. Bede's Village**  
2706 Flagler Avenue  
Key West, FL 33040  
Phone: 305-292-9790  
[stbedes@ccadm.org](mailto:stbedes@ccadm.org)

**St. Theresa House**  
2409 North Roosevelt Blvd. Ste. 1  
Key West, Florida 33040  
Phone: 305-292-9790  
[monroe@ccadm.org](mailto:monroe@ccadm.org)

### **Refugee Services**

**Refugee Resettlement Services**  
7707 NW 2<sup>nd</sup> Avenue, 2<sup>nd</sup> Floor  
Miami, FL 33150  
305-883-4555  
[refugee@ccadm.org](mailto:refugee@ccadm.org)

**Unaccompanied Minors Program**  
305-380-0141  
[ump@ccadm.org](mailto:ump@ccadm.org)

**Unaccompanied Refugee Minors Program**  
7300 N Kendall Drive  
Suite #620  
Miami, FL 33156  
305-883-3383  
[urmp@ccadm.org](mailto:urmp@ccadm.org)

### **Youth and Family Services**

**Strengthening Families**  
7707 NW 2<sup>nd</sup> Avenue, 2<sup>nd</sup> Floor  
Miami, FL 33150  
305-759-3050  
[pierretoussaint@ccadm.org](mailto:pierretoussaint@ccadm.org)

**Central Office**  
1505 NE 26<sup>th</sup> Street  
Wilton Manors, FL 33305  
305-754-2444  
[www.ccadm.org](http://www.ccadm.org)  
[info@ccadm.org](mailto:info@ccadm.org)

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**CATHOLIC CHARITIES**  
of the Archdiocese of Miami, Inc.

*To honor God by enhancing human life and dignity, supporting individuals and families,  
building communities and working for justice.*

**We serve people not because they are Catholic.  
We serve people because we are Catholic.©**