



Looking Back

OUR 18/19 COMMUNITY IMPACT

Looking Forward

OUR 20/20 VISION FOR THE FUTURE



CATHOLIC COMMUNITY SERVICES  
OF SOUTHERN ARIZONA, INC.



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# Our Vision

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A compassionate and just community that upholds the God-given worth and dignity of every human being.

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# Our Mission

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We strengthen children, adults, families and communities by providing help, creating hope and serving all.

The last year at Catholic Community Services of Southern Arizona was both usual and unusual. Across our five agencies, we worked day in and day out to serve people through our longstanding programs, services, and ministries. But this last year, we also responded in a big way to people in dire need in our community, with impacts that will carry on.

In this annual report, we give you a look back at our year, but also a look ahead at some of our key priorities for the future. As ever, we thank you wholeheartedly for all you do to support and sustain us and to build a compassionate and just community.



*Richard Koo, CCS Board President; Louann Costa, CCS Foundation Board President; Marguerite D. Harmon, MS, CCS Chief Executive Officer; Most Rev. Edward J. Weisenburger, Bishop of Tucson*



# Looking Back

Everything we do at Catholic Community Services of Southern Arizona supports our mission of giving help, hope, and strength. This past year, we did that for

46,800+

children and adults

13,700+

families throughout

10

counties



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# Looking Back

OUR 18/19 COMMUNITY IMPACT BY THE NUMBERS

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**236,129 meals**

served and delivered  
to seniors and people  
with disabilities

**929**  
volunteers

**1,531 people**

afforded counseling  
and case management

**127 low-income  
seniors**

housed in safe,  
affordable apartments

**3,100**

people with hearing loss  
provided with interpreting

226 foster children  
 supported in foster families

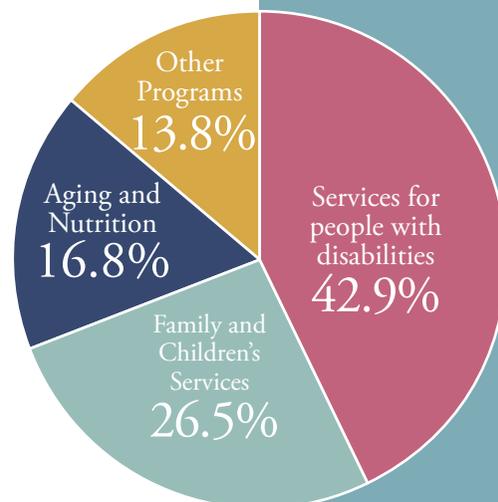
2,834 families  
 assisted  
 with food and utility, rental,  
 and foreclosure assistance

9,320  
 tax returns prepared  
 through the VITA program

385 children  
 and youth  
 enriched in pre-school,  
 after-school,  
 and youth programs

21,200+  
 asylum seekers  
 welcomed with  
 humanitarian assistance

999 children  
 and adults  
 sheltered from  
 domestic violence



**REVENUES AND OTHER SUPPORT:**

Government Fees and Grants	\$14,727,393
Program Service Fees	3,653,803
Indirect Public Support	774,335
Contributions	3,129,689
In-Kind Contributions	1,460,867
Annual Catholic Appeal	575,000
Investments and Other Income	413,515
<b>Total Revenue</b>	<b>\$24,734,602</b>

**EXPENSES**

Program Services	\$19,868,254
Fund Raising	161,382
Administration	3,423,120
<b>Total Expenses</b>	<b>\$23,452,756</b>

**Funds Available (Used)**

<b>for Capital Development/Program Services</b>	\$1,281,846
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<b>Beginning Net Assets</b>	13,154,023
<b>Ending Net Assets</b>	\$14,435,869

**PROGRAM SERVICE EXPENDITURES**

Services for people with disabilities	\$8,529,651
Family and Children's Services	5,259,463
Aging and Nutrition	3,333,703
Other Programs	2,745,437
<b>Total</b>	<b>\$19,868,254</b>

# Pio Decimo Center

YOUTH  
DEVELOPMENT



EMERGENCY ASSISTANCE

3,712  
food boxes

distributed to struggling families



EARLY  
CHILDHOOD  
EDUCATION

SENIOR AND  
TRANSITIONAL HOUSING

25  
homeless families  
stabilized

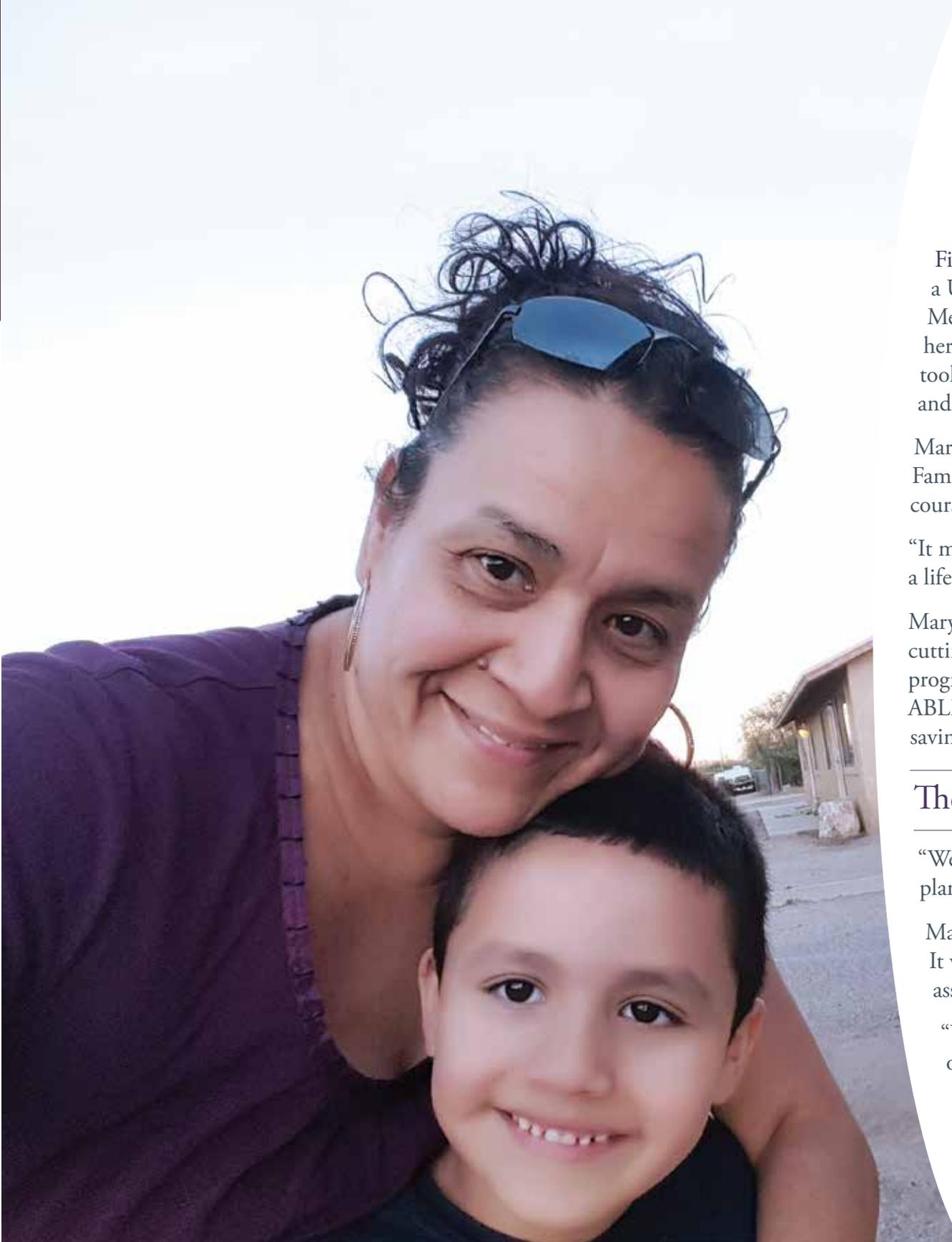
through transitional housing



HOUSING  
COUNSELING

FINANCIAL AND  
ASSET-BUILDING  
EDUCATION

403  
households  
strengthened  
through financial and  
asset-building workshops



## “We Are Living Better”

Financial stress had become a way of life for Mary. Although she is a U.S. citizen, her husband, who is disabled, had been deported to Mexico. She then had to support two households and raise her son by herself. But even working two jobs, she couldn't make ends meet, and took out a title loan with a 200% interest rate. It spiraled into more and more debt.

Mary needed a solution, and she found it in Pio Decimo's Assets for Families program. She enrolled in its eight-week financial education course, where she learned how to budget and cut costs.

“It made me see what I was spending on,” said Mary. “We had to make a lifestyle change.”

Mary and her son started eating out less, renting fewer movies, and cutting back on unnecessary purchases. She took advantage of the program's low-interest ABLE loan to pay off the title loan. Once the ABLE loan was paid off, she turned to rebuilding her credit and saving money for emergencies.

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### The whole experience has been life-changing.

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“We're living better, and I'm not stressed out. And it just took a little planning and an eye on our spending.”

Mary now has her eye on a new goal—buying a small home someday. It will provide a place where her family can gather and a way to build assets. With her new financial outlook, it's a win-win.

“Why spend all that money on rent when you can have your own place!”

# Tucson

IMMIGRANT AND  
REFUGEE SERVICES

**57**  
immigrants  
assisted  
in gaining citizenship

**46**  
refugees  
resettled  
in Tucson

COUNSELING

SENIOR  
NUTRITION



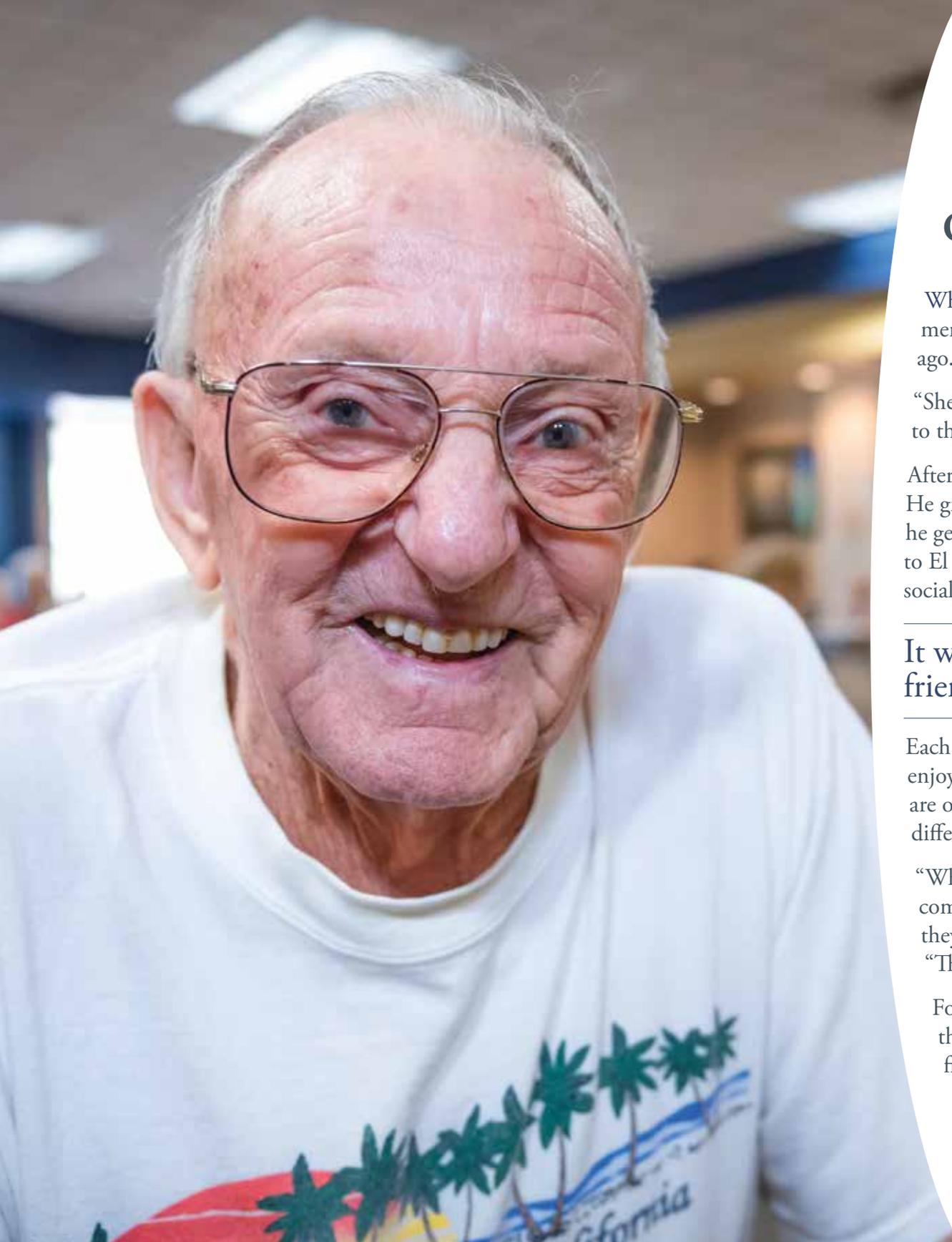
CHILD WELFARE SERVICES

**75**  
home studies  
completed  
to facilitate the placement  
of out-of-state children



SENIOR CASE  
MANAGEMENT

**444**  
hours of  
caregiver respite  
and support services  
provided for seniors



## “I Have a Lot of Friends Now”

When he talks about his life, 94-year-old Rudy can't help but mention his dear wife Elizabeth, who passed away eight years ago. She was always at his side, a true friend and partner.

“She was a wonderful, wonderful wife,” said Rudy. “I miss her to this day.”

After Elizabeth died, Rudy's grief was compounded by isolation. He grew lonely and stir-crazy, and his daughter finally insisted that he get out of the house. Soon after, Rudy began coming twice a week to El Dorado Senior Center, where CCS-Tucson provides meals and social activities for seniors on weekdays.

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**It was just what Rudy needed. He's made good friends and found support from a caring staff.**

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Each day, he and his friends gather round to talk, play card games, and enjoy coffee and snacks until it's time for lunch. And after that, they are on to Bingo. For widows and widowers like Rudy, it makes a big difference.

“When people lose a partner, the center provides a place for them to come and have fun, to talk and laugh and have the social interaction they so miss,” said Liz Davis, the program manager at El Dorado. “They see that they still have important pieces of their lives.”

For Rudy, who is naturally gregarious, friends mean a lot. While they won't ever replace Elizabeth, they help ease her absence and fill his days with joy.

“I have a lot of friends now, and I really enjoy them.”

# Yuma



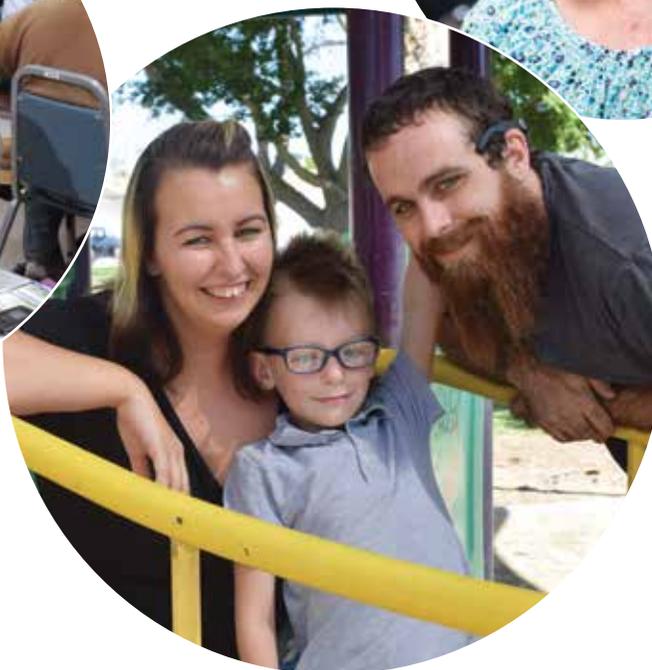
SENIOR  
NUTRITION

ADULT DAY HEALTH CARE

**64**  
**seniors**  
provided with  
adult day health care



SENIOR CASE  
MANAGEMENT



COUNSELING

**85**  
**parents counseled**  
and supported through  
addiction recovery

DOMESTIC CRISIS SERVICES

**193**  
**children**  
**and adults**  
sheltered at Safe House

**118**  
**families**  
received advocacy  
and case management



## “I’m On My Way”

When Jennifer came home to Yuma after escaping an abusive partner in another state, she called Safe House. She had worked there years before and never dreamed that she would need to stay there herself, but she had nowhere else to go.

“I was just a mess when I called, and they just told me to come,” said Jennifer.

Even though her children, ranging from pre-school to high school age, were shocked to be in a shelter, it was the best thing for them. Safe House provided safety, support, and healing.

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### Within a month, Jennifer was working and saving money to find a home for her family.

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Around the same time, Safe House and Yuma County were finalizing a new rapid re-housing program for families escaping domestic violence. The program would provide the first month’s rent and security deposit, as well as rental assistance for a year.

Jennifer and her children became the first beneficiaries of the program and moved into their new home in January 2019. It was the start of a new life.

“Everything has been a great blessing,” she said. “God had this path for me that I never knew.”

Jennifer marvels at how much better her life is now. She’s been promoted at work, her children have bounced back, and while it’s still a struggle to support four children, she’s excited about the possibilities of the future.

“My life is my own now, and nothing can stop me. I’m on my way!”

# Sierra Vista



FOSTER CARE

**68**  
foster families  
recruited and trained

DOMESTIC CRISIS  
SERVICES

**6,917**  
shelter nights  
provided for adults and children



PARENT AIDE

IN-HOME SERVICES

**1,886**  
visits to families  
with children at risk for abuse or neglect



ADOPTIONS



## “The Kids Give Us So Much Love”

At ages 74 and 79, Angie and Juan Leon are not your typical foster parents. Nearly everyone their age is long past child-rearing. But not them. They’ve been fostering kids for six years now.

“We really like it,” said Angie. “We have a lot of time for them, and it feels good to help them. The kids give us so much love back.”

Having raised four daughters and nurtured a bevy of grandchildren, Angie and Juan have a lot of experience to draw on.

“I like to teach them things,” said Angie. “It’s so simple, and they are so proud when they show you they can make their bed or behave right.”

Juan enjoys playing and tinkering around with the kids. “You’re a kid again. They don’t let you get sick and tired. They keep you active all day long.”

Both Angie and Juan have valuable life lessons to share. From Angie—“They can grow up loving themselves and others, and that life doesn’t have to be sad all the time.” And from Juan—“Every kid has a different story, a different problem, but there are second chances for them.”

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### Angie and Juan’s fostering experience has changed their family forever.

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Two of their daughters with their husbands have become foster parents and also adopted three children that Angie and Juan had fostered previously.

With all the joys they’ve experienced as foster parents, they plan to continue on. “We’ll be here until we can’t.”

# Deaf & Residential Services



## VOCATIONAL SERVICES

372

Deaf, DeafBlind, and  
Hard of Hearing clients

assisted in finding employment

## RESIDENTIAL SERVICES

195,449  
hours of

residential support  
to those with developmental disabilities

## COUNSELING

## INTERPRETING

29,190

hours of interpreting  
provided for Deaf and DeafBlind clients

## CASE MANAGEMENT



## “I Am Safe and Secure and Very Happy Now”

Manny, who is 68 and DeafBlind, has always been able to count on COPD’s support in caring for himself, but after his mother died in 2012 and he was left to live alone in their small family home, he needed COPD more than ever, particularly after a fall in 2018 that injured his neck and back and left him in chronic pain.

When he came home from the hospital needing to use a wheelchair, COPD arranged services to help him recover and live independently. But his home was just not set up to accommodate a wheelchair. Further, it needed a lot of repairs that Manny couldn’t afford.

Manny’s friends at COPD saw his predicament and found a solution for him—a Deaf-friendly ADA-compliant apartment at The Marist on Cathedral Square, a new low-income senior housing complex.

With COPD facilitating the transition, Manny moved into his new apartment in February 2019. He loves it, especially the large shower with a bench to sit on. He has some new furniture and a big TV and stereo that he can play loud enough to hear. And a Deaf friend across the hall and others come by to visit so he never gets lonely.

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“It feels more like my home than my apartment,” he said. “I am safe and secure and very happy now.”

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All along, Manny has put his trust in his friends at COPD.

“COPD has been there for me. They’ve supported me all the way,” said Manny. “I love them. They are really my family.”

Catholic Community Services of Southern Arizona, Inc.

# Casa Alitas

Casa Alitas offers hospitality and humanitarian aid to migrants after they have been released from Immigration and Customs Enforcement (ICE) with temporary legal status. Through Casa Alitas, migrants can eat, clean up, rest and prepare for travel to destinations within the United States where they will await their immigration hearings.

21,200+  
people served



500+  
volunteers



150+  
medical volunteers



9,100+  
families served

In responding to the humanitarian needs of migrants, Casa Alitas built strong partnerships with the City of Tucson and Pima County, which yielded a new site for Casa Alitas when it came time to leave the Benedictine Monastery in early August. Today, the Casa Alitas Welcome Center is located in a previously unused section of the Pima County Juvenile Court Center.

## Walking with Migrants in Their Journey

Casa Alitas had a challenging but amazing year, as the program responded to the dramatic increase in migrants seeking asylum in the United States.

In early October 2018, the Department of Homeland Security informed Casa Alitas that roughly 1,100 migrants would be released in Tucson and Yuma over the next few days—and that more would be coming. That set off a frenetic effort to find places where migrants could stay for a few days to eat, rest, wash up, and get medical care before traveling to various places in the United States. Over the next few months, Casa Alitas worked out of a few small homes while renting huge blocks of hotel rooms for days at a time to handle the influx of migrants. But it was a tangle to manage—and costly.

Then grace descended. In late December 2018, Tucson developer Ross Rulney, who had recently acquired the Benedictine Monastery, offered this iconic sacred site temporarily for the use of Casa Alitas and the migrants. Within a month, the monastery was welcoming hundreds of migrants at a time into its beautiful sanctuary.

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“It was such a blessing to use that sacred space to offer help, hope, and healing,” said Teresa Cavendish, CCS director of operations. “We felt very honored and so grateful to Ross, who made it possible.”

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Over the next several months, the shelter grew into the third largest migrant center in the nation. More than 12,000 migrants came through its doors, where masses of volunteers awaited to help them with their every need.

The whole effort this year, which brought tremendous growth and change for Casa Alitas, was a profound experience for Teresa and countless others.

“It was truly amazing to serve so many people and to walk a few steps with them in their journey.”



# The Kolbe Society

900+  
served  
weekly

*The Kolbe Society meets the spiritual needs of incarcerated Catholic men, women, and youth and their families as well as those returning to the community after incarceration. This ministry provides services and pastoral care in correctional facilities throughout the Diocese of Tucson.*

## Strengthening the Bonds of Family

Each month for several years, Di climbed into the Kolbe Society's van for a drive to the Lewis Prison in Buckeye to visit her son, Mike. Without reliable transportation, she and other mothers relied on the van service to stay close to their children in prison.

"Those visits meant the world to us. We counted every day and minute until we could board the van and head for Buckeye," said Di. "No amount of phone calls or letters could make up for that first hug."

### Mike cherished those visits.

"Human contact with a loved one brought color into a very stark black

and white existence. Having a conversation, sharing something to eat, looking into their eyes, feeling their hand or giving them a hug meant so much," said Mike. "The 'van' afforded both me and my mother that interaction with each other, to both repair and form a stronger bond."

All those visits over the years eased Mike's homecoming in the fall of 2018. Their family bonds had been preserved and strengthened, which, to Di, is a divine blessing of the Kolbe Society.

"Isn't that God's plan—to bring unity, especially in the family? We will always be grateful."

# The St. Jeanne Jugan Ministry with Elders

24  
parishes  
received  
ministry  
support

*The St. Jeanne Jugan Ministry supports parishes throughout the Diocese of Tucson in their ministries to Catholic seniors who are homebound or who are staying in assisted-living centers, nursing homes, hospitals, or hospice care. In addition, the ministry brings church services to nearly 20 nursing homes each month in the Tucson area.*

## Strengthening Parishes in Supporting Seniors

This year, the St. Jeanne Jugan Ministry with Elders put its focus on building the capacity of parishes to minister to their homebound and ailing seniors.

### Part of that effort has been working with individual parishes to strengthen their ministries.

"We have some parishes with strong homebound and hospital ministries, but we have others where their ministers have aged and passed on," said Patsy Klein, program coordinator for the St. Jeanne Jugan Ministry.

"We work with each of them to grow their ministries and extend their reach."

The ministry also launched a series of workshops to train lay members in providing the Sacrament of Anointing and offering communion as a Eucharistic Minister. In addition, the ministry gathered and purchased items to be used in services for seniors, such as reference books, prayer cards, and rosaries.

"Our goal is to support parishes in supporting seniors," said Patsy. "It extends our reach to our seniors who are isolated and want to be connected to their faith and the Church."

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# Looking Forward

## OUR 20/20 VISION FOR THE FUTURE

We've accomplished so much in the last year, but we're also looking ahead to what we can accomplish in the future. Our 20/20 vision includes two very important initiatives.

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### A Brighter Future for At-Risk Children

#### Early Childhood Education Scholarships at Pio Decimo Center

Every weekday, young children stream through the doors of Pio Decimo Center, eager to find their teachers and classes and start a new day of learning.

But did you know?

- 98 percent of Pio Decimo's students live at or below the poverty level.
- 57 percent come from single-parent homes.

Children living in these conditions are more likely to drop out of school when they are older, become a teen parent, and be arrested for a violent crime.

At Pio Decimo Center, we imagine a brighter future for these vulnerable youngsters, which is why we give them a quality early childhood education.

To do that, we pull together funding from various sources, including partial tuition from families whenever possible. But the difference between that funding and the actual cost per child per school year is \$3,500.

We invite you to help us bridge that financial gap by sponsoring a scholarship of \$3,500 for a single child or contributing to our overall education program. Your support will help our eager little students benefit from Pio Decimo's Five-Star-rated Early Childhood Education Program and beat the odds for a brighter future!



### LEARN MORE

To learn more about sponsoring an Early Childhood Education Scholarship or contributing to our Early Childhood Education Program, please call us at 520-670-0809.



## A Place of Love and Healing

*There is a great need for medical respite care for the homeless in Tucson. Most people leaving the hospital can go home to recuperate, but homeless people can't do that. They go back to the streets or to a shelter that is not at all set up to care for them. It's so frustrating for me as a nurse to see these people who are sick go back into a setting where they cannot care for themselves and recover.*

—Jean Fedigan, executive director,  
Sister Jose Women's Center



## Medical Respite Center for Homeless Men and Women

Just imagine recovering from surgery in an alley, recuperating after pneumonia on a dusty sidewalk, or managing medications or a special diet out of an overloaded cart.

In Tucson today, many homeless men and women leave the hospital and return to the streets. It is their only home, but no place to live, and, unquestionably, no place to recover.

The result is sick and suffering people on our streets, more vulnerable than ever and in danger of complications that could send them back to the hospital. Where the cycle could begin again.

But it doesn't have to.

Catholic Community Services of Southern Arizona is leading a community effort to establish a medical respite center in Tucson where men and women experiencing homelessness may recuperate from an acute condition or illness requiring medical intervention or hospital care.

The proposed Medical Respite Center will be a place of healing, love, and hope for up to 48 homeless men and women every day, with:

- men's and women's dormitories
- meals and special diet accommodations
- medical care through El Rio Health
- follow-up care and care management
- personal care and medication management
- recovery and peer support
- accommodations for patients' pets
- day rooms and a chapel
- access to housing and social services

*Artist Rendering of Medical Respite Center*  
The Center has been designed as a 15,000 square foot, two-story building to be located near 22nd Street and Kino Parkway on the campus of El Rio Health's Cherrybell Center.



## JOIN US

We invite you to join us and help us meet our \$5.2 million construction goal with a pledge. Just complete a pledge card, visit [www.healingtucsonhomeless.org](http://www.healingtucsonhomeless.org) or call us at (520) 670-0816.





# Administration and Agency Leadership

## Corporate Executives

*Chief Executive Officer*  
Marguerite D. Harmon, MS

*Chief Financial Officer*  
Jesus Fernandez, CPA

*Operations Director*  
Teresa Cavendish

*Development Director*  
Liz McMahon

*Human Resources Director*  
Brenden Robinson

## Agency Executive Directors

*CCS – Deaf & Residential Services*

Anne Levy, MA

*CCS – Yuma*  
Evita Mendez-Counts, MA

*CCS – Tucson & CCS – Sierra Vista*  
Yolanda Greene, MBA

*CCS – Pio Decimo Center*  
Marcia Zerler, MS

Catholic Community Services  
of Southern Arizona, Inc.

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Christopher Ahearn, EdD, *vice president*

Tom Arnold, *treasurer*

Mark Mrozowski, *secretary*

Patricia Torrington, *immediate past president*

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Maryann Hockstad, *member at large*

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Elena B. Bellizzi d'Autremont

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Maria Elena McElroy

Anne Terry Morales, Chancellor

Sister Irma Odabashian, CSJ

Cicely O. Parseghian

Howard Richard

Linda S. Tansik

Sister Angelica Velez

## Agency Representatives

*CCS – Sierra Vista*

Maryann Hockstad

*CCS – Yuma*

Joseph Waterford

*Deaf & Residential Services*

Cliff Rowley

*Pio Decimo Center*

Vincent Boyen

Catholic Community Services  
Foundation, Inc.

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2019-2020

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Jim Ronstadt



# THE RING OF CHARITY

Planned gifts ensure the future work of Catholic Community Services. The boards and staff of CCS and CCS Foundation give profound thanks to those who are making a difference in the lives that will follow.

Circle of Light

IRREVOCABLE PLANNED GIFTS

Therese Velasco Berg  
Robert and Sylvia Gergen  
John J. Kronner†

Circle of Faith

REVOCABLE PLANNED GIFTS

David and Gloria Butler  
Tom and Karen Hall  
Chris and Marguerite Harmon  
Ted and Jeanne Hasbrook  
Phyllis Lim  
Rev. Joseph A. Lombardo

Tom and Liz McMahon  
Norman and Rebecca Rebenstorf  
Eugene and Louise Sander  
Regina Sasseen and Reece McNeil  
William Supplee  
Joan Tarke† and Daniel Sweet

Circle of Angels†

REALIZED PLANNED GIFTS

Charles Jeffords  
George Schuettinger

Gifts given over time sustain the work of Catholic Community Services. With deep appreciation, we recognize the donors whose cumulative giving has strengthened our ability to serve.

Circle of Love

CUMULATIVE GIVING OF \$100,000 AND ABOVE

Charles A. AndersonTrust  
Angel Charity for Children, Inc.  
Arizona Community Foundation  
Estate of Elizabeth Brault  
Estate of Nancy Brua  
Calistri Family Foundation  
Catholic Foundation for the  
Diocese of Tucson  
David J. Clopine Trust  
Cochise County Senior Meal  
Fundraising Group  
Frederick Gardner Cottrell Foundation  
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Eaglet Fund held at the Community  
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Diane and Bruce Halle Foundation  
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Estate of Lawrence B. Kaiser  
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Estate of Father Norman M. Whalen, Ph.D.

*Annual gifts make the day-to-day work of Catholic Community Services possible.  
A listing of Circle of Hope, Circle of Caring, and Circle of Friends donors is available on the CCS website.*

*If you have included CCS or the CCS Foundation in your will or other estate plan, please let us know  
so we may thank you and your gift planning may inspire others.*

*If we have inadvertently omitted your name or have you listed incorrectly in this report or on the website,  
please accept our sincere apology and notify us at (520) 670-0854.*

†denotes deceased

