CATHOLIC CHARITIES MAINE | 2021 ANNUAL REPORT

Moving Forward in

Empowering and strengthening people of all faiths in Maine



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OUR MISSION

Inspired by scripture and the Church's social teaching, Catholic Charities empowers and strengthens individuals and families of all faiths by providing innovative community-based social services throughout Maine. Dear Friends.

There were times in 2021 when hoping for better days or better news seemed insufficient, and that's when true faith took over. Day after day, I witnessed acts of great faith from our nearly 500 full- and part-time employees and 449 volunteers.

Challenged with staff and volunteer shortages, the COVID-19 pandemic, and clients who needed us now more than ever, our staff never failed to give 110 percent to the people they serve. We saw our homemakers travel further and work longer to make sure isolated seniors in need of Independent Support Services did not go without. We saw our Hunger & Relief Services expand to more counties and food pantries in Northern Maine. This team braved the rain, cold, and snow each time hundreds of cars lined streets of Aroostook and Washington counties to receive boxes of food. During one of the greatest humanitarian crises of our time, we saw Maine communities welcome with open arms the Afghans fleeing the only homes they knew.

This report tells just a few of the many stories of how Catholic Charities Maine served Maine's most vulnerable populations. Operating on faith and with the support of more than 1,400 generous donors, we made a difference to more than 53,000 people in 2021.

Looking ahead, we keep the faith in our ability to embrace any challenges that come our way. We thank our donors, staff, and volunteers for your support and look forward to working together in 2022 with faith in our mission.

God Bless,

Stephen P. Letourneau CEO. Catholic Charities Maine

5,302 **CHILDREN**

received nutritious food and activity through our **Child and Adult Care Food Program**

1,198 PEOPLE in need had their call for help answered by our **Relief & Hope Emergency** Services

837 ADULTS

coping with a mental illness received the help and support they needed through our **Behavioral Health Network**

297 CHILDREN

and their families received **Behavioral Health Home Services and Functional Family Therapy**

389 **NEW MAINERS**

were welcomed and supported by our **Refugee & Immigration** Services

31,410 RESIDENTS

of northern Maine received nutritious meals through our **Hunger & Relief Services**

2,300 **SENIORS**

received a helping hand and companionship through our **Independent Support Services and SEARCH program** **5,651 SMILES**

were brightened through our **Jessie Albert Dental & Orthodontic Center**

188 ADULTS

received residential treatment for substance use disorders at our **Saint Francis Recovery Center** 431 ADULTS

battling substance use, mental health and/or co-occurring disorders received treatment and support through our **Counseling Services**

147 CHILDREN

received safe, nurturing, educational childcare at our St. Louis and St. Elizabeth's **Child Development Centers**

Proof that FAITH

Abounds

3,175 MAINERS

were connected through our **Language Partners** interpreting and translation services

316 CHILDREN

with a vision impairment were educated and empowered through our **Education Services** for Blind & Visually **Impaired Children**

1,800 **PARISHIONERS**

were engaged to help people in need statewide through **Parish Social Ministry**

Catholic Charities Maine is 484 employees and 449 volunteers. With the support of 1,421 donors, we served 53,441 of Maine's most vulnerable in 2021.

We must walk on in the days ahead with an audacious faith in the future."

— Martin Luther

King, Jr.

Refugee & Immigration Services

Of all our work in 2021, welcoming newcomers from Afghanistan made the most headlines. Because Afghans fled their homes amid a rapidly unfolding humanitarian crises, the process left very little time for our team to prepare for their arrivals in Maine. However, rolling up our sleeves and jumping in is what Catholic Charities Maine does best.

The Refugee and Immigration Services team got to work finding housing, outfitting their homes with basic household essentials, enrolling children in school, supporting adults to find employment, and providing guidance to help Maine's newest arrivals culturally and socially integrate. Because Catholic Charities Maine has been resettling refugees for decades in Maine, we have built a network of caring community partners who we can call upon when it's time to welcome those fleeing conflict and persecution.

As soon as the images of the Kabul airport hit the televisions, thousands of miles away in Maine, "Our phones began ringing with people wanting to know how they could help," says Stephen Letourneau, Catholic Charities Maine CEO. "It reminded me of how thankful I am to live in a state that reaches out to welcome the most vulnerable among us. Once again, Maine showed we can all come together to welcome newcomers."



Walk by
faith
not by sight."
— 2 Corinthians
5:7

Last year continued to prove that consistent, quality childcare is critical to working parents and to keeping our economy moving. According to the U.S. Bureau of Labor, the childcare services industry lost 126,700 workers last year, which is greater than a 10 percent decline from prepandemic numbers.

Both St. Elizabeth's and St. Louis Child Development Centers have been blessed with steady, faithful caregivers. And even with COVID-19 protocols changing almost weekly, our dedicated staff kept closures to a minimum.

Bill Hager, Director of St. Louis Child Development Center in Biddeford has said that he sees "Joy as the default emotion of preschool children." Our child development teams are dedicated to ensuring that children have a safe and nurturing place where joyful experiences are possible.



Senior Services Catholic Charities Maine's Independent Support Services (ISS) became a lifeline for 2,052 older adults and persons with a disability last year, as they coped with increasing isolation, fewer meals, and more lonely days with pandemic months turning into years.

Janette Gustafson, ISS coordinator, notes that "We're blessed to have nearly 100 Homemakers working week after week, day in and day out across Maine to ensure vulnerable seniors were looked after. Some of our homemakers have worked for the ISS program for decades; **their kindness**, **compassion**, **and patience showed through** during these challenging times. Last year, a client told me that Catholic Charities Maine was the only agency to serve her consistently through the pandemic."

Our SEARCH program matched 248 isolated seniors with volunteer companions in 2021, many of whom are older adults themselves. These companions often express a common theme: They gain as much as they give when they help an isolated senior.

"Volunteering with SEARCH helps me as much as my client, if not more. After I retired, I wanted to feel useful, which I do, and I've met a dear friend. The level of appreciation is just so high. I plan to keep at it as long as possible." — Danielle Boisvert, SEARCH Volunteer

Hunger and Relief Services

Throughout 2021, our Hunger & Relief Services doubled the amount of food distributed in the state. We fed more than 31,000 Maine people who were hungry and food insecure at a time when we all faced supply shortages and rising food costs. Serving 28 pantries, we expanded to address needs in Aroostook, Northern Penobscot, and Washington counties, where many people were finding themselves in need of food assistance for the first time in their lives. Serving such a huge area has taught our team to be even more skilled at logistics, and they showed great expertise at keeping food moving to where it needed to go.

"We are fortunate to have a very connected community, we know how to pull in local groups – from Border Patrol and local hockey teams to off-duty police officers – to get the job done," notes Dixie Shaw, director of Hunger and Relief Services.



— St. Teresa of Calcutta





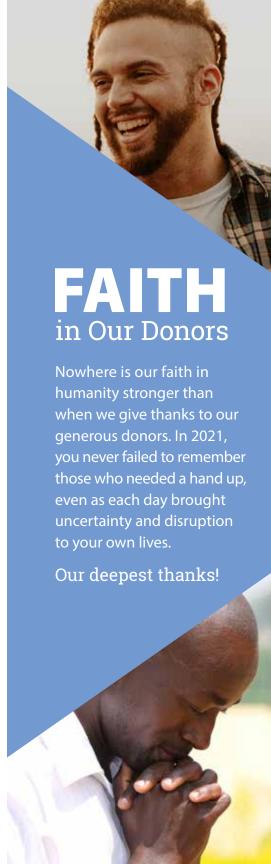


Faith is the strength by which a shattered world shall emerge in the light."

— Helen Keller

Behavioral Health Services The Margaret Chase Smith Policy Center at the University of Maine estimated 636 people died of drug deaths in Maine last year — a 23 percent increase from another record-breaking year in 2020. These heartbreaking statistics show that the stress of the pandemic and the proliferation of fentanyl have created a crisis in our state that makes behavioral health services and recovery treatment more vital than ever.

"Our core staff in our programs continued to show up, serve the clients, and manage the onslaught of challenges last year brought. They have been true frontline heroes and have shown tremendous tenacity," said Jeff Tiner, chief clinical program officer for Catholic Charities Maine's Behavioral Health Network. "The residential crew at St. Francis Recovery Center, in particular, never gives up on clients, and they really went above and beyond last year. This is a phenomenal, passionate, and unique group."



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Nancy Marston Susan Parks Arthur and Joyce Martin in memory of Anne M. Blanck Heather Masters Takoda Peasley Claire E. and William Masterson in honor of Keariel Peaslev Binto Matan Denise H. Pelletier Brenda McAleer Janet Perry Peter Mcardle Natalie Petrovsky Joseph W. and Susan C. McAuliffe Leona Pfeiffer Sheila and Edward McDonough **Rob Poissant** Susan E. McGaullev Windham Police Dept in memory of Caroline Vozella in memory of Matthew Quatrano Daniel McGillicuddy Veronica Pollock Elaine G. McGillicuddy Jean Poulin Sheilah N. McGovern in memory of my parents John McKeon Jacqueline Prince Carolyn McKinnon Carrie Pvkett Jennifer McNally Lucinda Pyne David Mcquade in memory of Kathleen A. Ferrante Janet M. Merrill Patricia Ouinn Cheryl Merryman Wayne and Lorraine Quint Judith Meschinelli Sharon Quintiliani Donald and Carol Michaud Sammee Ouong Jeane Michaud Sarah Rebick William Mickalide David Reinhart Karl Miller Amy Reynolds Gordon B. Miller Robert and Patricia Rice Thresa Mitchell Gerald Richard Fili Monaghan Debbie J. Richard Richard and Sally Morin Annette Rioux Robert D. and Mary Alice Rippe Raymond Morin Paul Morin Susan Roberts Judy Morneau David and Linda Robichaud Mary-Ellen Moroney Abel and Kathleen Rodrigues Susan and Jav Morrison in memory of Margaret Wright in honor of Nancy Morrison and Ghomri Rostampour Rich Matteson Joan Rothe Barbara Morrison Susan Rowan and Lee Attix Kathleen A. Murphy Kristin Rowse Janice Murphy Madelyn Roy Rev. Frank Murray Frank and Dianne Rov Armand Nadeau Patricia Rov Benny Nadeau Harry and Carolyn S. Ruggles Russell Nappi Susan Rush Brandon and Lauren Neujahr Anna Saar Frank and Rosemary Newell Kristin Sanborn Candice Northrup Alison Savard Patricia Schaeffer Jane Nyce in honor of Cathy Paulsen Shervn Seale Donald and Louise Oakes Richard Sheehan Richard and Irene O'Donnell Maureen Sheldon Jeffrey Ogorman Vivian Shirley Jean M. O'Hare Rona and William Shriner Frederick Oliver James and Lynn Silcox Daniel Olson Daniel Simpson David Simpson Roger and Patricia Olson Gary and Valerie O'Neal Linda Smallwood Karen O'Neil Miss Shawn A. Snell Odette Ouellette Richard Somerville Avril Palazzi Arthur Sondheim, III Danny Paquette Richard and Rita Spinney in memory of Theresa M. LaRoche Yvonne Spizuoco Kathleen Parent Norman and Carol St. Amand

Aurelia Stefanski

Nathaniel Stephenson

in honor of Silver Moore-Leamon

Eileen Strebel Anthony Strodel Wayne and Gail Suomi Althea Sweeney Robert and Kathryn Swegart Catherine Swierczewski in memory of Clifton L. Thibodeau Margaret Sylvain Sawyer and Sheila Sylvester Sonia L. Tardif Fred Tardif Aline Tardif Gregory H. Techuk Sue Therrien Orilla Thibodeau Leila Thibodeau Ann Thompson David Thomson Joanne Tibbetts **Gary Tibbetts** Philip Tobin Mary Tomlinson in memory of William Dunn Josef Trapani in memory of Clifton L. Thibodeau Roberta and Terrence Traudt Ruth Trites David Twitchell and Shellev Reed David Vanasse Ronald Vique James and Mary Vilakis Andrew Wallace Daniel Waloven Mary Lou Weaver Misty Weeman Madeline Wescott in memory of Caroline Vozella Cathy Wheelden Harold Wheeler Ernest Wheeler Tanya White Brenda White Frances Whitten Robert R. Williams in memory of Dorothy J. Allen Alan and Dorothy Williams Donald and Bonnie Young Bruce Young Joanne Zafonte in memory of Catherine P. Fischer Doris and Richard Zampini William and Debra Ziemer Lynn Zollin **CORPORATE DONORS** Anthem Aroostook Beverage Company

Aroostook Savings and Loan

B & R Insurance Agency

BGA Retirement Advisors*

Bottomline Technologies, Inc

Bangor Savings Bank

BerrvDunn

Cinnamon Girl

Classic Car Services Cleanco Coastal Road Repair Coffee by Design* cPort Credit Union* Cross Benefit Solutions* CWS Architects Diversified Communication Dodge & Cox Duncan Graves Funeral Home LLC Extreme Enterprises LLC F.A. Peabody F.L. Putnam Investment Management Co. F.L. Putnam Securities Company Goggin's IGA Super Market Goughan's Farm Griffeth Ford Lincoln Mercury Halev's Metalshop, Inc Infinity Federal Credit Union* **Jepson Financial Advisors** Jones, Rich and Barnes Joseph Sleeper & Sons, Inc. KCV Trailers **Kyocera Document Solutions** Liberty Mutual Logically* Malone Commercial Brokers Map Risk Martin's Point Health Care MFMIC MC Construction Mutual of Omaha Myers Associates Inc. N.S. Giles Foundations Nikki Shields Agency Nonesuch River Golf Club Northeast Delta Dental* P.B. Honey LLC Partners Bank in memory of Cecile P. Bell Peoples Choice Credit Union Pierce Atwood* Port Printing Solutions Raymond James Reta Trust Royal River Grill House* Russell-Clowes Insurance S.W. Collins, Inc. Spectrum Communications Sprague and Curtis Real Estate Star City IGA TD Bank The Boulos Company Theriault Equipment Thibodeau's Insurance Agency Town & Country Federal Credit Union **Troiano Waste Services** Tuscan Bistro* Tuscan Table* Unitil

University Credit Union

UNUM Group

Verrill

WAGM-TV Wright-Ryan Construction, Inc. *Community Partners Program **FOUNDATIONS** Adelard A. and Valeda Lea Rov Foundation Bessie D. Brooks Trust Catholic Charities USA Catholic Foundation of Maine Dennis and Suzanne Castonguay Family Charitable Fund Doree Taylor Charitable Foundation Elizabeth A Leach Charitable Trust Elmina B. Sewall Foundation Frances Hollis Brain Foundation Fund of Maine Community Foundation Grand Lodge of Maine Charitable Foundation Helen and George Ladd Charitable Corporation Invest in Maine Fund of Maine Community Foundation Jane's Trust Foundation Jebediah Foundation Jessie B. Cox Charitable Trust Fund of The Boston Foundation Kirby Trust Maine Community Foundation Maine Initiatives Messier-Costain Foundation Partnership for Children's Oral Health Portland Provident Association Raskob Foundation Aspire Fund of Maine Community Foundation Roger N. Heald Fund of Maine Community Foundation Staritch Foundation, Inc. Sunny Bunch Family Foundation TD Charitable Foundation Texas Instruments Foundation The Beacon Charitable Fund Town Fair Tire Foundation, Inc. Willey Family Fund of Maine Community Foundation Woodside Foundation **BEQUESTS** Estate of Lolita J. Ball Estate of Betty Masse Davenport Trust Fund Kirby Trust Trust

Caribou Volunteer Fire Department Central Aroostook Association Christmas is for Kids Campaign/ Penauis CAP Falmouth High School Garfield Royal Arch Chapter 48 Good Shepherd Food Bank of Maine **Girl Scouts** Lewiston-Auburn Rotary Maine Farmers Exchange Network for Good P.A.C. Aroostook Agency on Aging Southern Maine Agency on Aging The PI Community Players United Way FFC United Way Greater Twin Cities United Way Mile High United Way of Androscoggin United Way of Aroostook United Way of Central & Northeastern Connecticut United Way of Chicago United Way of Coastal Fairfield County United Way of Eastern Maine United Way of Greater Chattanooga United Way of Greater Lorain County, Inc. United Way of Greater Portland United Way of Kennebec Valley United Way of Massachusetts Bay and Merrimack Valley United Way of Metro Chicago United Way of Mid Coast United Way of Mid-Maine United Way of MT United Way of the Midlands United Way of Tri-Valley Area United Way of York County RELIGIOUS Ascension of the Lord Parish **Brothers of Christian Instruction** Catholic Order of Foresters Maine

in memory of Adrien Bechard Congregation of the Presentation Congregational Christian Church Congregational Church of Wells Knights of Columbus Maine State Council Knights of Columbus Immaculate Heart of Mary Council Knights of Columbus #2358 Lovell United Church of Christ Maine Conference of the United Church of Christ Order of Malta- American Association Parish of the Holy Eucharist Parish of the Precious Blood Roman Catholic Diocese of Portland Saint Anselm Road to Hope Walkers Sebago Lake Congregational

Church

Estate of Louise Bushev Estate of Iris Tobin Selig James F. and Mary R. Singleton John F. Sullivan Jr. Royalties

AGENCIES

Amazon Smile Benevity Fund Servants of the Blessed Sacrament Sisters of Mercy of the Americas Northeast Community Sisters of St. Joseph of Lyon - Maine St. Ann's Episcopal Church Union Congregational Church of Hancock

MUNICIPALITIES

County of Aroostook Pleasant Ridge Plantation Town of Arrowsic Town of China Town of Crystal Town of Danforth Town of Easton Town of Falmouth Town of Georgetown Town of Hamlin Town of Linneus Town of Mapleton Town of Masardis Town of Perham Town of Phippsburg Town of Portage Lake Town of Wallagrass Town of Washburn Town of Woodland Town of Woolwich

MEMORIAL GIFTS

In memory of Linda Leona Danforth Parents of Growing Place Day School Brandon and Lauren Neujahr Patricia Quinn

In memory of William Dunn
Gary and Jeanne Edwards
Stephen and Keaton Ells
Christy and Leo Fitzpatrick
Perry and Paula Lilley
Megan Patterson
Shawn Snell
Mary Tomlinson
Brenda White

In memory of Clyde Jepson Beth Barnard Lise and Sam Collins **Audrey Courtney** Helen Espling Sam and Priscilla Hamilton Anne Jepson Kurt Jepson Bonnie Johnson Clavton Johnson Gordon B. Miller Daniel and Megan Olson Roger and Patricia Olson David Reinhart James and Lynn Silcox Nancy and Larry Sparks Robert Stedt

In memory of Samuel Jonas Johnson Jules and Suzanne Patry Kristin Sanborn Michael and Janet Collins

In memory of Rita Marie Shaw
Christopher and Elizabeth Anderson
Robert E. Anderson
Joan and John Beaulier Family
Sharon and James Brown, Jr.
Susan Graham
Richard and Peggy Hammond
Odette Ouellette

VEHICLE DONATION PROGRAM

Marc Cammarota Paul Dolan Brian Dumaine Liam C. Gallagher Carlin Gayer Zachary Hebert Joe McGeady John Murphy Darren Wallach

Giving the Gift of Time

Catholic Charities Maine could not possibly accomplish all that it does without the countless hours contributed by loyal volunteers. We are deeply grateful for your gift of your service. Thank you for your incredible support!

Donors of Gift-in-Kind

Throughout the year Catholic Charities receives many in-kind gifts to help support our programs. From auction items to furniture for a family resettling in Maine, all these gifts help give hope to those in need. Thank you to these thoughtful businesses and individuals.

The 2021 Annual Report is published by the Development Office and lists gifts received between January 1, 2021 and December 31, 2021. Every effort has been made to ensure that these lists are accurate and complete.

If your name was omitted inadvertently, or it appears incorrectly, please accept our apologies and contact Donor Relations at (207) 523-1188.

Thank you to our 2021

Community Partners, who have joined us in strengthening our communities 365 days a year, making Maine a better place for all.

Platinum \$20,000 Royal River Grill House Tuscan Bistro

Tuscan Table

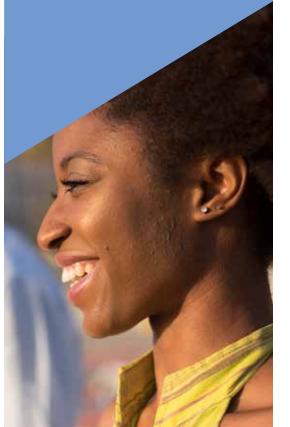
Crystal \$7,500Cross Benefit Solutions

Crusader \$5,000 Logically

Champion \$2,500

BGA Retirement Advisors
cPort Credit Union
Infinity Federal Credit Union

Catalyst \$1,000
Coffee by Design
Northeast Delta Dental
Pierce Atwood



2021 STATEMENT

Fiscal Year October 1, 2020 – September 30, 2021

UNRESTRICTED REVENUES AND GAINS

| Government Sources 12,368,167 = 47.50% Medicaid 6,978,693 = 26.80% Program Service Fees 1,784,040 = 6.85% Catholic Appeal (Roman Catholic Bishop of Portland) 750,920 = 2.88% United Way contributions 276,924 = 1.06% Grants, contributions and bequests 935,439 = 3.59% Threads of Hope Thrift Store retail sales 605,981 = 2.33% Rent and other, net 420,376 = 1.61% Investment income 368,835 = 1.42% Pandemic Relief 992,061 = 3.81% Net assets released from restriction 558,214 = 2.14% | | | | |
|---|---|------------|---|--------|
| Program Service Fees 1,784,040 = 6.85% Catholic Appeal 750,920 = 2.88% (Roman Catholic Bishop of Portland) United Way contributions 276,924 = 1.06% Grants, contributions and bequests 935,439 = 3.59% Threads of Hope Thrift Store retail sales 605,981 = 2.33% Rent and other, net 420,376 = 1.61% Investment income 368,835 = 1.42% Pandemic Relief 992,061 = 3.81% | Government Sources | 12,368,167 | = | 47.50% |
| Catholic Appeal 750,920 = 2.88% (Roman Catholic Bishop of Portland) 276,924 = 1.06% United Way contributions 935,439 = 3.59% Grants, contributions and bequests 605,981 = 2.33% Rent and other, net 420,376 = 1.61% Investment income 368,835 = 1.42% Pandemic Relief 992,061 = 3.81% | Medicaid | 6,978,693 | = | 26.80% |
| (Roman Catholic Bishop of Portland) United Way contributions Grants, contributions and bequests Threads of Hope Thrift Store retail sales Rent and other, net 420,376 = 1.61% Investment income Pandemic Relief 992,061 = 3.81% | Program Service Fees | 1,784,040 | = | 6.85% |
| Grants, contributions and bequests 935,439 = 3.59% Threads of Hope Thrift Store retail sales 605,981 = 2.33% Rent and other, net 420,376 = 1.61% Investment income 368,835 = 1.42% Pandemic Relief 992,061 = 3.81% | • • | 750,920 | = | 2.88% |
| Threads of Hope Thrift Store retail sales 605,981 = 2.33% Rent and other, net 420,376 = 1.61% Investment income 368,835 = 1.42% Pandemic Relief 992,061 = 3.81% | United Way contributions | 276,924 | = | 1.06% |
| Rent and other, net 420,376 = 1.61% Investment income 368,835 = 1.42% Pandemic Relief 992,061 = 3.81% | Grants, contributions and bequests | 935,439 | = | 3.59% |
| Investment income 368,835 = 1.42% Pandemic Relief 992,061 = 3.81% | Threads of Hope Thrift Store retail sales | 605,981 | = | 2.33% |
| Pandemic Relief 992,061 = 3.81% | Rent and other, net | 420,376 | = | 1.61% |
| | Investment income | 368,835 | = | 1.42% |
| Net assets released from restriction 558,214 = 2.14% | Pandemic Relief | 992,061 | = | 3.81% |
| | Net assets released from restriction | 558,214 | = | 2.14% |

Total unrestricted revenue and gains 26,039,650

EXPENSES

| Program Services | | |
|--------------------------------|------------|----------|
| Specialized Community Services | 7,895,053 | = 31.99% |
| Behavioral Health Services | 6,800,257 | = 27.55% |
| Children and Youth Services | 1,454,733 | = 5.89% |
| Direct Assistance Pass-Through | 3,646,773 | = 14.78% |
| Elder Care | 3,350,501 | = 13.58% |
| Retail Operations | 763,930 | = 3.10% |
| Food Bank, Farm, and Recycling | 565,841 | = 2.29% |
| COVID-19 Related Expenses | 203,911 | = 0.83% |
| Subtotal | 24,680,999 | |
| Development and PR | 469,944 | |
| Unallocated support services | 450,137 | |
| Total unrestricted expenses | 25,601,080 | |
| Income (loss) from operations | 438,570 | |

OTHER INCOME ACTIVITY

| Change in net assets Net assets at beginning of year Net assets at end of year | 1,107,108 8,808,892 9,916,000 |
|---|-------------------------------------|
| restricted net assets | 668,538 |
| Net assets released from restriction for operating purposes Increase(decrease) in temporarily | (558,214) |
| Change in beneficial interest | 222,107 |
| Investment Income | 230,421 |
| Contributions | 774,224 |
| Net assets with donor restrictions | |



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