

CATHOLIC
CHARITIES MAINE

2023 ANNUAL
REPORT

CONNECTING WITH COMPASSION



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Dear Friends,

Last year brought challenging days to Maine and to the world. Whether hearing about another natural disaster or war, seeing the local effects of record numbers of persecuted people reaching our border, or getting news about a mass shooting right here in Maine, it was easy to get lost in despair.

It's times like these that remind me of how Sister Donna Markham, former president of Catholic Charities USA, described traveling in the Arctic in the dead of winter. While Sister Donna saw no signs of life on the region's frozen tundra, the local Inuit people scanned the landscape and saw meaningful signs in the form of piles of rocks resembling human figures. Called Inukshuks, these small rock formations were left by elders and other travelers to mark trails and point the way forward. These rock formations can also warn of danger and direct travelers to points of reverence and light.

In times of darkness, not all signs are as tangible as stacked rocks, yet we can still see the way forward when we let our faith guide us. In 2023, we saw how compassion and connections can remind us that we are not alone in our journeys. The following pages describe how, with your generous support, our compassion led us to make new community connections, seek light in the darkness, and bring hope to Maine's most vulnerable people in 2023.

Thank you and God Bless,

Handwritten signature of Stephen P. Letourneau in blue ink.

Stephen P. Letourneau
CEO, Catholic Charities Maine



Catholic Charities Maine is **471** employees and **564** volunteers. With the support of **1,173** donors, we served **51,949** of Maine's most vulnerable in 2023.



1,605 PEOPLE
in need had their calls for help answered by our **Relief & Hope Emergency Services**




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



240 CHILDREN
and their families received **Behavioral Health Home Services**



701 NEW MAINERS
were welcomed and supported by our **Refugee & Immigration Services**



33,965 RESIDENTS
of northern Maine received nutritious meals through our **Hunger & Relief Services**



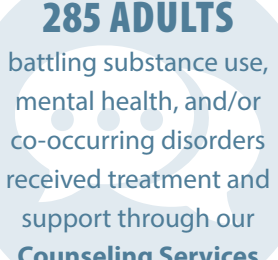
2,034 SENIORS
received a helping hand and companionship through our **Independent Support Services and SEARCH program**



5,187 SMILES
were brightened through our **Jessie Albert Dental & Orthodontic Center**



175 ADULTS
received residential treatment for substance use disorders at our **St. Francis Recovery Center**



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



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



371 ASYLUM SEEKERS
received cultural orientation and case management services through our **Asylum Seekers' Transitional Housing Program**



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



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



2,027 PARISHIONERS
statewide were engaged to help people in need through **Parish Social Ministry**



4,054 CHILDREN
received nutritious food through our **Child and Adult Care Food Program**

REFUGEE & IMMIGRATION SERVICES

Creating Connections in Bangor

Over the past five years, as available housing options have continued to shrink in Southern Maine, our Refugee and Immigration Services (RIS) program has been casting a wider net for communities beyond the Portland and Lewiston areas that can accommodate new arrivals. At the same time, the greater Bangor region has been actively pursuing our partnership to bring New Mainers to their community.

These two goals aligned in late 2022, with the opening of a new resettlement site in Brewer. By 2023, we marked our first full year resettling refugees in the Greater Bangor area. This effort was able to hit the ground running thanks to community volunteers and partners, including the Maine Multicultural Center, Bangor Adult Education, Literacy Volunteers, University of Maine, the St. Paul the Apostle Parish's *Attic* thrift store, and many others. Already nearly 70 New Mainers have resettled in Greater Bangor, and the RIS team is preparing to welcome 100 more to the Greater Bangor area in 2024.



"I'm so grateful for our phenomenal volunteer network here. When refugees see their new homes set up with toys for the kids, beds made, towels folded, their faces light up! The community has embraced these newcomers." - Melissa Bucholz, Greater Bangor RIS site manager

Asylum Seeker Transitional Housing Program

From September 2022 to December 2023, our first-in-the-nation Asylum Seeker Transitional Housing Program (ASTHP) pilot served families and individuals from Angola, Brazil, Congo, the Democratic Republic of Congo, Haiti, and Nicaragua.

Founding Program Manager Joanna Testa noted that ASTHP's work with the asylum seeker community serves as cultural guidance. "Our program orients people to U.S. systems and laws as well as cultural norms and expectations on the job and as a tenant in an apartment. These clients are best poised to successfully transition to independence in the greater community. Our program, which is receiving national attention, can serve as a blueprint for the best support of asylum seekers as they further their lives here," Testa said.



SENIOR SERVICES

Fighting Isolation, One Hour at a Time

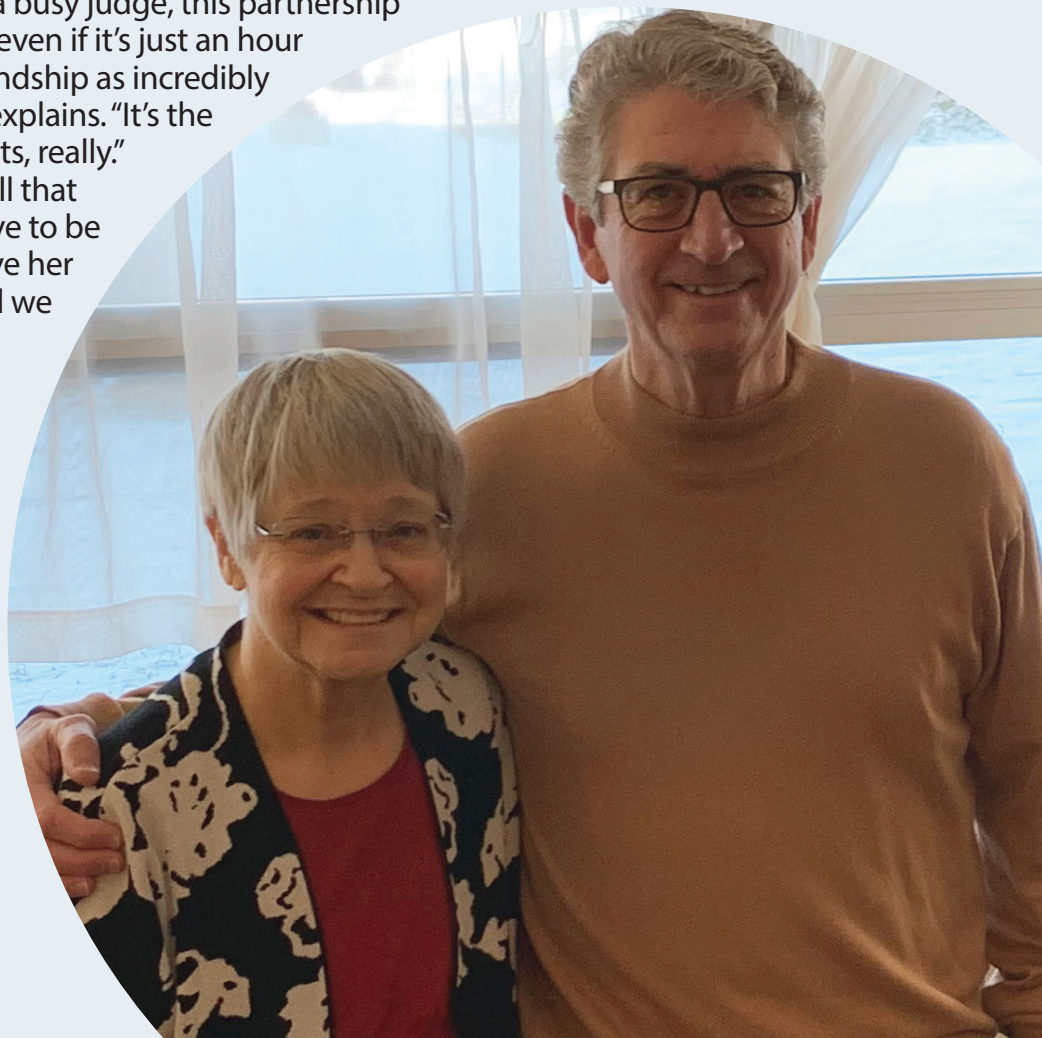
Five years ago, Jay was a lonely introvert with a fear of venturing out on her own. When she was paired with Bill, a Retired Senior Volunteer Program (RSVP) volunteer working with our SEARCH program, a simple weekend arrangement for transportation turned into a relationship that has changed them both profoundly.

Today, Jay is a bubbly and outgoing artist and gardener who has blossomed like the dozens of plants that fill her bright, art-filled home. "Having a volunteer makes me feel less anxious to go out. It helped quite a bit to come out of my shell. It has enriched my life tremendously," Jay said.

For Bill, who is not in fact retired, but rather is a busy judge, this partnership fulfilled his life-long compulsion to give back, even if it's just an hour or two on the weekends. He describes the friendship as incredibly rewarding, as well. "Money can't buy this," Bill explains. "It's the human connection. That's what everyone wants, really." Hearing about the RSVP program reminded Bill that everyone has something to give; it doesn't have to be money or a major time commitment. "I just give her rides to the stores and the garden centers, and we talk," Bill said modestly.

"Sometimes, it can take a bit of time for a volunteer to build trust with a client, but we usually see a special bond. In fact, we often hear, "You could not have made a better match for me!"

- Wendy Russell, SEARCH + RSVP Volunteer & Aging Services director



CHILDREN'S SERVICES

Teaching Young Learners to Thrive

Finding dependable childcare can be a challenge for most working families, but for single parents, the challenges can be vast.

"Just coming from Africa, it was really important to me to find a welcoming place. St. Elizabeth's is one of the most welcoming places," said Goreth, a St. Elizabeth's parent. "Leaving your children for eight hours a day, it is very important in whose hands you leave them, and I felt peace of mind when my kids came to St. Elizabeth's."

Goreth's story underscores a dramatic, increased need for childcare – not just so parents can work, but also so their children can make the most of critical learning years.

"We know more than ever before about how incredibly valuable the first five years are in building a foundation for the rest of your life, which is why we strive to create the most robust childcare program we can. The way the brain works is, by the time you are five, a lot of the structures are set. If children are enrolled in a good program at the right time and given the appropriate stimulus five days a week, we have an opportunity to really help."

- Bill Hager, program director of Catholic Charities Maine's Child Development Centers



Education Services for Blind and Visually Impaired Children: *Witnessing Everyday Miracles*

As the sole provider of teachers of the visually impaired (TVI) in Maine, our Education Services for Blind and Visually Impaired Children (ESBVIC) serves students, from birth to age 22, by assisting schools and families in the education of children with a visual impairment.

Nancy Moulton, ESBVIC program director explained, "Our program is about more than academics; our TVIs teach self-determination and important life skills for social interaction, independent living, recreation, leisure interests, and sensory efficiency."

They also witness small miracles, such as a moment on an outing with high school students to the Maine Mall, where they completed a treasure hunt to practice skills for shopping independently.

"I learned a lot about where to find things in the mall," said Tyler, a high school student from Winthrop, Maine, "but it was also great to be around other students with a visual impairment. I'm the only ESBVIC student at my school, and working with others taught me to keep my mind open to how other people do things. I'm surprised how much I learned just by being here with this group."

BEHAVIORAL HEALTH NETWORK

Making Space for Reckoning & Recovering in Auburn

Last June, when Governor Janet Mills announced she was committing new resources to residential treatment programs for people struggling with substance use, Jeff Tiner, chief program officer of CCM's clinical services, and Tom Farrington, Behavioral Health Network's regional director who oversees St. Francis Recovery Center, jumped into action to increase St. Francis' capacity by 75 percent. The renovation and expansion required a year-long process of navigating government guidelines, contractor availability, and supply chain delays, but the need for additional capacity was clear when the new openings filled immediately.

St. Francis Recovery Center residential rehabilitation in Auburn is dedicated to bringing health, recovery, and stability to the lives of men, aged 18 and older, who are struggling with substance use disorders and co-occurring use disorders.

As addiction continues to devastate people and families in Maine, Farrington was grateful for the chance to help more people like Billy* who, as with many of the men treated at St. Francis, came to the center after many run-ins with the law. His substance use had recently led him to lose his own business and, combined with his mother's death, created another downward spiral for someone who had struggled most of his life.

Halfway through his stay at St. Francis, Billy had a moment of reckoning and realized he was ready for a different life without drugs or alcohol. He committed to therapy, both during his stay and as an outpatient, and found a support system he had never had. He rebuilt his business and he stays connected to the St. Francis community, lending guidance, employing people in recovery, and providing peer support.

"Residents see that recovery happens here. They re-learn simple daily tasks, like that if you love yourself, you make your bed every morning. Recovery takes time, and the many steps don't always go in a straight path, but it happens."

- Tom Farrington, Behavioral Health Network's regional director

**Name changed to protect privacy*



COMMUNITY OUTREACH

Threads of Hope Marks Milestones in the North and South

Late last summer, Dixie Shaw, director of Hunger & Relief Services, approached CEO Steve Letourneau with a big idea. She had an opportunity to consolidate the Presque Isle *Threads of Hope* thrift store and the Hope Chest Boutique into a 20,000-square-foot retail space in the Aroostook Centre Mall, which was being renovated to include an indoor trampoline park, fitness gym, craft centers, and other retail spaces.

“Dixie has always been growth-minded and open to big ideas, and I trust her business instincts for the region she serves,” said Letourneau, who notes that Dixie makes things happen quickly. By the day after Thanksgiving, she had opened the doors to a super-sized thrift store, which has been busy ever since.

As proceeds from the Northern locations of our *Threads of Hope* thrift stores generate funds for our food bank, this expansion couldn't have come at a better time.

“This area needs this right now. Prices are so high that one customer told me her utility bills are only \$6 less than her house payment. People go without heat and buy extra blankets from us. They are scrimping on food. Raising money through our thrift store sales is critical to our ability to feed folks. This store will make a huge difference up here.” - Dixie Shaw, director of Hunger & Relief Services

Celebrating 10 years of turning bargains into better lives in Sanford

Last April marked the 10-year anniversary of our *Threads of Hope* thrift store in Sanford, where proceeds support all Catholic Charities Maine (CCM) programs statewide. For Manager Shana King, it is her favorite time of year.

“I'm so proud of what my staff does here, and our annual Sale-a-Brations are a way to show that,” said King. “In tough economic times, we are providing value, and it means a lot that our sales help support the mission of CCM statewide. I also love our community of regulars, many of them older shoppers who rely on us for having a place to get out and socialize. We also serve people like the working mom who can't afford new bikes for her children, but she can find a good deal here.”



2023 STATEMENT

Fiscal Year October 1, 2022 – September 30, 2023

UNRESTRICTED REVENUES AND GAINS

Government Sources	16,547,105 = 46.10%
Medicaid	8,564,133 = 23.86%
Program Service Fees	1,862,891 = 5.19%
Catholic Appeal (Roman Catholic Bishop of Portland)	730,589 = 2.04%
United Way contributions	194,488 = 0.54%
Grants, contributions and bequests	3,361,565 = 9.37%
Threads of Hope Thrift Store retail sales	576,779 = 1.61%
Rent and other, net	413,949 = 1.15%
Investment income	255,244 = 0.71%
Pandemic Relief	2,204,654 = 6.14%
Net assets released from restriction	1,182,891 = 3.30%

Total unrestricted revenue and gains 35,894,268

EXPENSES

Program Services	
Specialized Community Services	13,615,738 = 45.32%
Behavioral Health Services	7,032,493 = 23.41%
Children and Youth Services	1,727,009 = 5.75%
Direct Assistance Pass-Through	2,295,224 = 7.64%
Elder Care	3,548,757 = 11.81%
Retail Operations	616,128 = 2.05%
Food Bank, Farm, and Recycling	808,229 = 2.69%
COVID-19 Related Expenses	399,451 = 1.33%

Subtotal 30,043,029

Development and PR	521,922
Unallocated support services	374,273
Total unrestricted expenses	30,939,224
Income (loss) from operations	5,546,409

OTHER INCOME ACTIVITY

Net assets with donor restrictions	
Contributions	892,940
Investment Income	127,902
Change in beneficial interest	122,485
Net assets released from restriction for operating purposes	(1,182,891)
Increase(decrease) in temporarily restricted net assets	(39,564)
Change in net assets	5,506,845
Net assets at beginning of year	9,068,989
Net assets at end of year	14,575,834

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.



OUR DONORS

Your generosity supports our mission to provide help and hope to those in need.

In 2023, Catholic Charities Maine was blessed with a transformative gift from the Edward D. Riley Trust, for which we are truly grateful.

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Dr. & Mrs. David T. Greenleaf
Diane & Hazen Hoyt
James Nelligan
Anthony & Joanmarie Pellegrini
Christopher & Nancy Pierce
Vivien Russe
Barbara & Don St. Jean

1966 Society (\$5,000 - \$9,999)

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Rev. Jacques D. Dolbec, SOLT
Normand & Agnes Dugas
Lisa & Tony Foster
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in memory of Truc Huynh
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Ellen Devey
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Brock & Helaine Hornby
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Wendy Mason
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James Mills
G.W. & Eleanor Moran
Mason & Margaret Morfit
Linda Morrisette
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in honor of Jesus Christ
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Joseph Kilmartin
Al King
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Peter Kinney
John Kipp Jr.
Joseph Kirby
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in honor of Refugees in Maine

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Thomas Roeber
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Robert Russo
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The 2023 Annual Report is published by the Development Office and lists gifts received between January 1, 2023 and December 31, 2023. 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.

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Catholic Charities Maine could not possibly accomplish all that it does without the countless hours contributed by loyal volunteers. In 2023, 564 volunteers provided 32,821 hours of support for our 20+ program statewide. This represents nearly a \$1 million value in time donated, though their incredible support is truly priceless!

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