



CATHOLIC CHARITIES MAINE

2020 ANNUAL REPORT

POWERED BY OUR MISSION

{ providing help, hope, and justice for all Mainers }

Dear Friends,

In a year when more people than ever found themselves in need of help, when hope seemed impossible for so many, and when long overdue calls for racial justice rocked our communities, our mission inspired us, not only to step up to meet the challenges head-on, but to use the opportunities to grow and expand our network of care.

Powered by our mission, we served over 59,000 people in 2020 – an increase of 15 percent over last year. The disruption and despair that came hand-in-hand with the health risks of the pandemic drove us to find new ways to work, new resources, and new partnerships so we could continue to serve our clients and our communities. And as a faith-based, social services agency that advocates for justice in social structures, we have embarked on a multi-year commitment to become a leader in the work around Racial Diversity, Equity, Inclusion and Anti-Racist (DEIA) practices.

In this Annual Report, we'll share some of the ways we answered record levels of hunger and food insecurity, found new ways to serve and comfort clients suddenly dealing with an overwhelming amount of fear, anxiety, and isolation, and embarked on the first steps to institute equity-informed, anti-racist practices that will move us forward as a leader in social justice and fulfilling our call to love our neighbor.

When things get most difficult for Maine's most vulnerable, we step toward the challenges. I'm confident that, powered by our mission, we'll continue to step up for those we serve and for those who believe, with us, in a more diverse, inclusive, and just world, for all.

God Bless,



Stephen P. Letourneau • Chief Executive Officer



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2020 proved the strength of our team and the power of our mission

So much about 2020 was wearisome. The anxiety of a global pandemic striking right here at home and the resulting social isolation, job losses, and staggering food insecurity all took a toll on our physical, mental, and spiritual health. But it was during these most challenging of circumstances that we powered up and powered on to find solutions to the myriad of problems Mainers faced.

For a year filled with so much uncertainty, Catholic Charities Maine remained a steadfast beacon of hope and healing. We touched 59,143 lives this year — and it's something we are humbled to have accomplished with the support of our donors.

While these pages can never capture the power of the 59,000+ prayers answered, we want to share with you these highlights of the power of our mission.



OUR MISSION STATEMENT

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.

{Let us not become weary
in doing good, for at a proper
time we will reap a harvest
if we do not give up.}

-Galatians 6:9



Stepping up to meet record levels of food insecurity

The numbers say it all: from 22,631 Mainers in 2019 to 35,636 unduplicated clients served in 2020, many of which we saw again and again, our Hunger & Relief Services faced — and answered — a tsunami of need in the past year.

For the people of Aroostook County, which has the highest per capita population of seniors in Maine, the pandemic has been particularly devastating. From families struggling to feed kids suddenly out of school to seniors sheltering in place, the effects of the past year have left far too many Mainers uncertain where their next meal will come from.

We Met the Needs of the Hungry by:

- Reaching across the country to ensure our food supply could keep up with the demand — we secured 2,406,350 lbs. of food to distribute through our Food Bank to 28 pantries in Aroostook County
- Establishing a new network of volunteers when facing a shortage due to concerns of serving during the pandemic
- Coordinating drive-through distribution to safely deliver 1,320,00 lbs. of food through the USDA's "truck to trunk" program throughout northern Maine

{People were so thankful and so desperate...telling us that we were angels, and that they didn't know what they would do without our help.}

— Dixie Shaw, Director, Hunger & Relief Services





Reaching out to find new ways to counsel and connect

Without the regular routine of outpatient services and in-home support, the pandemic left many Mainers with mental illness and substance use disorders more isolated and at risk than ever before.

We Met the Needs of those Struggling with a Mental Illness or Addiction by:

- Transitioning to telehealth and when barriers to technology prevented a client from receiving treatment, the good old-fashioned telephone kept case managers in contact with those needing support
- Fostering health, recovery, and stability for those in addiction treatment via telehealth therapeutic groups and medication management services; and by offering a variety of new engagement opportunities for clients, including art classes, to help fill their down time
- Creating multiple private telehealth suites in Portland so clients without access to a computer or the internet could keep appointments with all of their healthcare providers throughout the pandemic

{We continue to be some families' only 'lifeline.' Many are feeling more isolated than ever and rely on us, even with just limited phone contact, to keep them connected to their community.}

— **Bob Colby, Director, Behavioral Health Services**

Standing by seniors to provide care and comfort

Approximately 20 percent of Maine's population is over the age of 65; not only are they among those most at risk from COVID-19, they are often more dependent on help from others to live in their own homes. For many of Maine's seniors aging alone at home, the pandemic turned an already difficult life into a nearly impossible one, leaving them lonely and cut off from their regular channels of support.

We Met the Needs of Seniors by:

- Donning personal protective equipment to deliver groceries and basic essentials to seniors living alone
- Making telephone reassurance calls through our SEARCH program to combat social isolation
- Partnering with Catholic parishes to collect and deliver care packages of "in-demand" items like toilet paper, paper towels, hand sanitizers, soap, and cleaning products

{One of our seniors told us this summer that we were the only agency to continue providing services when every other agency stopped. This is thanks to our courageous homemakers}

— Janette Gustafson, Services Coordinator, Independent Support Services



Modeling calm, curiosity, and compassion for children

Parents have particularly struggled throughout the pandemic, whether it's worrying about educating a child with special needs whose school is now closed, to ensuring there's a safe place to send an infant, toddler or preschooler while working, Catholic Charities Education Services for Blind & Visually Impaired Children (ESBVIC) and our two Child Development Centers adapted quickly to ensure children could still laugh, learn and thrive.

We Met the Needs of Children and Families by:

- Offering trainings and support to school districts' direct service staff to ensure that they are offering meaningful activities for blind and visually impaired children
- Providing access to meaningful instruction for students with visual impairment, including those with multiple disabilities during remote learning
- Establishing new procedures and protocols to safely re-open our St. Elizabeth's and St. Louis Child Development Centers
- Creating new learning opportunities and modeling safe play for children so they could grow comfortable with the new world around them

{We instituted regular story time starting with a conference call reading a chapter or two a week to our intermediate learners, and for the little ones we used Zoom so they could see the pictures. They especially loved when we welcomed an older student who reads Braille to read to them as well!}

— Nancy Moulton, Director, Education Services for Blind & Visually Impaired Children (ESBVIC)



Serving to the very best of our abilities, whatever the circumstances

Through our 20+ programs and services, Catholic Charities stepped forward to meet the challenges of 2020 head on. From creating new ways to connect, to developing much-needed community resources, to doing whatever it takes to make sure clients are safe and well cared for, our Community Outreach programs impacted many lives in many ways.

We Met the Varied Needs of our Communities by:

- Providing facemasks, translated health materials in dozens of languages and translation services through audio and video for the refugee and immigrant communities who — although comprising just 3 percent of the Maine population — made up a quarter of all COVID-19 infections, largely because so many held jobs as essential workers
- Producing 500+ up-cycled, handmade facemasks for distribution through Portland's general assistance office and area houses of worship. The collaboration was made possible by a donation from Hannaford Supermarkets and upcycled materials from Unifirst. The mask pattern was designed by Betsy Scheintaub, professor of textile at Maine College of Art
- Collaborating with parishes to provide basic essentials and holiday cheer through our Parish Social Ministry's *Jolly Gifts* program at Christmas and through several winter clothing drives to outfit families with warm winter clothing

{The contributions of knitted hats and scarves, socks, mittens and prayer shawls have been a treasure this year. People really want to help!}

— Susan McGaulley, Manager, Parish Social Ministry



Moving Beyond Diversity

Expanding upon our RICHES and leveraging the power of our mission to lead with equity-informed and anti-racist practices at every level of our organization

With core values of Respect, Integrity, Compassion, Hospitality, Excellence, and Stewardship, and a mission to provide “help, hope, and justice to all Mainers” regardless of faith, Catholic Charities has always believed in the dignity and sanctity of every life — but the recent acts of racial injustice and the systemic racism that continues to destroy the lives of countless Black men, women, and children in this country revealed how far we have to go if we want to live in a truly just and equitable world.

When it comes to Diversity, Equity, Inclusion and Anti-Racist Practices, we believe it’s our job — our mission — to lead the way

In 2020, CCM kicked off a three-year program to address diversity, equity, inclusion, and anti-racist practices in the workplace. The first step we took was to take an honest look at our own attitudes and awareness within our organization, with CEO Steve Letourneau speaking directly to Catholic Charities staff. “I met individually with many employees of color to listen, learn and understand from their perspective what they felt could and should be done here at CCM. I was more than awed at their openness and genuine concern. I recognized that CCM is viewed as a wonderful, loving, and caring organization as well as a welcoming place to work. That being said, my takeaway was that other people’s experiences differ very much from my own, and that CCM and I personally had an opportunity for growth and learning.”

The next step was to develop a long-term response and a sustainable program that would move Catholic Charities Maine to a place as a leader in the work around Racial Diversity, Equity, Inclusion and Anti-Racist (DEIA) practices.

Working with experts in the field of DEIA, we began with a research phase, conducting 44 interviews with Board members, Executive leadership, Program managers and staff across all areas of our organization which will inform development of a multi-year action plan that will include:

- Creation of an Equity Task Force;
- Monthly updates of progress, next steps, and educational information;
- Seminar series to develop internal capacity for anti-bias training series and methods of assessment to carry anti-racism and anti-bias work forward;
- Social listening, focus groups, learning “pods,” surveys, and more.

We are excited to embark on this journey toward building a stronger Catholic Charities Maine, one that, powered by our mission, embodies a more just and equitable world.



In a year when the needs were more profound than ever, it was inspiring to see everyone come together to do their part to serve.

2020 By the Numbers:

484 employees serving during a global pandemic
600+ volunteers lending 24,727 hours of their time
the support of 2,513 donors



All to help **59,143 Mainers** in their time of greatest need!

979 ADULTS

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

2,318 SENIORS

received a helping hand and
companionship through our
**Independent Support
Services and SEARCH program**

7,047

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

174 CHILDREN

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

2,094 PEOPLE

in need had their call for help
answered by our
Relief & Hope Emergency Services

1,966 PARISHIONERS

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

224 ADULTS

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

3,482 SMILES

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

35,636 RESIDENTS

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

311 CHILDREN

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

3,726 MAINERS

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

334 CHILDREN

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

500 ADULTS

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

352 NEW MAINERS

were welcomed and
supported by our
Refugee & Immigration Services

Thanks to all who stepped up for Maine's most vulnerable and gave so generously from January 1, 2020 to December 31, 2020.

Recognizing the challenges so many Mainers were facing, donors gave more than ever before.
This unprecedented level of giving enabled us to continue our work throughout the pandemic.

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Thomas and Bonnie VanSeveren
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James and Mary Violette
Anton Wagner and Sarah Campbell
Marina Waisman
in honor of Maria, Tim, Jacob, and Vassily
John and Lisa Wallace
in memory of Isabelle and Tony Fergola
John and Aurelie Wallach
Kathy Walsh
in honor of Dixie Shaw and Catholic Charities Aroostook
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Jessica Witham
in honor of my angels
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Leslie and Michael Wong
in memory of Jim and Helen Wood

Peter and Marlene Woodward
Jerry Yoder
in honor of Judith Southworth
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in memory of Anna T. Morissette
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Margaret Burman
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Takoda Peasley
in honor of Keariel Peasley
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Lawrence Ross
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Madelyn Roy
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Dawn Rudolf
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Wendy Russell
in memory of
Aunt Geneva Raymond
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Matthew Ryan
in honor of Gloria Ryan
William Ryan
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Galen Santerre
Linda Satkowski
in memory of Robert Satkowski
Michael and Elizabeth Schaab
George and Rebecca Seel
Joseph Shagoun
Valerie J. Shepard
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Sandra Simmonds
Daniel Simpson
Bill Sipperly
Marc Sirois
Andre Skalina
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Rachel Spinner
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Anthony St. Denis
Mr. and Mrs. Maurice St. Pierre
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Rebecca Stepp
Lynda Stocks
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Waneta and Victor Vitiaz
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in memory of Brian Steinwand
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Olena Walton
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in memory of Lee Whittier
Priscilla and Lionel Williams
Collette Wilson
in memory of John C. Wilson
John Wilson
Anne Wood
Susan S. Wright
in memory of Margaret Jacques
Betty G. Wright
Matthew Wyman
C. S. and Rita Yardley
Margaret Yates
Bruce Young
Joanne Zafonte
in memory of family members
William and Debra Ziemer

CORPORATE DONORS

ADP
Arkatechure
Aroostook Beverage Company
Aroostook Savings & Loan
Arthur J. Gallagher Risk Management
Bangor Savings Bank
BGA Retirement Advisors*
Botto's Bakery
Boulos Asset Management
Broadcast Adventure, Inc.
Caron's Lawn & Property Maintenance
Chapman Trucking
Classic Car Services
cPort Credit Union*
Cross Benefit Solutions*
CWS Architects
Drummond & Drummond
Duncan Donuts
Employees of NorDx
Extreme Enterprises LLC
F.L. Putnam Investment Management Co.
F.L. Putnam Securities Company
Farm Credit East, ACA
Frank's Appliance Repair
G & E Roofing Inc

Goggin's IGA Super Market
Gray Television, Inc.
Goughan's Farm
Haley's Metal Shop, Inc.
Hannaford
Happy Garden Child Care
Hardings Law Offices
Infinity Federal Credit Union*
J.M. Huber Corporation
Jones, Rich and Barnes Funeral Home
KFC/Taco Bell
Liberty Mutual
Lincoln Financial Group
Logically*
M & M Consulting
Malone Commercial Brokers
MC Construction
Martin's Point Health Care, Inc.
MEMIC
Mutual of Omaha
Myers & Associates
Northeast Delta Dental
Northeast Rental Housing of Central Maine
Norway Savings Bank
Paradis Shop 'n Save
PeoplesChoice Credit Union
PierceAtwood*
Pleasant Ridge Plantation
PNM Construction, Inc.
Port Printing Solutions
Richard Brothers Financial Advisors
Royal River Grill House*
Sebago Technics, Inc.
Sprague and Curtis Real Estate
Stone Coast Fund Services
Super Sweet Farms, Inc.
TD Bank
Teamsters Local Union No 633
The Beacon Charitable Crop.
Town & Country Federal Credit Union
Town Fair Tire Foundation, Inc.
Troiano Waste Services
Tuscan Bistro*
Tuscan Table*
University Credit Union
UNUM Group*
Verrill
WAGM-TV
Whited Ford Truck Center
Wright-Ryan Construction, Inc.

*Community Partners Program

FOUNDATIONS

Adopt A Block of Aroostook
Augustine Stewardship Fund
Bessie Brooks Trust, First Advisors
CAPTRUST Community Foundation
Catholic Charities USA
Central NY Community Foundation – Farm
Credit East Cares

Charities Aid Foundation of America
COVID-19 Emergency Response Fund of
the Maine Community Foundation
Davenport Trust Fund
Doree Taylor Charitable Foundation
Edward D. Riley Trust
Elizabeth A Leach Charitable Trust
Elmina B. Sewall Foundation
ExxonMobil Foundation
George L. and Clara S. Shinn Fund
of the Maine Community Foundation
Harvard Pilgrim Health Care Foundation
Helen and George Ladd Charitable
Corporation
Helen J. Herbert Charitable Remainder Trust
James F. and Mary R. Singleton Trust
Jaspar M. Hodgson Fund
John T. Gorman Foundation
Kirby Trust
Maine Community Foundation
Maine Health Access Foundation, Inc.
Maine Technology Institute
McNulty Foundation
Messier-Costain Foundation
Portland Provident Association
Raskob Foundation
Sam L. Cohen Foundation
SeniorsPlus
Silicon Valley Community Foundation
Stephen and Tabitha King Foundation
TD Bank Charitable Foundation
Texas Instruments Foundation
The Somali Fund
The LeVine Charitable Fund
The Masonic Charitable Foundation
The Sadie and Harry E. Davis Foundation
Wadsworth Family Foundation
Woodside Foundation

BEQUEST

Estate of Lolita Ball
Estate of Louise Bushey
Estate of Anne Loth
Estate of Lucille Plante
Estate of Iris Selig

AGENCIES

Amazon Smile
Aroostook Agency on Aging
Bath Rotary Club
Benevity Fund
Garfield Royal Arch Chapter 48
Good Shepherd Food Bank
Lewiston-Auburn Rotary
Network for Good
Portland Yarmouth Sailors
Presque Isle Lodge of Elks
Presque Isle Lodge of Elks B. P. O. E.
1954 Inc.
Rotary International District #7810
Southern Maine Agency on Aging
Texas Instruments Foundation

United Way EA
United Way Greater Twin Cities
United Way of Androscoggin
United Way of Aroostook
United Way of Central & Northeastern
Connecticut
United Way of CFC Nat.
United Way of Coastal Fairfield 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, Inc
United Way of Tri-Valley Area
United Way of York County

RELIGIOUS

Brothers of Christian Instruction
Community of the Resurrection
First Parish Church
Holy Spirit Parish
Immaculate Heart of Mary Parish
Knights of Columbus Maine State Council
Knights of Columbus Immaculate Heart
of Mary Council
Ladies of St. Joseph's
Missionary Sisters of The Immaculate
Conception
Order of Malta-American Association
Our Lady's Guild
Parish Of The Holy Eucharist
Parish of the Precious Blood
Roman Catholic Diocese of Portland
Saint Anselm Road to Hope Walkers
Sisters of our Lady of The Holy Rosary
Sisters of St. Joseph of Lyon - Maine
St. Brigid School
St. James School
St. John Paul II Parish
Unitarian Universalist Church
(Brunswick, ME)

MUNICIPAL

County of Aroostook
Town of China
Town of Crystal
Town of Danforth
Town of Easton
Town of Hamlin
Town of Mapleton
Town of Masardis
Town of Perham
Town of Portage Lake
Town of Van Buren
Town of Wallagrass
Town of Washburn
Town of Woodland

TRIBUTE GIFTS

In memory of Frances Banks
Lucy J. Adams
Betty T. Benn
Ann H. Connellan

Jacqueline M. and John S. Fawcett
Athil B. Hebert
Sharyl and Steven Hitchcock
Sandra J. Huck
Sandra E. Jordan
Gail and Thomas Perkins
Wendy J. and Rodney E. McCrum
Sebago Technics, Inc.

In memory of Carolyn Bruns
C. Blake Bidwell
Diane M. Denk
Carol S. Graham
Patricia A. Graham
Elizabeth H. Hamilton
Paula W. Hudson

In memory of Joye Levesque
Lucia Crane
Gerald and Denise Deshaies
Thomas F. Shields
Jeanne A. Staples

In memory of David Maurice
Anne Gauthier-Maurice
Susan J. and Francis Parker
Lori L. Perry
Carole A. Perkins

In memory of Roland Pelletier
George and Madeline Berube
Claire P. Davis
Maureen Dennis
Joline Gagne
Diane O'Brien and Alfred Heath
Kathy and Steven Lamore
Claire H. Smith

In memory of Roxanne Snow
James and Barbara Dunn
John and Elizabeth Crowley
Douglas and Donna Eadie
Ann Marie McLaughlin

VEHICLE DONATION PROGRAM

Anthony J. Brenna
Max Brandt
Anthony J. Brenna
Stephen Carew
Jennifer Crichton
Martica Douglas
Susan Dovell
Davidunning
Susan Goodwin
Edwin Kindler
James King
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Jean Phoenix McLaughlin
Margaret R. McQuade
John Murphy
Helene Plourde
Paul Richard
Michael P. Vaughn
Karen Zahradka

The 2020 Annual Report is published by the Development Office and lists gifts received between January 1, 2020 and December 31, 2020. 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 the Development Office at (207) 523-1188.

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.

Thank you to our 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

Silver \$10,000

Logically

Crusader \$5,000

Cross Benefit Solutions

Champion \$2,500

BGA Retirement Advisors
cPort Credit Union
Infinity Federal Credit Union
Pierce Atwood
UNUM

2020 STATEMENT

Fiscal Year October 1, 2019 – September 30, 2020

EXPENSES

Program Services		
Specialized Community Services	\$7,032,057	30.28%
Behavioral Health Services	\$7,407,661	31.90%
Children and Youth Services	\$1,338,518	5.76%
Direct Assistance Pass-Through	\$2,478,035	10.67%
Elder Care	\$3,634,972	15.65%
Retail Operations	\$890,458	3.83%
Food Bank, Farm, and Recycling	\$443,306	1.91%
Total Program Services	\$23,225,007	
Development and PR	\$421,533	
Unallocated Support Services	\$396,223	
Total Expenses	\$24,042,763	
Income(Loss) from Operations	\$2,090,940	

UNRESTRICTED REVENUES AND GAINS

Government Sources	\$11,100,944	42.48%
Medicaid	\$6,600,034	25.25%
Program Service Fees	\$1,357,889	5.20%
Roman Catholic Bishop of Portland	\$731,170	2.80%
United Way Contributions	\$303,165	1.16%
Grants, Contributions, and Bequests	\$1,053,595	4.03%
Retail Sales	\$553,212	2.12%
Rent and Other	\$382,018	1.46%
Investment Income	\$185,524	0.71%
Pandemic Relief	\$3,069,263	11.74%
Net Assets Released from Restriction	\$796,889	3.05%

Total unrestricted revenue and gains \$26,133,703

OTHER INCOME ACTIVITY

Nonoperating activity

Gain(Loss) on interest rate swap liability	-
Increase (Decrease) in net assets without donor restriction	\$2,090,940

Net assets with donor restrictions

Contributions	\$930,938
Investment Income	\$113,605
Change in beneficial interest	\$67,887
Net Assets released from restriction for operating purposes	\$(796,889)
Increase (decrease) in temporarily restricted net assets	\$315,541

Change in net assets	\$2,406,481
Net Assets beginning of the year	\$6,402,411
Net assets end of year	\$8,808,892





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