



END  
POVERTY.

IS IT REASONABLE?



At Catholic Charities Fort Worth, we pride ourselves on our bold, even unreasonably crazy, goal - to get 10,000 families out of poverty in the next 10 years. People love to be a part of something that's audacious, something just beyond our fathomable reach. That's our M.O., that's our whole meaning...but I have a question.

### **Is it really that bold?**

For starters, I have a hard time believing that it's unreasonable to practice and support evidence-based solutions. Now more than ever before, we have access to information from more reputable economists, researchers, and the like. [Why not lean into it?](#) What organizations can afford not to? When we invite researchers down to evaluate our programs, I don't consider it bold that we're wanting to know if what we do works. It is the only way to get better, the only way to solve the problem.

And what about the obvious, glaring problems in the [current system](#) that trap people in the cycle of poverty? We pretty well know what those are, so why don't we start tackling them now? Not in a futuristic, idyllic way, but in how we can make real change - and move the needle on real metrics at this very moment.




Or try this on - the whole concept of people not existing in silos. People are whole people, with a multitude of layers - both strengths and weaknesses. How can we use our ability to rise above the constraints of only thinking in terms of grants or services and instead thinking in terms of people? We cannot expect to fix a problem we cannot see if we are not looking at the whole person. An electric bill payment may help this month, but what about the fact that an individual is caring for an ailing parent, had a flat tire this week that cost them their savings to fix, and is struggling to help try to tutor their child at home on a subject they never studied themselves? Is it really too crazy to take a step back and look at the whole picture? We don't think so. In fact, I'd argue it's the only position that makes sense.

So our work in ending poverty, it may sound crazy. I get it. But if you get into the weeds with us, if you see what we've learned and do what we do, maybe you'll agree our kind of work is just what's needed.

With gratitude,

Heather

How do we solve a problem? We start by understanding it. A few years ago, alarmed by the high drop-out rates among community college students, we started asking questions. Together with our research partners at the Wilson Sheehan Lab for Economic Opportunities (LEO) at Notre Dame, we created [Stay the Course](#). Our goal was simple – to find out if comprehensive case management services increase community college persistence and completion rates. The latest [research results](#) from LEO show that they do just that. **After four years and serving almost 400 students...**

-  Stay the Course students were **2.7 times more likely** to complete an associate degree after four years in the program.
-  Almost **35%** of female Stay the Course participants earned an associate degree compared to less than 1% in the relevant comparison group.
-  Stay the Course **pays for itself after 4.25 years**, providing a return on investment and helping participants improve their self-sufficiency.

## VICTORIA'S STORY



Hardworker. Fast learner. Team player. These are a few of the words Stay the Course Navigator Whitney suggests for her client Victoria's resume. Victoria graduates in May with her associates in mental health and substance abuse counseling. Currently, Victoria is completing her practicum and running addiction recovery groups at MHMR. This work is her passion, and it started 10 years ago when Victoria walked out of prison after facing her own battle with substance abuse. Victoria has wanted to go back to school since she got out, but was busy working and worried she couldn't afford it.

Then two years ago, she decided to do it and became a part of Stay the Course.

*"It just felt like it was time. My son was put in foster care while I was in prison. I fought hard to get him back. Now he's about to graduate and being able to be there for him is really special."*

Victoria meets with Whitney once a week.

*"Whitney really helps me stay focused. She'll do anything she can to help me. She helps me set priorities and figure out any questions I have about my degree program or anything else."*

Victoria is focusing on her upcoming graduation and working on finding a job with Whitney there to help. In between homework and being a wife and mother of four, Victoria stays busy volunteering with her church.

*"Being Victoria's navigator is an honor. Hearing her story has really inspired me to push my other students and myself to actively pursue our goals. Victoria is such a leader; from being an A student, a hands-on mother, dedicated wife, and devout Christian, she handles everything with such grace and fearlessness. She is the perfect example of a true leader and Stay the Course scholar." - Whitney Long, Victoria's Navigator*



## WHAT MAKES IT REASONABLE?

### SERVICES THAT MAKE SENSE

A problem in the current system is lack of coordination, especially when it comes to accessing help quickly during a crisis. We tackled that problem by creating our Hope Center – streamlined services that address crisis and provide immediate relief to our clients in their darkest hour.

In 2017, because of the Hope Center:

 4,560 clients said they were given hope

 3,107 individuals got help paying their rent or keeping the lights on

 537 clients had their medical needs met

We often encounter our clients at this point, but it is not where we leave them. Instead, we get to know them as a whole person, engage them in long-term case management, and work with them to develop a plan for the future.

*The Diaz family came to the Hope Center desperate. New to the U.S. from Cuba, they were seeking support to become stable in their new home.*

*Lost about where to go, they were late on bills, without a job, and had no food.*

*The Hope Center staff connected them with our refugee services, food pantries, and community partners. They received assistance with their utility bills, helping them save money for food and school supplies for their two children. Now, they are back on their feet and hopeful about their fresh start.*

*We saw them again weeks later. But this time it wasn't out of desperation. It was to express their gratitude to our team for helping them when they needed it the most.*

### LIFE-CHANGING RESULTS

 Our Street Outreach team helped 197 people experiencing homelessness into temporary or permanent housing

 Sixty-two veterans are no longer homeless because of our Veterans Services team

 Five of our [Padua](#) clients purchased a home

 Our Donation Center completed 189 apartment set-ups

*Our client, Mr. Perez, is an Army veteran and single parent. When we met him, he was living in his car with his two teenage children after his housing voucher fell through. We were able to help Mr. Perez into a new apartment and provide beds for the family. Mr. Perez said this is the **first time his kids have had their own rooms.***

### CREATING A FUTURE


 622 people were trained for jobs

 92% of Vocation clients completed all their classes

 Our children's shelter made a difference in the lives of 193 children

 100% of our refugee Match Grant clients became self-sufficient within six months of arriving to the U.S.

 20 refugee youth were placed in safe and loving homes

 Six refugee youth in our Supervised Independent Living program achieved the Out of Poverty metrics of living wage income, three months of living wage savings and no negative debt




## PROOF OF IMPACT

Why continue to offer services without knowing if **they work**?

Why limit our practices to funding restrictions and not try **new ideas**?

We want to know the **how, why, and what** behind everything we do.

In 2017:

-  We launched our **third** research study
-  We tested **4** encounter strategies
-  We tested **10** innovation projects

## SPIRIT OF ENTERPRISE

Our **social enterprises** focus on achieving agency sustainability goals + social benefit to people in poverty. This means less reliance on government funding, and more local impact. In 2017:


**Our social enterprise businesses:**

 Employed **336** people and helped **30,000+**

**Immigration services:**

 Helped **543** people become U.S. Citizens

**Transportation services:**

 Provided **80,754** trips to those needing to reach employment or get to crucial medical appointments

 Completed a distance of **835,000+** service miles, or the equivalent **two** round trips to the moon

**Our Translation and Interpretation Network (TIN):**

 Provided over **55,000** hours of interpretation and completed over **700** translation projects

 Trained and offered jobs to **336** new interpreters

 Paid more **\$1.7 million** to our interpreters and translators

## COMMUNITY OUTREACH

**Our Northwest Campus:**

 Provided **2,675** individuals with case management, coaching, and emergency assistance

 Served **143** students through Rural Vocations

 Helped **227** veterans

 Provided **90** children, couples, and families with quality mental health services





## A MEANINGFUL RESPONSE

We had a two-part [response](#) to Hurricane Harvey – on-the-ground disaster response and long-term recovery. We sent two separate deployment teams of staff and volunteers to provide hands-on support and assess needs. Our team worked with our sister agencies at Catholic Charities Galveston-Houston and Catholic Charities Southeast Texas, performing intakes, going door-to-door, and distributing material goods.

We are actively leading long-term recovery efforts with [Harvey evacuees](#). Our case managers are helping these families to rebuild their lives in our community, assisting them with everything from housing to employment to enrolling their children in school. We are working collaboratively to effectively marshal our resources to get these families what they need.

Many of these families have lost everything, and our goal is to lift them out of the poverty Harvey has thrown them into.

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We collected over **\$900,000** in donations

We recruited **186** volunteers, who donated over **2,090** hours of service

We assisted over **1,000** families through direct service and answering help-line calls

We deployed **21** volunteers who donated **1,326** hours of service

**39** individuals in our Harvey Case Management program have found employment

We assisted **141** households locally, representing **271** individuals

**78** households/families have been helped into housing

Most of our families were able to pay for their own expenses just **four** months after losing everything



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*Our client Kenya evacuated to Fort Worth from Port Arthur with her teenage daughter who has cerebral palsy. Kenya knew that she had to get a job as soon as possible in order to provide for her daughter. She found a job within three weeks of being in North Texas while simultaneously finding her daughter local doctors and keeping up with our case management program. Recently, Kenya was able to attain a new job that pays a living wage. We were able to help Kenya into housing, help with rent for three months, and provide basic furnishings. Kenya is a true example of resilience. Even in the midst of great adversity, she found opportunity. She knew her daughter was counting on her.*

## TONITA'S STORY



When we met Tonita, she was looking for a job that would better serve her family. Tonita is a single mom of two girls, and the schedule of her retail job made it really hard to spend time with them.

*"I worked as a contract government analyst. But after eight years, the company I worked for was unable to renew their contract and I lost my job. I found another job, but it was also contract and I was let go after a year. I'd been working as a sale's associate at Dillard's for 10 months when I found Catholic Charities. I was there late, worked weekends, and missed out on a lot."*



*"Catholic Charities helped me so much. They helped me write my resume, get new professional clothes, and look for work in my field. I was connected with a program that helped me refresh my computer skills. They even paid my light and water bill one month. Most of all, they helped me build my confidence back."*

Today, Tonita is at a job she loves and she's not contract anymore. Her girls are thriving and they are looking to buy a house.

*"I really want other women to know that they can do it. There are places you can go for help. I was worried when I first went to Catholic Charities that I might be judged. But it wasn't like that all. Everyone I worked with was friendly. My case manager Arkala was wonderful and always there to help."*

Tonita said being able to share her success with her mom is particularly meaningful.



*"Growing up, I remember my mom going to bed hungry so my brother and I could eat. She worked two jobs so that we could do what we wanted. My mom has always been my backbone and now we are all just enjoying life. It's not a struggle anymore. I'm able to do things with my girls now. We love to travel. I'm truly at ease."*

## Revenue | Public Support

Individual & Corporate Contributions	\$4,648,367
United Way Community Programs	218,107
Foundation Contributions	3,203,818
St. Joseph Healthcare Trust	848,238
TXU, First Choice/Reliant & Arlington Water	393,158
Catholic Diocese of Fort Worth	604,459
Other Associated Organizations	1,624,357
<b>Total Public Support</b>	<b>\$11,540,504</b>

Fees & Grants from Governmental Agencies	18,304,354
Program Service Fees	6,453,297
Investment Income	120,272
Other Revenue	18,880

**Total Revenue<sup>1</sup>** **\$36,437,307**

## Expenses | Program Expenses

Child & Family Services	\$556,457
Emergency Shelter Services	1,246,171
Financial Stabilization Services	5,312,736
Homeless Services	306,920
International Foster Care	2,664,910
Mental Health Services	427,780
Refugee Services	3,197,141
North Texas Office for Refugees	8,744,561
Social Enterprises	6,754,950
Supportive Programs	1,691,157
Veteran Services	1,502,908
Women's Health	57,098
Workforce & Education	1,670,104
<b>Total Program Expenses</b>	<b>\$34,132,892</b>

### Administrative Expenses

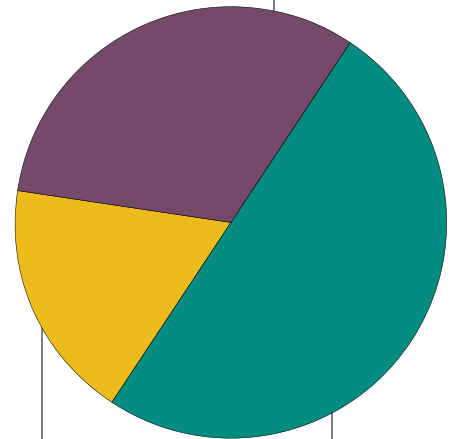
Management & General	1,324,397
Development & Fundraising	1,808,096
<b>Total Administrative Expenses</b>	<b>3,132,493</b>

**Total Expense<sup>1</sup>** **\$37,265,385**

**Revenue Over Expenses** **(828,078)**

OVER **90 CENTS** OF EVERY DOLLAR  
DONATED GOES DIRECTLY BACK  
INTO SERVICES

**32% Individuals, Corporations, & Foundation Support**



**18% Program Service Fees**

**50% Government Contracts & Grants**

<sup>1</sup>Operating results only. Excludes \$12,160,088 revenue and \$6,122,444 expenses with related organizations from the sale of housing properties.



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Saam Zarabbi  
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There were **\$494,429** worth of In-kind donations distributed

Our Dental Clinic conducted **5,342** procedures, resulting in **\$765,480** in savings for patients

The Gabriel Project supported **136** pregnant women with the help of **126** volunteer mentors

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## Faith Communities

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Good Shepherd Catholic Community Men's Club  
Holy Cross Catholic Church  
Holy Family Catholic Church  
Knights of Columbus Council #6269  
Knights of Columbus Council #1824 Windthorst  
Most Blessed Sacrament Catholic Church  
Nolan Catholic High School  
Our Lady Queen of Peace Catholic Church  
Robert P. Taylor Chapel  
Sacred Heart Catholic Church (Muenster)  
Sacred Heart Catholic Church (Wichita Falls)  
St Francis Village  
St Mary of the Assumption Catholic Church  
St. Andrew Catholic Church  
St. Ann Catholic Church  
St. Joseph Catholic Church  
St. Jude Thaddeus Catholic Church  
St. Maria Goretti Catholic Church  
St. Martin de Porres Catholic Church  
St. Michael Catholic Church  
St. Patrick Cathedral  
St. Paul Catholic Church  
St. Peter Catholic Church  
St. Vincent De Paul Catholic Church

P.O. Box 15610  
Fort Worth, Texas 76119  
tel: 817.534.0814  
fax: 817.535.8779  
[CatholicCharitiesFortWorth.org](http://CatholicCharitiesFortWorth.org)



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## OUR MISSION

TO PROVIDE SERVICE TO THOSE IN NEED, TO  
ADVOCATE COMPASSION AND JUSTICE IN THE  
STRUCTURES OF SOCIETY, **AND TO CALL ALL  
PEOPLE OF GOODWILL TO DO THE SAME.**