
2021

Annual Report



Catholic
Charities
Fort Worth

PAVING THE **WAY.**

ENDING
POVERTY.

PAVING **the way**

Dear Friends,

What an honor to continue to serve as Board Chair here at Catholic Charities Fort Worth. I have been inspired by our team members' ingenuity and efforts in serving our neighbors in need, no matter the circumstances.

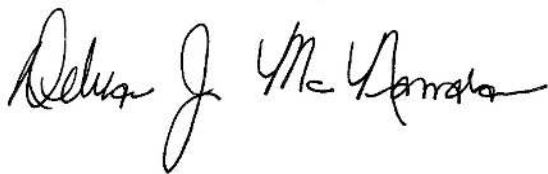
Through a continuous global pandemic, severe winter storms, and wars breaking out across the world, our clients have **weathered some unprecedented times**. Thousands of families turned to us for help, and we were once again ready and prepared to meet them at our doors.

Detailed on the pages to come, you'll learn more about our Pathways, where we are working with **more than 3,000 families** in the domains of financial resiliency, emotional resiliency, employment, education, and resource stability. As we have continued to study and grow, assess and tweak, we are enthused to be walking into this next chapter of efficacy for our clients. The way we are modeling our work for maximum impact carries so much hope and potential to continue to **change the way we see and work with poverty** every day in our community.

As we continue our work throughout the year, we remain steadfast in our mission to ensure that 10,000 families are on their pathway out of poverty. A big goal, no doubt, but one I know we can achieve.

You are the reason 2021 proved such a **transformational year** in our 112-year history. For that, I am eternally grateful. So, as you peruse the pages of our last year, remember the work the future holds for us. I hope you'll join us on the path to ending poverty in 2022 and beyond.

In Profound Gratitude,



Deb McNamara

Board Chair

Catholic Charities Fort Worth



Introducing the Pathways

Over the past several years, our agency has increasingly **learned and affirmed** that poverty is complex and **poverty is a system**. We have studied the factors keeping families in poverty and grown our awareness of **what it truly takes** to empower them to **a future of dignity, stability, and freedom**.

That's why last year we **unveiled our Out of Poverty Pathways**. These five domains define our agency's **key areas of impact** and help us **better understand our role** within a complex system.

OUT OF POVERTY PATHWAYS



EDUCATION



EMOTIONAL
RESILIENCY



EMPLOYMENT



FINANCIAL
RESILIENCY



RESOURCE
STABILITY

While the Pathways resulted in some programmatic shifts, they largely reflected and more accurately explained the **already-impactful work** our programs were doing in our community. This transition involved an **intensive, multi-phase process** through which we worked with CCFW programs to:

- **Create a high-level systems map** based on the appropriate drivers and predictors of poverty related to each program – giving programs a designated “home” on the agency-wide systems map.
- **Revisit and revamp theories of change and logic models** – identifying program-specific metrics, activities, and outcomes.
- **Create a model of each program's services** to test and review the way services, data, and administrative actions work together.
- **Build new measurement frameworks** – essentially, how each program will collect data and measure client success.

All of this work has allowed us to **refine our services** and **pave a critical foundation** for our agency's capacity to evaluate our programs. Our revised data infrastructure and new measurement frameworks will strengthen our ability to identify and celebrate each program's unique impact.

PAVING **impact**

Each program now has **more specific metrics and outcomes** tailored to the service it provides. This allows us to **more accurately articulate** a program's impact. Each client comes to us at a different point in their journey. Neither the goals nor the finish line are the same for everyone.

Below are examples of Pathway outcomes.

EDUCATION



203

students earned an **education credential** in 2021.

NOTE:

*Determination of outcomes for **Resource Stability** and **Emotional Resiliency Pathways** is still in progress. Impact numbers below are examples of outputs as we further explore which outcomes are **research-backed indicators of long-term impact**.*

EMOTIONAL RESILIENCY



111

clients served by a **clinical counselor** in 2021.

EMPLOYMENT



100

individuals obtained **new employment** in 2021.

FINANCIAL RESILIENCY*

clients increased **savings**.

503



171

clients improved **debt-to-income ratio**.

**all time as of Dec. 31, 2021 for clients who have completed services and were served along the Financial Resiliency Pathway*

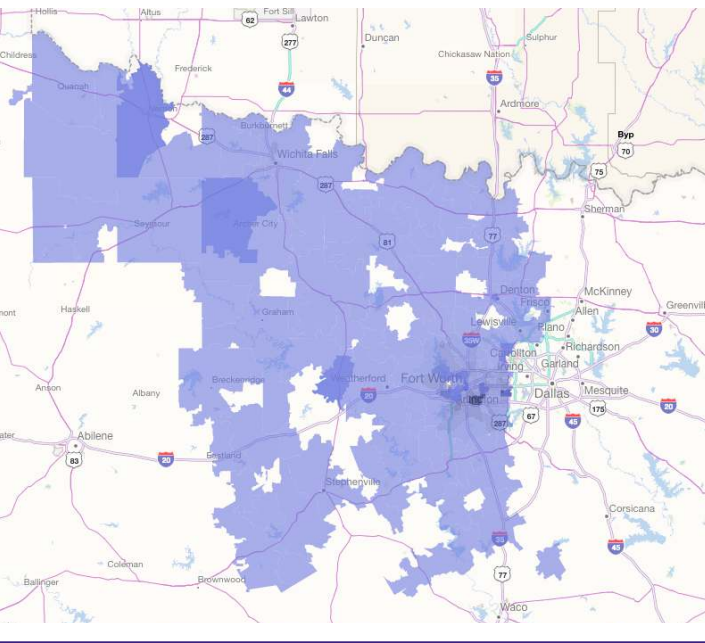
RESOURCE STABILITY & RELIEF

clients received **financial assistance** through relief services.

2,970



PAVING impact



Clients served **by zip code** (2021)

PARISH SOCIAL MINISTRIES

Parish Social Ministries **partners with our parishes** to help connect those in need to supportive services and resources.



598
clients served by
PSM in 2021.

176
moms served by the
Gabriel Project.

EMPLOYEE FINANCIAL RESILIENCY



\$1,918

amount saved by the typical participant in our
employee financial resiliency program (2021).

Our agency's impact is vast and multifaceted. Every year, we serve individuals and families across **28 counties**. In the image above, you can see our **reach by zip code** in 2021.

In 2021, we served a total of
11,438 clients.



SOCIAL ENTERPRISES

51,735

rides provided by
Transportation Services.

3,176

customers of
Immigration Services.

6,289

procedures provided by
Dental Clinic.



REFUGEE SERVICES

1,074

total **refugees served** from **36**
countries of origin in 2021.

143

new refugees **resettled**
by CCFW in 2021.

273

refugee clients served through
case management.

PAVING **wellness**



118 clients served in 2021.

If the past two years have shown us anything, it's that the **strength of employees' financial health matters**. From the unprecedented impact of the COVID-19 pandemic on frontline workers across the nation to rising inflation and the reluctance of the workforce to return to the status quo, employers are facing the herculean task of recruiting workers while at the same time **reassessing how they pay, treat and respect** their current employees.

Enter **MYMoney@Work** (MM@W), Catholic Charities Fort Worth's employee benefit program that provides **personalized financial wellness and coaching services** for businesses across the metroplex. From large, world-renowned hotel chains, to small, independently owned businesses, MM@W is uniquely qualified to address employees' financial health, while increasing employee engagement and satisfaction and reducing turnover.

Preliminary results from the **MYMoney@Work** Financial Pulse Survey conducted in 2021 revealed that roughly **one in three new clients** report being distracted at work because of personal financial concerns prior to entering our program. As a result of our services, MM@W clients trends reveal:

70%

of clients saw a reduction in their financial-related stress.

55%

of clients increased their savings.

44%

of clients increased their discretionary income.

Additionally, employees report a **15 percent increase** in their ability to stay within their budget and a **20 percent increase** in contribution to an emergency savings account. The program is *working*.



"Catholic Charities has been a fantastic community partner and resource to our associates over the last three years. Their team is **professional, compassionate and discreet**. The success that our associates are experiencing allows them to not only be a productive and successful individual for us as the employer, but they are able to **be successful in life**."

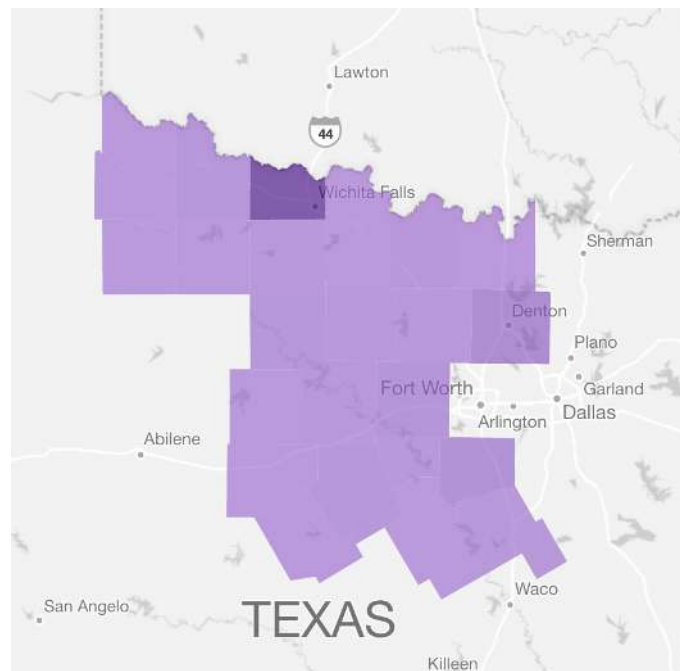
– **Omni Fort Worth Hotel**, MM@W Employer Partner

For more information about MM@W, and to read more employee and employer testimonials, visit its BRAND NEW website at **www.mymoneyatwork.org**.

PAVING growth

Northwest Campus

Our Northwest Campus had an amazing year with **continued growth of our programs and our staff**. We now have 24 team members serving our rural clients on their pathways out of poverty. We held our **4th annual Poverty Summit** and dove deeper into how we can bring our future plans of a full service Veterans Services Building into fruition. We also **welcomed nearly 200 guests** back in person at our annual Creating Hope fundraising dinner and successfully **raised \$105,575** to support our programs. We expanded and rebranded our **Education Navigation program**, including the addition of the University of North Texas, our second 4-year university in the program. Continuing to see the effects of the pandemic on the most vulnerable in our communities, our Northwest Campus provided **more than \$145,000** in financial assistance to those experiencing COVID-19 related job loss or emergency expenditures.



Serving Wichita Falls and surrounding counties.

419 students served through **Education Navigation** program.

117 Education Navigation students **earned a credential** (e.g. degree, certificate).

312 clients received resource relief through **Community Connections**.

370 clients received **case management** through Community Connections.

35 veterans/families served through our **Veterans Services Center**.



"My experience with Catholic Charities has been nothing short of life-changing. The amount of support I received cannot be quantified, because it has been more than just financial support."

Brittany Roberts
Education Navigation Client

Did you know?

Someone with an associate degree generally earns **\$7,332 more per year** than someone with only a high school diploma.

PAVING healing

COVID-19 Pandemic

Our community felt the impacts of the COVID-19 pandemic for a second year in a row. Though demand slowed later in the year, 2021 began with an **overwhelming need for assistance**. For a number of months, we had a waitlist, but in early March we **asked for your help** and received an **outpouring of additional support** to respond to both COVID-19 and Winter Storm Uri.

Throughout the year, we continued to **answer the call**, providing **rental and utility assistance** as well as connecting individuals and families to key community resources.

6,159 served by Community Care Call Center*

\$2,355,749

distributed in COVID-19 financial assistance.

**Due to the widespread and overlapping impact of COVID-19, we are unable to differentiate between COVID and non-COVID clients.*



Winter Storm Uri

We also witnessed **the compounding effects of crises**. Winter Storm Uri came during an already challenging year, emphasizing once again **the disproportionate impact of disasters** on the **most vulnerable and under resourced** in our community.

We worked to **holistically and creatively support each family** in their unique situation. We provided **financial assistance** for hotel costs, rent payments, car repairs, furniture, and more. In some cases, we simply provided Walmart gift cards to cover lost groceries.

Some of our clients continued to **stay in hotels for months** after the storm. Already unemployed due to COVID-19, they were evicted due to the winter storm and **stuck in an unforgiving situation**, unable to qualify for new housing without proof of employment and stable income. We worked with landlords on this issue, to help move clients back into stable housing. Nonetheless, it highlights the need to **reduce existing vulnerabilities** for families living in or near poverty.

90

clients served by Disaster Response team in 2021.

\$163,903

distributed in response to winter storm needs.

Crisis in Afghanistan

After the fall of Afghanistan in August 2021, we quickly prepared to receive individuals and families evacuating the country. From October 2021 to February 2022, we received **251 Afghan clients**.

CCFW Refugee Services supported families in a variety of ways, from welcoming them at the airport to **providing adequate food supplies**, clothing, and other material needs. We also assisted families in **accessing health services**, enrolling in school for school-aged minors, and enrolling in other applicable services based on their personal circumstances. We provided **cultural orientation** and helped individuals and families **access necessary legal services** to apply for adjustment of status.

PAVING innovation

Padua & Working Family Services

In 2015, we launched our Padua Pilot: A model centered on **long-term, holistic case management services** that address the unique needs of each family. Padua works to **disrupt the interconnected challenges of poverty**, focusing on the following key areas: resource navigation, emotional resilience, financial resilience, and social support building. Case managers hold **smaller caseloads** and create **actionable service plans** based on clients' goals and strengths. Specific outcomes vary by family, based on their baseline stability and individual needs.

Working Family Services (WFS) utilizes a nearly identical model to Padua. The primary difference between Padua and WFS is that Padua includes a research component. Without an associated research trial, WFS is **able to experiment more** with its intervention and provide valuable insights and best practices that help refine both programs. Otherwise, the primary activities and **holistic, client-led approach** are the same for both programs.

259

families served by
Padua in 2021.

170

families served by
WFS in 2021.

The typical Padua client
increases their savings by **\$2,000.**

Padua is a **research initiative**, created in partnership with the **Wilson Sheehan Lab for Economic Opportunities (LEO)** at the University of Notre Dame. Combining LEO's research expertise with our agency's social service insight, we are conducting an ongoing **Randomized Control Trial (RCT)** to **build evidence of what works** and deepen our understanding of the nuances and variation within our impact.

“

In the past, prior to the program, I kind of would just **live day by day**, but never really plan for my future ...

I really do notice where I'm going in life and it's ... **I'm going to go far.**"

– **Sandy Gracia,**
Padua Client



PAVING the narrative

SHIFTING dynamics

Education is **something that lasts**.

And it has power. Not only the power to increase earning potential and employment opportunities. But also, the power to **change hearts and minds**. The power to inspire and create momentum. The power to **shift dynamics** that can change the direction of a person's life.

Leading the conversation

In response to proposals in Congress to create a first-of-its-kind federal investment in **evidence-based student success programs** like *Stay the Course*® (STC), we led a grassroots social media campaign last summer to **build awareness and advocate** for a **#CollegeCompletionFund** in U.S. higher education policy. Joined by a cohort of programs across the country, we hosted a Twitterstorm as well as a Twitter Chat to stir dialogue and answer questions about this funding proposal.

Talking to our leaders

We also met with various **congressional members** to share about *Stay the Course*'s success and the importance of postsecondary supportive services. These meetings highlighted **the value of evidence-based community college completion programs** and their impact on the journey out of poverty. We heard from many policymakers that these programs were important and valuable.



From DC to Detroit, our campaign materials were used by an estimated **15-20 organizations and individuals**, as well as additional users who shared or retweeted our content.

#CollegeCompletionFund

85

unique users

Potential reach of

460,000+

Twitter users

372

total tweets and retweets with
#CollegeCompletionFund

Creating impact

We're proud of our advocacy and to see **funding appropriated for college completion research in 2022**. Additionally, we've seen continued support for these programs through proposed funding for the **Retention and Completion grants** in the 2023 budget.

PAVING hope

CREATING HOPE

Opportunities. Possibilities. And Pathways Out of Poverty.



For our **20th annual Creating Hope**, we gathered with **252 supporters** for a special evening of fellowship and reflection on our agency's **growth and impact**. We celebrated the diverse and unique pathways of our clients and **raised \$381,000** to empower more families to **a life free from poverty**.



"God puts you in places that you never think you'd ever be. I've never been a dishwasher, but I did that job for a year. That was the most humbling job I've ever had. And one of the last reasons why I don't have that job anymore is that **my mom didn't raise a dishwasher.** I quit that job, and **I immediately enrolled in school."**

RICHARD

Stay the Course Client

"They pulled out **what was already in me**, configured it in front of me."

YOLANDA

Padua Client



PAVING the future

A Legacy of Giving

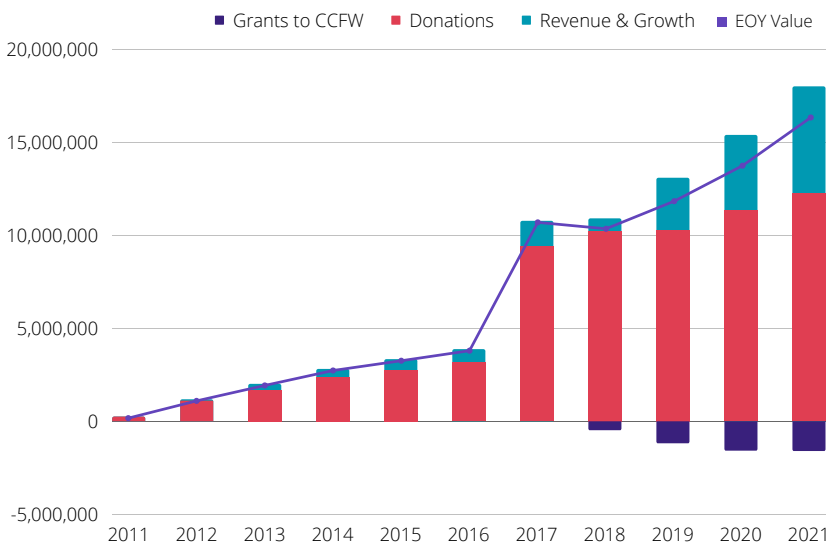
A gift to CCFW Endowment allows you to **create a legacy of giving today**, providing immediate impact while providing **long-term benefits to our community**. In 2021, allocated funds from CCFW Endowment's interest income were used to provide **over \$195,000 for operational support** and to meet the housing needs of 150 clients with **nearly \$400,000** in support. Additional investment income was re-invested to ensure long-term support to CCFW.

Ways to leave a legacy gift

- IRA Charitable Rollover
- Memorials or tribute gifts
- Endowed gifts
- Beneficiary designations
- Wills & bequests
- Gifts of appreciated stocks or other assets

Endowment Growth Since Inception

As of December 31, 2021



*Donations to the Endowment since its inception of \$12.2 million have been supplemented by **\$5.7 million in earnings and growth** in investment values.*



Support a key strategic fund

Gifts to Endowment can be designated to **one of five strategic Endowment funds** that will allow your gift to support an area that is close to your heart. These areas include:

- Case Management
- Refugee Services
- Northwest Services
- Education/Workforce Services
- Parish Social Ministry (including Gabriel Project)

A Story of Legacy

"A gift to the CCFW Endowment ensures our community will be **served for years to come**. We love that we can be a part of that."

- Tony and Marianna Stone

If you would like more information about how to make a planned gift, or if you have already included us in your estate planning, please contact Laura Sotelo, Director of Endowment, at Isotelo@ccdofw.org or 817.289.2780.

REVENUE & EXPENSES

REVENUE

Public Support

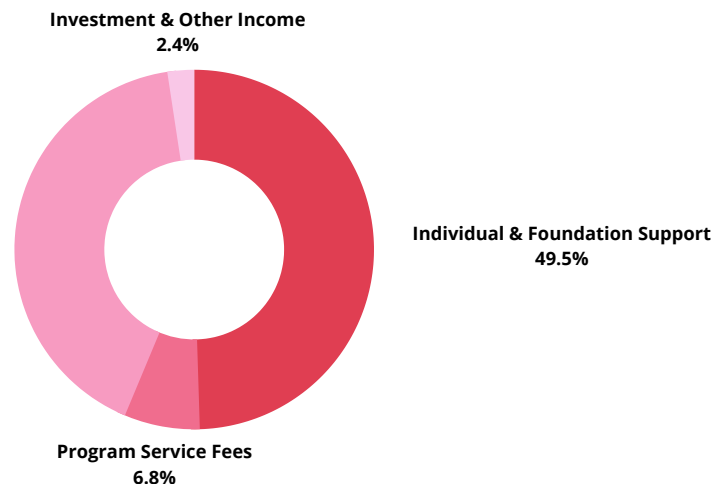
| | |
|---|---------------|
| Individual & Corporate Contributions | \$ 10,484,829 |
| United Way Community Programs | 199,075 |
| Foundation Contributions | 6,253,939 |
| St. Joseph Healthcare Trust | 852,392 |
| TXU, First Choice/Reliant & Arlington Water | 183,885 |
| Catholic Diocese of Fort Worth | 591,446 |
| Other Associated Organizations | 424,454 |

Total Public Support 18,990,019

| | |
|--|------------|
| Fees & Grants from Governmental Agencies | 15,846,202 |
| Program Service Fees | 2,594,711 |
| Investment Income | 263,780 |
| Other Revenue | 652,440 |
| Extraordinary Items | 8,522,289 |

Total Revenue 46,869,442

Government Contracts & Grants
41.3%



EXPENSES

Program Expenses

| | |
|----------------------------------|------------|
| Child & Family Services | 522,782 |
| Financial Stabilization Services | 7,841,761 |
| Mental Health Services | 130,531 |
| Refugee Services | 3,055,523 |
| North Texas Office for Refugees | 11,068,127 |
| Social Enterprises | 3,892,623 |
| Supportive Services | 1,840,151 |
| Veteran Services | 713,938 |
| Workforce & Education | 3,318,755 |

Total Program Expenses 32,384,191

Administrative Expenses

| | |
|-------------------------------|-------------------|
| Management & General | 1,506,407 |
| Development & Fundraising | 2,155,039 |
| Total Administrative Expenses | 3,661,447 |
| Total Expense | 36,045,638 |

Revenue Over Expenses \$ 10,823,804

The outpouring of community support for our COVID-relief efforts, along with unbudgeted extraordinary items (100% forgiveness of PPP loan, sale of Translation & Interpretation Network (TIN), and growth in Endowment investments) all contributed to **revenues exceeding expenses by \$10.8 million.**

THANK YOU TO OUR INCREDIBLE SUPPORTERS

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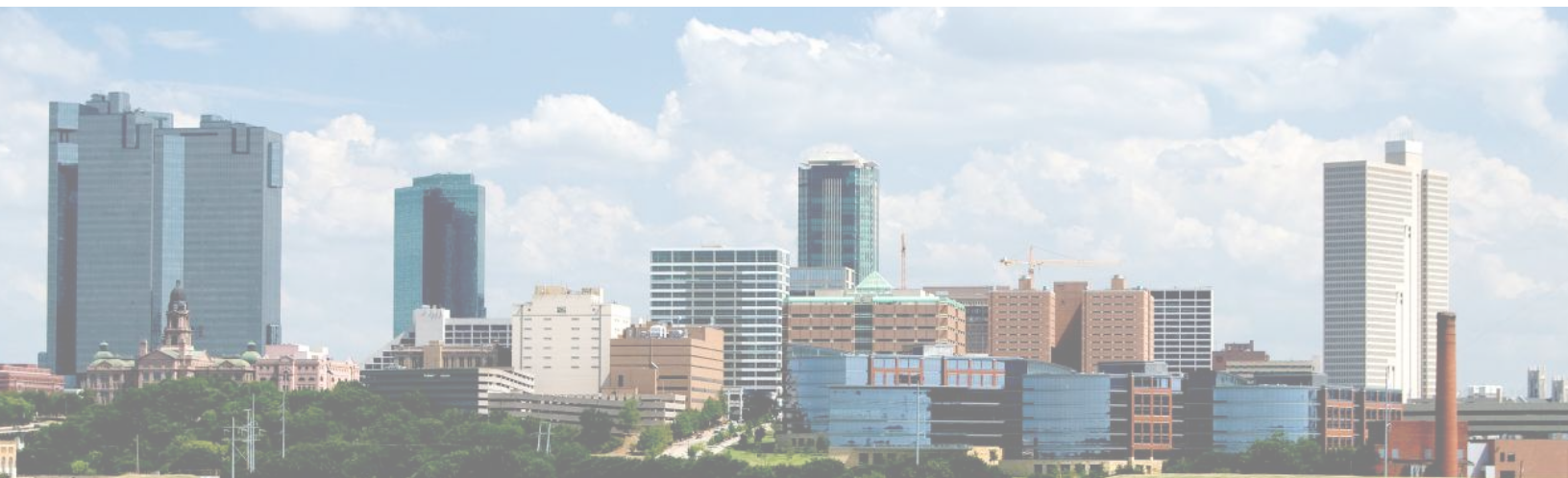
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We extend our gratitude to all the parishes who helped contribute to our **special collection in 2021** to raise funds for relief from Winter Storm Uri, as well as the Catholic Schools and parishes who provide **in-kind donations** throughout the year to fill critical needs for our programs.





OUR MISSION IS TO PROVIDE SERVICE TO THOSE IN NEED, TO ADVOCATE COMPASSION AND JUSTICE IN THE STRUCTURES OF SOCIETY, AND TO CALL ALL PEOPLE OF GOOD WILL TO DO THE SAME.

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