TODAY AMID SO MUCH DARKNESS WE NEED TO see the light of hope, AND TO BE THE MEN AND WOMEN WHO bring hope to others.

— POPE FRANCIS —
Message from the President and Diocesan Director

Dear Friends and Supporters,

Thanks to your prayers and generosity, Catholic Charities has been a beacon of hope and help for many. Our Annual Report provides us with an opportunity to stand in the shoes of thousands of people whose lives have been transformed by Catholic Charities.

These pages are offerings of stories, images of connections, snapshots of struggles, forgiveness and compassion that model the mindful action of loving our neighbor as we love ourselves.

These are real examples of how Catholic Charities serves God’s children. Called to be the hands and feet of Christ, we provide help so people can regain self-sufficiency and live with dignity.

From our donors and supporters to our staff and volunteers, there were many acts of kindness and many hours of hard work that sustained us through these difficult times. We are proud to be part of this community of light and hope.

We hope we carry with us the acts of kindness we have heard of and witnessed during this time. May we remember the resilience of the human spirit and try to emulate those who have been a light in dark times.

Yours in Christ,

Most Reverend Felipe J. Estevez, STD
Bishop of St. Augustine

Anita A. Hassell, Diocesan Director
Catholic Charities Bureau, Inc.

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Pop Up Food Pantry Provides Food to 11,000 Families

In May 2020, Catholic Charities Jacksonville partnered with Farm Share and The Jessie Ball duPont Fund to meet the growing demand for hunger relief as families struggled due to the economic impacts of the coronavirus pandemic.

The groups developed an innovative drive-thru, pop-up pantry located at The Jessie Ball duPont Center. This new environment allowed our staff and volunteers to safely distribute critical food items to families and individuals in need.

In total, the Catholic Charities Food Pantry at The Jessie provided nearly 215,000 pounds of food to more than 11,000 households over a period of six months.

**Agency Highlights**

**6,831 INDIVIDUALS**

Our Homelessness Prevention Program provides case management and temporary financial assistance for those in our community facing financial difficulties, such as loss of income or unexpected medical expenses.

**1,789 INDIVIDUALS**

COVID Related Financial Assistance helped those impacted by coronavirus, by preventing homelessness or loss of utility services.

**1,469 INDIVIDUALS**

Refugee Programs assisted individuals with their quest to establish peaceful and safe new lives in the United States.

**336 INDIVIDUALS**

Pro-Life Services provides assistance in all 17 Diocesan counties, as well as Lake, Marion and Volusia counties, delivering pregnancy counseling, adoption and post-adoption services.

**94,226 INDIVIDUALS**

Our Food Pantries and Mobile Rural Outreach helped people feed their families with 1,563,806 pounds of food.

**3,137,144 POUNDS OF FOOD**

Our Food Bank distributed food to 61 partner agencies who assist the underserved and food insecure populations in rural communities.

**124 INDIVIDUALS**

Hurricane Relief Services provided financial assistance, referrals and case management.

**581 INDIVIDUALS**

Self-Sufficiency Programs provide services and education that help individuals become more financially self-reliant.

Through the Bridges to Prosperity Program, 129 individuals received financial literacy education to help them overcome poverty.

Through our Workforce Development Program, 452 individuals received help to find gainful employment.

**737 INDIVIDUALS**

Camp I Am Special provided camp experiences to 175 children, teenagers and young adults with intellectual and developmental differences and respite to 333 family members. The program gave leadership opportunities to 229 teenagers and young adults.

**320 INDIVIDUALS**

Farm Workers Ministry aided farm workers and their families with food, clothing, financial assistance, advocacy and other needed services.

**977 INDIVIDUALS**

Immigration Legal Services helped men and women become residents or citizens of the United States and offered family reunification assistance.

**932 CHILDREN**

The Weekend Hunger Backpack Program assists low income, food insecure children by giving them backpacks filled with nutritious food for weekends and holidays.

**7,177 INDIVIDUALS**

Holiday Assistance helped families and children enjoy the holidays with food and gifts.

**FISCAL ACCOUNTABILITY**

The agency oversees and safeguards the assets of Catholic Charities in adherence with the best accounting principles, practices and theories. As a good steward of donations and grants, Catholic Charities is committed to providing transparency and accountability to donors and funders. The agency’s CFO provides up-to-date financial recording and reporting, including regional and annual budgets, necessary schedules and financial analyses to leadership and the Governing Board of Directors. An independent audit is performed and reviewed by the Finance Committee of the Board of Directors.
Our COVID-19 Response
Throughout the pandemic, our programs have continued to operate. In March of 2020, we quickly adapted operations to ensure we could still serve our clients. Catholic Charities was able to safely provide services both in person and virtually. Our overall agency numbers reflect an increase in need by members of our community. Catholic Charities is committed to providing services and care for those affected by coronavirus.