

# The Perseverance of Our Community

ANNUAL REPORT  
2022



CATHOLIC SOCIAL  
SERVICES

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## A letter from Patty Hill-Callahan

Chair of CSS Board of Directors

2022 was a year of trust for Catholic Social Services (CSS).

We trusted in our proven process that our clients would achieve their goals with our support.

We trusted that our supporters would be with us as we stepped forward to meet the increased need in our community.

We trusted that God would guide us as we created a new Strategic Plan.

Throughout 2022, our community grappled with the reality of living in uncertain economic times amid a lingering pandemic. The stark reality of the lack of affordable housing in our community had a drastic impact on our clients. Many vulnerable individuals were pushed to the brink of homelessness. Our team guided these individuals to the resources they needed to avoid being put out on the streets. We were also able to administer over one million dollars of emergency assistance to help hundreds of individuals avoid eviction. We trusted our proven process, our team provided compassionate individualized care during these crisis moments to help our clients stabilize their situation and focus on achieving their goals.

We saw the availability of government grants decrease, yet the poor and vulnerable in our community needed our services more than ever. We had a critical decision to make about how to move forward - we decided to trust in our supporters. You responded and provided the funding we needed. The increased support from all of you made it possible for us to impact more than 13,000 lives through our services.

In 2022, CSS moved from a laser focus on the overwhelming needs of the pandemic to looking toward the horizon to see opportunities for future growth.



The Board of Directors collaborated with CSS stakeholders to create a new Strategic Plan. Following our Catholic tradition, we read the signs of the times to identify the needs of our community. We developed a set of goals for CSS that we hope are worthy of those we have the privilege of serving. We trusted that God was guiding us in creating the Strategic Plan and we now trust that God will continue to bless this important work we do.

Thank you for putting your trust in us. We will continue to strive each day to live out our mission of helping poor and vulnerable seniors and families reach their potential. We could not do our work without you.

You all have my deepest gratitude.

*Patty Hill-Callahan*

**Patty Hill-Callahan**



# Our Mission & Vision

## MISSION

Motivated by faith, Catholic Social Services helps poor and vulnerable seniors and families reach their potential.

## VISION

Catholic Social Services envisions a world in which all who are in need are able to meet their potential to live with dignity, hope, and purpose.

# Our Values



### Impact

We serve in ways that have a lasting effect on our clients and that make our community stronger for everyone.



### Compassion

Inspired by a God who identifies with “the least of these,” we enter into places of poverty and pain to respond to the suffering of others.



### Courage

We demonstrate the mettle needed to overcome fear, difficulty, hardship, or the status quo while venturing toward a better future.



### Excellence

We are good stewards of the trust and resources given to us by holding ourselves to the highest standard of quality, efficiency, and sustainability.

# Your Impact

1,966 donors selflessly gave \$3,076,064 in private donations, a 55% increase in giving from 2021, allowing CSS to serve:

13,584 total clients, a 4.5% increase from 2021

9,612 family clients, an 18.7% increase from 2021

3,972 seniors, with 93% of seniors served remaining independent

Provide a quality experience for our clients: **97.4% Client Satisfaction**

With need at an all time high, **CSS guided 1,572 families** and provided intensive case management services, a **289% increase since 2020**



With need at an all time high, **CSS guided 1,572 families** and provided intensive case management services, a **289% increase since 2020.**

## Your Impact is Changing Lives

From seniors struggling to maintain their independence and create social connections to hard working families fighting every day just to get by, the needs in our community have never been greater. But through your generosity, our programs have been able to provide the resources necessary for many in our community to receive the caring

social services they need not only to survive, but also to thrive. Inspired by God, who identifies with “the least of these,” we enter into places of poverty and pain to respond to the suffering of others, serving in ways that have a lasting impact on the lives we are blessed to serve. **Every gift truly has the potential to change not just one life, but our entire community.**



## Pursuing Her Dreams

Because she had to work to provide for her siblings and parents, Amani never thought college would be a possibility. But, against all odds, she never gave up on her educational dreams. Inspired by her sister’s involvement with Stay the Course, Amani started school again at 27. She is now excelling academically and making a difference on campus by starting a club for Black Girls in Tech.

Amani’s story is just one more example of how your generosity creates opportunities and fuels dreams throughout our community, allowing CSS and our programs to have a life-changing impact on the lives we’re called each day to serve. Helping Amani and students just like her achieve their college degrees and break the cycle of poverty results in a stronger community for everyone.



# Program Snapshot

Your generosity enables us to help a wide variety of community members in an incredible number of ways. Here's a quick look at who we serve and how your dollars are changing lives.

## FAMILY SERVICES

### Stay the Course®

This free, evidence-based program serves low-income students at Columbus State Community College, helping them earn a college degree, prepare for lifelong success, and break generational poverty cycles.

### Our Lady of Guadalupe Center

This center helps members of our underserved immigrant Hispanic community become self-sufficient through addressing emergency and basic needs, holistic case management, and wrap-around services.

### St. Francis Center

For struggling families throughout our community, CSS collaborates with key partners to create a one-stop community center for critical services.

### Case Management

To help clients tackle the multitude of barriers to economic self-sufficiency and overall family well-being, case managers advocate for clients who lack strong support systems.

## EMERGENCY SERVICES

These services provide financial support to those in need of material assistance and compassionate support. These services cover everything from utility bills, medical expenses, rent assistance, and transportation needs. CSS works with local government agencies to connect our clients with the short-term support they need to stabilize their situation so they can move toward achieving their long-term goals.

## SENIOR SERVICES

### Companionship

As we age, we want to remain independent in our homes. For lonely, limited-mobility seniors in our community, weekly home visits offer social connection and non-medical assistance.

### Supportive Services

For low-income seniors who need assistance to maintain their independence and remain safely in their own homes, we offer a range of crucial services.

### Transportation

For seniors and veterans in Licking County who lack transportation, we help them get to non-emergency medical appointments anywhere in the state of Ohio.

### Service Coordination

When seniors are confronted by new challenges—related to medical, health, financial, technological issues, and more—we help low-income seniors remain independent by connecting them to needed resources.

### Money Management

The Money Management Service assists seniors who are having difficulty managing their daily finances by providing assistance with budgeting, bill payment, managing financial assets, and preparing for long term needs.

### Payee Services

The Payee Services Program provides individualized financial management to those who are unable to manage their own financial affairs.

### Foster Grandparent

Through this incredible program, low-income, active seniors tutor at-risk youth in area schools and Head Start programs, receiving a stipend for their work.

## Beyond All Expectations

Abigail found herself in an impossible situation. At the height of the pandemic, she had finally gotten the courage to leave an abusive marriage. But when she came down with the flu, after her immune system was weakened due to the medicine her doctor had prescribed for her multiple sclerosis, she spent weeks in the hospital. Even when she was finally able to come home, she was not strong enough to leave her bed for the next two years. The divorce left her financially devastated—and that was before the hospital bills began rolling in. Abigail was also emotionally devastated.

When she reached out to CSS, she expected help. But from the moment she met her CSS Supportive Services case worker Cassandra, her whole life turned around.

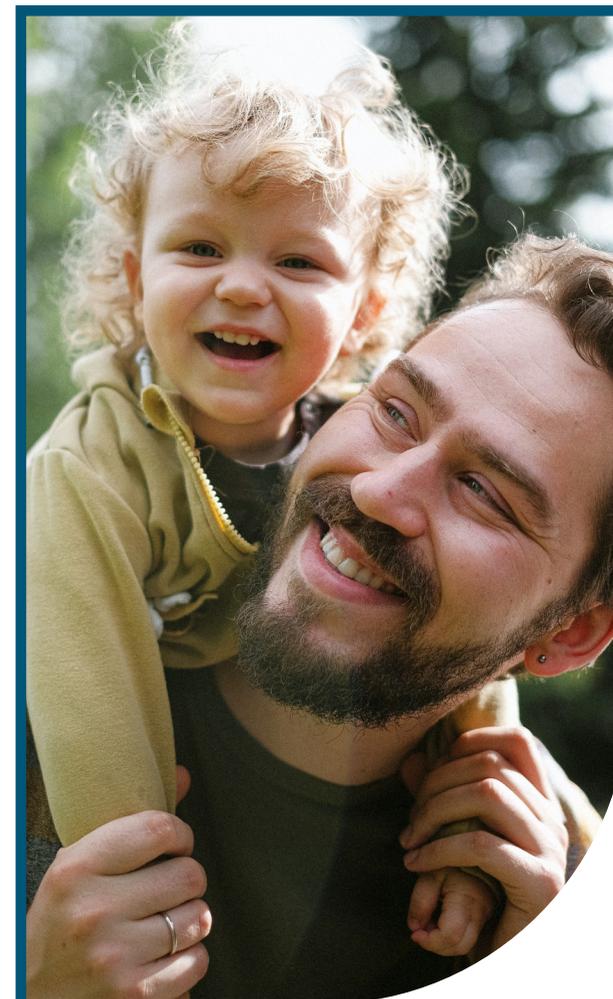
She needed someone to believe in her and demonstrate Christ's love firsthand.

**"I have hope," she says. "That's the biggest difference. Now I have hope."**

In Cassandra, above and beyond overcoming her daily challenges, she found the spark that would reignite her own belief.

"Kassandra is a Godsend," Abigail says. "She has helped me in so many ways. From helping me with budgeting and figuring out how to begin paying off the debt to just encouraging me, I don't know where I would be without her help." CSS has also put Abigail in contact with other resources throughout the Columbus area for more specialized support related to her medical situation.

"I have hope," she says. "That's the biggest difference. Now I have hope."



## A Future Transformed

Sometimes a little guidance at the right time makes all the difference. Ben, 24, was adrift. Starting his third attempt at earning his degree, he had big dreams. But other responsibilities took precedence—a five-year-old daughter he had full custody of and a job that took up much of his time. Additionally, along with life's usual challenges, bouts of crippling anxiety cropped up to derail him. Then Ben met Deirdre through Stay the Course, a program that helps low-income students achieve their degrees and end the cycle of generational poverty through our ongoing work to bring Christ's love and renewal to our community in alignment with our Catholic faith. And the transformation has been incredible. Offering him the support and tough love he needed to stay focused—believing in him even when he didn't believe in himself—Deirdre couldn't be prouder of the fact that Ben is primed to graduate from Columbus State Community College with a degree in mechanical engineering. "The friendship I've built with Deirdre," Ben says, "has made all the difference." He recently started his own business and, due to the generosity of donors whose gifts make Stay the Course a life-changing support system for so many talented and driven members of our community, the future looks brighter than ever.

# 2022 Financial Overview

## REVENUE

Government Fees & Grants	\$3,874,772
Contributions	\$2,744,482
United Way	\$220,101
Program Service Fees	\$530,407
Special Events	\$131,262
Diocese of Columbus	\$148,887
<b>Total Revenue</b>	<b>\$7,649,911</b>

## EXPENSES

Program Services	\$6,196,900
Administration	\$1,375,976
Development	\$340,126
<b>Total Expenses</b>	<b>\$7,913,002</b>
<b>Net from Investment Income</b>	<b>(\$1,256,135)</b>

## ASSETS

Current Assets	\$3,769,102
Receivables	\$354,432
Property & Equipment, Net	\$890,419
Operating Leases	\$129,300
Investments	\$5,672,190
Beneficial Interests Held by Others	\$2,859,553
<b>Total Assets</b>	<b>\$13,674,996</b>

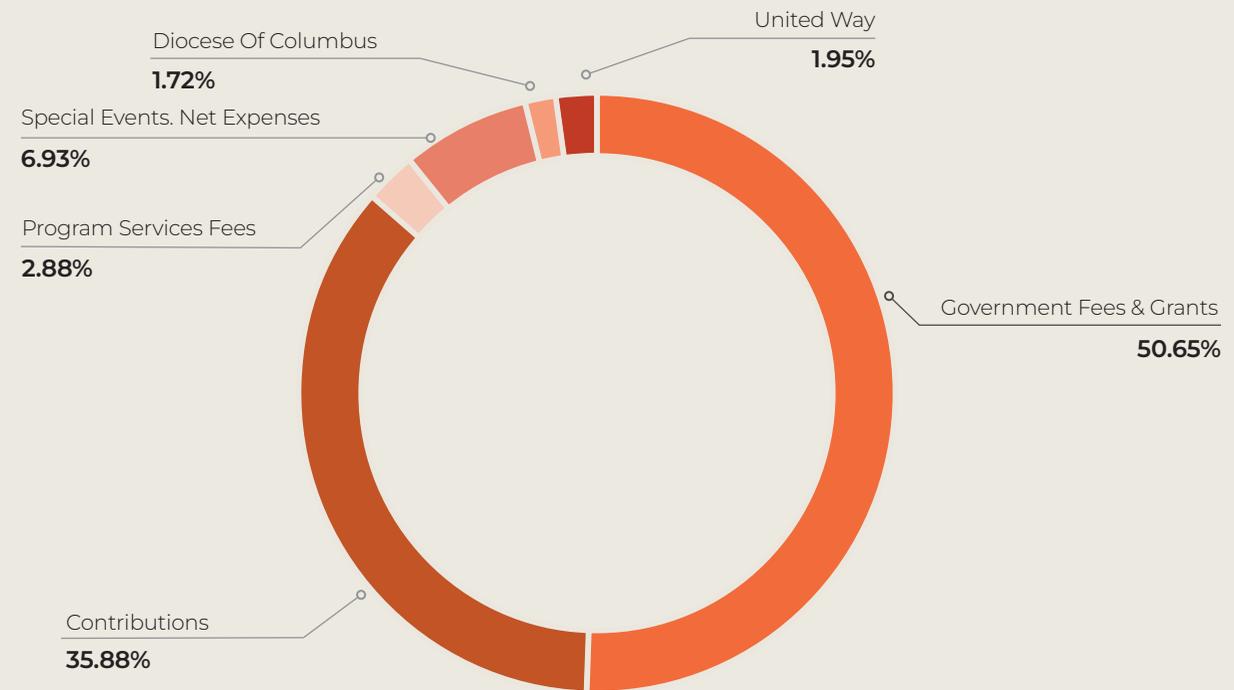
## LIABILITIES

Current Liabilities	\$2,437,761
Long-term Liabilities	\$30,437
<b>Total Liabilities</b>	<b>\$2,468,198</b>

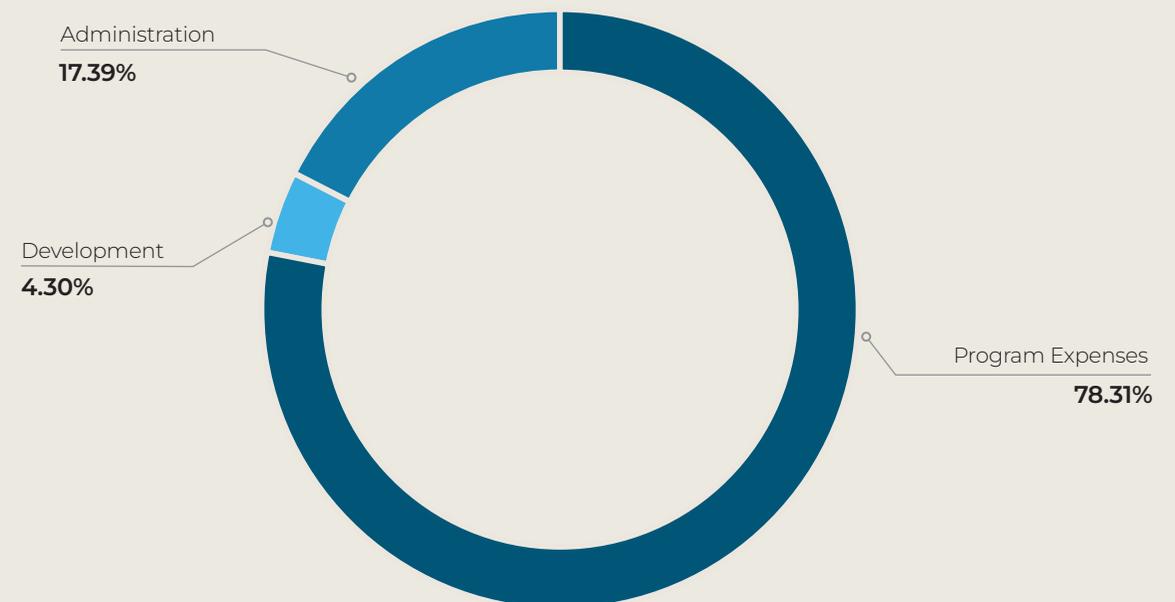
## NET ASSETS

Without donor restrictions	\$4,825,168
With donor restrictions	\$6,381,630
<b>Total Net Assets</b>	<b>\$11,206,798</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$13,674,996</b>

## REVENUE



## EXPENSES





# 2022 Board of Directors

## CHAIR

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## A Little Goes A Long Way

Alice, a 23-year-old single mother and student, was struggling to make ends meet. She was working a low-paying job, taking classes at Columbus State Community College, and trying to raise her two-year-old daughter. When COVID-19 hit, Alice lost her job and her housing. She was facing homelessness and didn't know what to do.

"I was sacrificing mental health for my job," she says. "And sacrificing my job for school. Everything was all connected and was incredibly difficult to manage." That's when Alice found the Stay the Course program.

While Alice has only been with Stay the Course since May 2022, she has made incredible progress. She has found a new job, moved into her own apartment, and is finding success in each of her classes. She is also working on her mental health and building a support network.

Alice credits Stay the Course with helping her turn her life around. She says that her navigator, Ms. Renee, has been a great source of support and guidance. Ms. Renee has helped Alice set goals, develop a budget, and navigate the challenges of single motherhood.

"Renee met me where I was and helped me get further than I thought I could go," Alice says. "She believed in me, even when I lost my belief in myself."

Alice is an inspiration to other single mothers who are struggling. She is proof that it is possible to overcome adversity and achieve your dreams. Her story is also a testament to

the generosity of the donors who support the programs of Catholic Social Services of Columbus. Supporting our programs is a powerful way to change the lives of those in our community who need only a little guidance and support to achieve success.

"I've learned to set realistic goals and break them down into smaller steps," Alice says. "I spent so much time just feeling overwhelmed, but I've learned that taking things one step at a time and looking at them from a different perspective makes them seem less daunting."

As Alice's navigator through Stay the Course, Ms. Renee is continually impressed by not only what Alice is accomplishing, but who she is becoming as a woman, a mother, and a student.

"When I first met Alice, she had a lot on her plate. She had a lot she wanted to accomplish," Ms. Renee says, "She's had some tough times, but she has made it through everything. It was an honor to be her biggest cheerleader and she was great at taking my advice and running with it. She kept going, didn't give up, kept pushing through."

Alice is an inspiration to us all. She is a strong, determined young woman who has overcome many challenges. She is proof that a little bit of help at a crucial time in your life can make all the difference. Her story is also a shining example of the good our donors are doing right here in our community. Transformations like Alice's happen throughout our region, every day—all because of our generous supporters who understand that when it comes to life-changing support for those in our community, even a little help can go a long way.

**Supporting our programs is a powerful way to change the lives of those in our community who need only a little guidance and support to achieve success.**

"I know so many other students who are struggling in the same ways I was," she says. "They would benefit from Stay the Course and having someone like Ms. Renee on their side."



# 2022 Donor List

Thank you to our donors. You help this community persevere!

## \$100,000 + Gifts

AEP Foundation  
Alfred L. Wilson Charitable Fund of The Columbus Foundation  
Anonymous  
Bank of America Charitable Foundation  
Catholic Diocese of Columbus  
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## \$50,000 - \$99,999

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Nationwide Foundation  
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United Way of Muskingum, Perry and Morgan Counties

## \$10,000 - \$24,999

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 Worthington Presbyterian Church  
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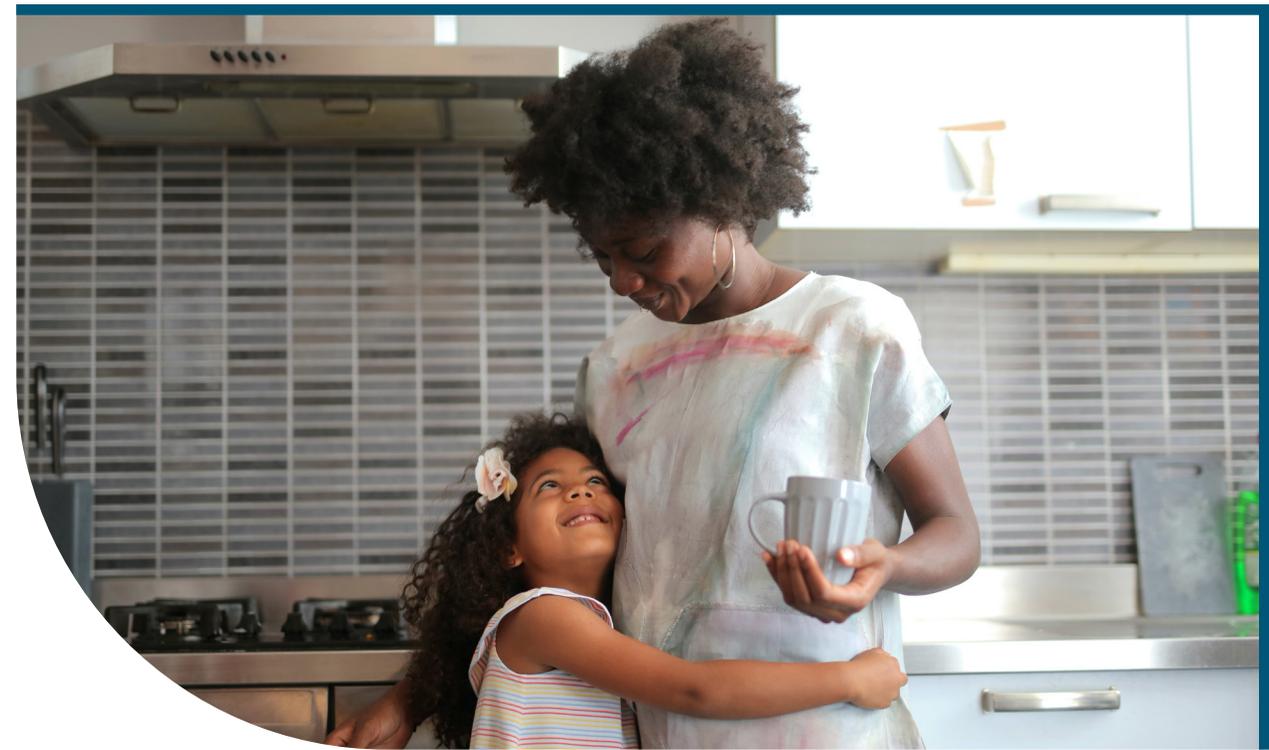
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## More Than A Home

When news of a series of family tragedies reached Pamela, the mother and grandmother rushed back from where she'd been staying in Minnesota to her hometown of Columbus. Once here, however, her living accommodations fell through almost immediately. After months of moving from one temporary housing shelter to another throughout the city, Pamela was finally connected with her CSS Supportive Services case manager Joann, and the search for stable housing began. "She kept me positive," Pamela says about Joann. "There just wasn't any available housing anywhere. But she kept me going. We went from one place to the next, trying to find a place to live."

In keeping with CSS's commitment to its mission to demonstrate Christ's love by carrying out the Church's charitable work, Joann met Pamela right where she was. But this connection was only the beginning. Through CSS, Pamela found the guidance, support, and inspiration she needed to embrace her faith and transcend her challenges.

**"Through CSS, Pamela found the guidance, support, and inspiration she needed to embrace her faith and transcend her challenges."**

It took a year, but Pamela finally found a safe, stable apartment in the summer of 2022. Now, she says, she can focus on the future. "I want to go back to school and work from home," she says. "I've also started to find opportunities to talk to other women about how to manage homelessness, and how to work through it. Positivity and persistence are huge, but there are practical steps in there as well. Rich or poor, homelessness can happen to anyone at any time. I don't know where I'd be without the guidance CSS provided and Joann's constant support and encouragement."



## From Surviving To Thriving

Cordejah is a 47-year-old single mother and grandmother who is legally blind. She is also determined, focused, and not afraid to dream big. And if the transformation she's experienced over the last few years through her involvement with Stay the Course is any indication, those dreams are already coming true.

But it hasn't been easy. After getting pregnant with her first child, she dropped out of high school and got her GED. She always wanted to get a degree in finance, but she put her dreams on hold to raise her family.

"I couldn't tell my children they needed to go to college and make a better life," she says, "if I didn't do it myself."

In 2015, Cordejah's husband passed away. She was devastated, but she knew that she had to keep going for her children. Soon after, the pandemic added a new layer of complications. But despite it all, she decided to continue her schooling at Columbus State Community College.

Cordejah knew that going to college would be a challenge—along with her disability, transportation issues and periods of deep depression threatened to derail her dreams—but she was determined to succeed so she applied to the Stay the Course.

Cordejah was paired with Lori, a licensed social worker, her Stay the Course navigator. Lori helped Cordejah with everything from setting goals to managing her time. She also helped Cordejah with transportation and accessibility issues.



Cordejah says that Lori was a life-changing mentor. "She's been through so much with me," Cordejah says. "She's a miracle worker sent from God. She believed in me, showed me God's love when I doubted and held me up when I couldn't go forward. When I lost my husband, I lost that support. But I found it again with Lori. And my faith is stronger than ever."

**She's a miracle worker sent from God. She believed in me, showed me God's love when I doubted and held me up when I couldn't go forward.**

With Lori's help, Cordejah has been able to overcome many challenges. She has maintained a high GPA and is on track to graduate in the next few years. She is also working on her mental health and is feeling more positive about her future.

Lori says: "When Cordejah decides to do something, it's done. She is a remarkable person, a joy, a light."

Cordejah's future goals are to start her own non-profit organization to give back to her community by helping African Americans learn how to budget and thrive. "People in my community were raised to learn how to survive," she says. "We weren't taught how to thrive. That's what I want to help teach people."

Cordejah's story is a lesson in overcoming adversity to achieve your dreams, even when you face challenges. Above and beyond impacting the lives of her family and neighbors, she is making a difference in the world. But none of it would have been possible without the generosity of our donors. Every gift, as Cordejah's story shows, has the power to change lives, shape futures, and impact our community in unimaginable ways.

## Friends of CSS,

For more than 77 years, Catholic Social Services has been a beacon of hope for our neighbors struggling with the challenges of poverty in Central and Southern Ohio. Over this past year, with the help of our benefactors and partners, CSS has supported more than 13,000 of our neighbors—seniors seeking belonging, families building a stronger future, or the next generation navigating a successful college transition into Ohio's work force. We believe in neighbors serving neighbors with dignity, hope, and shared purpose.

As we begin a new chapter together, I am excited to explore new opportunities to meet the needs of our community. Building on the incredible foundation of work that you have come to expect and trust from CSS, my commitment is to fuel this mission, build partnerships, and create more encounters through volunteerism. We begin this exciting adventure together as good neighbors, because in Matthew 25, we as disciples asked, "Lord, when did we see you...hungry, thirsty, a stranger, naked, lonely?" The answer to that question, becomes real each day at CSS...work that we do together.

**Thank you for your continued support of the mission of Catholic Social Services!**

Peace,

**S. Kelley Henderson**  
President & CEO  
Catholic Social Services





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