Dear Friends and Supporters:

Imagine what life was like before the wheel. Cartoonist Johnny Hart, creator of the comic strip B.C., made a pretty good living making jokes about it. The advent of the wheel advanced us as a society. We were able to move people and products. Simply put: Progress.

The Circle of Hope: Changing Lives Everyday serves as the theme for Catholic Charities’ Annual Report. Like the wheel, our “Circle” serves as progress for the poor and disenfranchised of the Pikes Peak region. A wheel, however, does not function merely as a circle. Like the wheel of a bicycle, it takes spokes and an axle to operate. It’s the same when it comes to our services. It takes many parts to make it work.

A key spoke in the wheel consists of our dedicated volunteers. Over 75,000 volunteer hours were used to serve over 204,000 meals, teach English to nearly 200 immigrants and refugees, provide child-birth and parenting education classes to young parents, sort and prepare clothing for newborns all the way up to adults, and pick up and deliver donated goods such as household appliances to almost 12,000 adults and children.

Another spoke in our “Circle of Hope” is the nearly 50 full and part-time staff who go above and beyond their regular work responsibilities to serve the thousands of people who come to our services. It takes many parts to make it work.

A valuable and necessary hub in our “Circle of Hope” involves our supporters who provide us with the financial and in-kind donations to meet the needs of our clients. In reaction to a 40% increase in demand for services across the board, our supporters took on the challenge of meeting these needs in an increasingly difficult economy.

Finally, the most important part of our “Circle of Hope” is our clients. They are the reason we exist. They are our purpose. Sadly, this past year we saw a lot of “fresh faces.” Whether it’s a family member or neighbor, nearly all of us know of someone hurt by our present economy.

In these times, it’s a challenge to be hopeful. In his encyclical, Spe Salvi, Pope Benedict XVI declared, “Our hope is in Christ.” At Catholic Charities we are given the opportunity to be a source of hope; to be the face of Christ to those suffering and on the margins of society.

The mission of Catholic Charities is clearly stated as “Provide Help. Create Hope.” For forty-one years now, Catholic Charities has served the least of Jesus’ brothers in the Pikes Peak region. Thanks to your generous gifts and prayers, we will continue our mission.

With gratitude, I am yours in Christ’s Charity,

Jason D. Christensen
President & CEO

The Circle of Hope:

Message from Most Reverend Michael J. Sheridan
Bishop of Colorado Springs

Dear Friends

Catholic Charities of Colorado Springs carries out an indispensable ministry of charity on behalf of our local Church. In these difficult economic times, the number of people who have come to Catholic Charities for help has increased dramatically. With this increased demand for services, it is more important than ever for the diocese to assist with the administrative expenses of Catholic Charities so over 95% of your donations go directly to programs which serve those in need in our community.

I am very proud of the work that occurs on a daily basis at Catholic Charities, particularly at the Marian House Soup Kitchen and the Hanifen Center at Marian House, where their good works now occur in a building equipped to handle the growing ministries. This past year, we dedicated the second building in the complex to Bishop Richard C. Hanifen in recognition of his lifetime of service to “our” poor. If you have not had an opportunity to see the new complex, please stop by to see the changes in this growing ministry.

Please continue your generous support of Catholic Charities. With all good wishes for you, I am yours in Christ,

Most Reverend Michael J. Sheridan
Bishop of Colorado Springs

Message from Rev. Msgr. Donald F. Dunn
Chairman of the Board of Directors

Dear Friends

On behalf of the Board of Directors of Catholic Charities of the Diocese of Colorado Springs, I would like to express our thanks to you for your ongoing support of our work. We are continually amazed by your generosity and enthusiasm for the programs and services we offer.

I would also like to pay tribute to all of our outstanding staff members who are led by Jason Christensen, our President and CEO. We deeply appreciate your work and the tremendous spirit you exhibit all the time. We also are profoundly grateful for the hand and hearts of so many volunteers, without whom we would be unable to do our work.

May the good Lord bless and keep us all!

Rev. Msgr. Donald F. Dunn
Chairman of the Board of Directors

Board of Directors

Juan Hernandez - Visc Chairman
Tim Rickert - Treasurer
Betty Sobral - Secretary
Elizabeth Anderson
Jamie Blind
Deacon Richard Joseph Bowles
Steve P. Condon
Bob Duerffler
Mary Catherine Haller
Leroy K. Hoelting
Michelle Swanson
Tim Keating
Brenda Lynn Lammers
James MacDougald
Carol S. Matsush
Kirk Morton
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Sincerely yours in Christ,

Most Reverend Michael J. Sheridan
Bishop of Colorado Springs
Clients: The Power of Hope

Helping people in need is what we do at Catholic Charities. Whether it is a desire to enlarge a family, giving a loving home to a child through adoption, helping a stranger integrate into our community, aiding the family who needs diapers, formula or replacement birth certificates, or giving someone who is hungry a meal, clients are the center of our Circle of Hope.

Over the past 18 months, the number of people coming to Catholic Charities in need of assistance has significantly increased, primarily due to the current state of the economy. Families who were able to make ends meet before, now need some assistance to offset the increases we all have seen in our monthly expenses: gas, food, utilities, and retail goods. Others who were struggling before the economic situation, need more help now.

The Marian House Soup Kitchen offers clients an opportunity to receive a nutritious, hot meal, thus saving money normally spent on food and re-directing those savings to other critical needs. We believe the soup kitchen allows many families to stay in their homes by freeing up funds to put towards rent and utilities.

In Family Immigration Services, immigrants are given the opportunity to receive help with language skills which are invaluable to their integration into our community. Help is also provided in the form of legal assistance for those who wish to become, or who have family members who wish to become, legal citizens.

Marian House Life Support Services, Community Outreach Services, and Client Services help families survive by providing emergency basic needs such as baby food, formula, diapers, and clothing to help stabilize individuals and families. The programs then offer multi-level case management assistance, which puts these families and individuals on a path to achieve a higher level of self-sufficiency and, eventually, will help lead them out of poverty.

Going through an unplanned pregnancy, or the emotional decision to parent or relinquish a child, is softened by our caring counselors in the Life Connections program. Clients are educated on all life-giving options, then help is provided in the way of counseling, parent and childbirth education classes, and adoption support based on the decisions made by the birth and adoptive families.

Whatever the need, it is the goal of Catholic Charities to provide our clients with the most appropriate help, in a caring, loving environment.
Volunteers are the “life blood” of a charitable organization, and the volunteers of Catholic Charities are no exception. In the past fiscal year, we had over 75,000 volunteer hours donated to our programs. This equates to over a $1.5 million dollar donation. Additionally, our volunteers come from all walks of life, various faiths, businesses, and organizations, resulting in one of the most ecumenical groups of volunteers in the area. The common theme is they all want to help make someone’s life better.

At the Marian House Soup Kitchen alone, an average of 45 volunteers work every day to prepare, cook, and serve the daily meal. There are regular volunteer groups that come every week, or every month. In fact, several groups bring their own food with them so they do not have to use the soup kitchen reserves. The soup kitchen ministry simply could not survive without the dedicated support of all of the volunteers as there are only four full-time staff assigned to the soup kitchen program.

In Family Immigration Services, volunteers teach English as a Second Language classes, as well as provide literacy-based child care for the students’ children. This is another program that simply could not exist without the support of our dedicated volunteer teachers who make a long-term commitment to teach the weekly ESL classes.

Life Connections utilizes volunteers to teach child birth classes, conduct a prenatal education program, and to be mentors to young parents that are in need of additional support. Volunteers also assist with providing community awareness concerning the benefits of adoption.

Volunteers are also vital in helping collect and distribute donated goods for all of our programs. Last year alone, almost $1.8 million in donated food and goods were received and sorted by volunteers and staff. Marian House Life Support Services and Client Services use a tremendous amount of in-kind donations everyday as both of these programs operate clothing closets. Last year alone, volunteers accepted, sorted and distributed more than 95,000 items of clothing, blankets, and hygiene products. This does not include the enormous amount of food, furniture, school supplies and layette items that also come in on a daily basis.

Marian House Soup Kitchen and Community Outreach Services have volunteer drivers who help pick up and deliver donated items such as food, furniture, and appliances all over town.

We are very fortunate to have so many wonderful, dedicated individuals and groups who have chosen to spend their time helping Catholic Charities fulfill its mission: Helping anyone in need. Volunteers are certainly the Foundation of Hope in everything we do.
Catholic Charities staff serves as the Bridge to Hope for our clients, and regularly goes above and beyond to help fulfill their needs.

Many of the staff are “on-call” 24 hours a day, especially if there is a birth mother who is near her delivery date. In fact, the Life Connections staff will also serve as a birth coach for women who don’t have one. We have a staff member who serves as our Foster Cradle Care mom who has taken care of over 130 children who were in need of temporary care.

Other staff regularly find ways to help people in need even when it may not be a “normal” request. Recently, a woman asked for our help to make her house handicap accessible, not a normal request for Catholic Charities. However, our Marian House Community Outreach Services director realized the woman could not go up or down the stairs in her home without a banister on both sides. He purchased two banisters and installed them himself. He also had a ramp built at the entrance of her home to make it more accessible.

Another client, located in the eastern part of El Paso County, needed a new hot water heater because the family’s water heater stopped working in the middle of the winter. Marian House Client Services was able to get one donated from a local business and found a plumber to donate his time to install it so the family could have hot water.

At the Marian House Soup Kitchen, staff is regularly working with guests to help identify other needs they may have, and how Catholic Charities or another organization can help move them forward in life. Many times we hear, “coming to the soup kitchen was the beginning of our recovery.” In fact, one family who came to the soup kitchen was literally one day from being homeless. A volunteer connected them with a housing agency and within two months, Marian House Community Outreach was helping the family move into their own duplex, complete with furniture donations.

An ill mother was out of options when her landlord served her with an eviction notice while she was in the hospital. A friend told her about Catholic Charities so she called the Marian House Life Support Services. Within a few days, staff members and friends were moving her into a new apartment and helping her on her road to recovery.

These examples are just a few of the requests Catholic Charities staff receives everyday. Staff always looks for ways to help the people who come to us, whether it is through direct services provided by Catholic Charities, or by referring them to other agencies who can provide the services they need. We are very fortunate to have a caring staff who believes strongly in the mission: Help anyone in need.
### Financials: Opportunity for Hope

#### Total Income

<table>
<thead>
<tr>
<th>Description</th>
<th>FY 2008</th>
<th>FY 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Income</td>
<td>$7,047,650</td>
<td>$8,664,359</td>
</tr>
<tr>
<td>Contributions</td>
<td>$932,892</td>
<td>13.24%</td>
</tr>
<tr>
<td>Grants</td>
<td>$483,949</td>
<td>6.87%</td>
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<tr>
<td>Direct Diocesan Financial Support</td>
<td>$543,613</td>
<td>7.71%</td>
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<tr>
<td>United Way</td>
<td>$208,796</td>
<td>2.96%</td>
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<tr>
<td>Government Agencies</td>
<td>$73,672</td>
<td>1.05%</td>
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<tr>
<td>Service/Program Fees</td>
<td>$109,722</td>
<td>1.56%</td>
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<tr>
<td>Change in Net Assets - Catholic Foundation</td>
<td>$(9,045)</td>
<td>(0.13)%</td>
</tr>
<tr>
<td>Special Event</td>
<td>$167,845</td>
<td>2.38%</td>
</tr>
<tr>
<td>Investment Income/(Loss)/Miscellaneous Loss</td>
<td>$(67,591)</td>
<td>(0.96)%</td>
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#### Total Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>FY 2008</th>
<th>FY 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Expenses</td>
<td>$6,332,366</td>
<td>$4,968,243</td>
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<tr>
<td>Marian House Life Support Center</td>
<td>$178,869</td>
<td>2.82%</td>
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<tr>
<td>Marian House Soup Kitchen</td>
<td>$503,055</td>
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<tr>
<td>Life Connections</td>
<td>$288,177</td>
<td>4.55%</td>
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<tr>
<td>Parish Social Ministry</td>
<td>$40,636</td>
<td>0.64%</td>
</tr>
<tr>
<td>Family Immigration Services</td>
<td>$205,023</td>
<td>3.24%</td>
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<tr>
<td>Marian House Client Services</td>
<td>$118,414</td>
<td>1.87%</td>
</tr>
<tr>
<td>Marian House Community Outreach</td>
<td>$209,995</td>
<td>3.32%</td>
</tr>
<tr>
<td>Emergency &amp; Transition Services</td>
<td>$14,208</td>
<td>0.22%</td>
</tr>
<tr>
<td>Disaster Relief Activity</td>
<td>$1,389</td>
<td>0.02%</td>
</tr>
<tr>
<td>Institutional Advancement</td>
<td>$251,257</td>
<td>3.97%</td>
</tr>
<tr>
<td>Management &amp; Administration</td>
<td>$316,031</td>
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</tr>
<tr>
<td>Marian House Capital Campaign</td>
<td>$145,631</td>
<td>2.27%</td>
</tr>
<tr>
<td>In-Kind /Diocesan Support &amp; Services</td>
<td>$409,405</td>
<td>6.47%</td>
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<td>In-Kind Volunteer Hours</td>
<td>$1,593,312</td>
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<tr>
<td>In-Kind Food &amp; Goods</td>
<td>$1,798,386</td>
<td>28.5%</td>
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<tr>
<td>Depreciation Expense</td>
<td>$173,327</td>
<td>2.74%</td>
</tr>
<tr>
<td>Bond Interest Expense</td>
<td>$87,252</td>
<td>1.38%</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$4,061,681</td>
<td>64.14%</td>
</tr>
</tbody>
</table>

* Difference versus FY 08/09 is due to the discounted value of Marian House land lease with the Diocese of Colorado Springs.

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The Circle of Hope:

### The Circle of Hope:

#### Life Connections

- Marian House Life Support Center
- Marian House Soup Kitchen
- Parish Social Ministry
- Family Immigration Services
- Marian House Client Services
- Marian House Community Outreach
- Emergency & Transition Services
- Disaster Relief Activity
- Institutional Advancement
- Management & Administration
- Marian House Capital Campaign

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Changing Lives Everyday

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Outcomes for Catholic Charities Programs

**Life Connections**
- On average, clients experiencing an unplanned pregnancy had their stress reduced by more than 40% as a result of the pregnancy counseling they received
- As a result of the adoption orientation presentation, 100% of participants reported the information helped them to make an informed decision, and 95% of clients agreed/strongly agreed that they gained knowledge and understanding of the adoption process as a result of the training
- Children in placement met 95% of their monthly developmental skills

**Family Immigration Services**
- 96% of the students are more comfortable interacting with people in the community
- 96% of the students are satisfied with how this program responds to their questions and concerns
- 94% of the students stated they are achieving their goals

**Marian House**
- **Soup Kitchen**
  - 94% of goods and services needed to provide the daily meal in the soup kitchen were donated by volunteers, retailers, suppliers and other members of the Greater Colorado Springs community
  - 204,278 total meals served in FY 2008-2009
  - Most patrons stated they are receiving a high quality, nutritious meal and they are respected by the staff and volunteers who help them

- **Community Outreach Services**
  - Rural community outreach was extended by 211% through additional deliveries of goods and services
  - 21 clients engaged in our multi-level Case Management services

- **Client Services**
  - Our Clothing Closet distributed 39,876 emergency items (clothing, sleeping bags, hygiene items, etc.)
  - 30 clients engaged in our multi-level Case Management services
  - Assisted 529 clients in obtaining vital documentation such as IDs and Birth Certificates

- **Life Support Services**
  - 29 families/clients received multi-level Case Management services
  - 94% of the surveyed clients state the goods received through the program make it possible for them to meet other needs such as rent, utilities, medical, etc.
  - 93% of Life Support clients state the items received from the program are “must have” requirements.