Dear Friends and Supporters,

We are pleased to provide this Annual Report summarizing our activities during the past year. Like many agencies in the Pikes Peak region that work to serve the poor and the disadvantaged, we have seen a tremendous growth in the demand for our services. With the support of our donors, volunteers, and the effort of our staff, we have been able to respond to the needs of the less fortunate in our community. Thank you for your contributions, your work, and your prayers.

We continue our theme from last year: “The Circle of Hope: Changing Lives Everyday.” Catholic Charities has made a difference in our region during these challenging times – we are changing lives. We provided over 202,000 meals at the Marian House Soup Kitchen, we taught English classes to 156 immigrants and refugees, and we assisted six immigrants in attaining US citizenship. We provided over 46,000 items of baby and children’s clothing to some 4,675 children in need, and we were able to provide 12 clients with donated vehicles so they could get to their job locations and transport themselves and their families to schools and medical care.

None of the good works that we accomplish would be possible without the extensive support that we receive from businesses, volunteers, foundations, and individual donors. The scale of support that enables our operations is truly breathtaking. For example, during the year we benefited from nearly 97,000 hours of volunteered time by hundreds of individuals. Over 2,200 individuals, churches, and other groups provided financial support to our efforts, and we received over $1.6 million of donated food, clothing, and other tangible items that allowed us to assist our patrons and clients.

I came to this assignment as the Interim President & CEO from the world of for-profit business. The statistics and figures that I have mentioned are “music to my ears” and illustrate the demand for our services and the generous donor response that makes our work possible. However, the real measure of our success is in our ability to change the lives of those who come to us for assistance. With your help and support, we really do “Change Lives Everyday.”

With deepest thanks,

Kirk Morton
Interim President & CEO

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.

The statistics and figures that I have mentioned are “music to my ears” and illustrates the demand for our services and the generous donor response that makes our work possible. However, the real measure of our success is in our ability to change the lives of those who come to us for assistance. With your help and support, we really do “Change Lives Everyday.”

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

Sincerely yours in Christ,

*Most Reverend Michael J. Sheridan*  
Bishop of Colorado Springs

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Dear Friends

On behalf of the Board of Directors of Catholic Charities of Colorado Springs, I want to express my deepest gratitude for your continued support. The facilities and the programs and services we offer are made possible through your generosity and enthusiastic support.

I would also like to pay tribute to all of our outstanding staff members, who diligently carry out the Catholic Charities mission and the wonderful volunteers, who make our services possible.

May the good Lord bless and keep us all!

Juan M. Hernandez  
Chairman of the Board

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**Board of Directors**

Bishop Michael J. Sheridan  
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Tim Rickert - Treasurer  
Betsy Sobral - Secretary

Elizabeth Anderson  
Janie Blind  
Steve P. Condon  
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Russel Fina  
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Lorey K. Hooling  
Brenda Lynn Lammers  
William Lucas  
James MacDougald  
Carol S. Matoush  
Rev. Kenneth E. Prybyla  
Katie Stuart

---

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With deepest thanks,

Kirk Morton  
Interim President & CEO
The Power of Hope

Clients

Clients are at the center of everything we do at Catholic Charities. Over the past several years, during the economic decline, the demographic profile of our client has changed. There are more families seeking assistance than ever before in all of our Poverty Reduction Programs. Many people who were right on the poverty line, barely making it, are now seeking some assistance in the form of food, rental and/or utility assistance, and help with children's clothing.

We take pride in the reality that we serve anyone in need, regardless of religious affiliation, socioeconomic level, or race. 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 just giving someone who is hungry a meal, clients are the center of our Circle of Hope; and our staff and volunteers from all of our programs work together to provide solutions for our clients.

Karen and Scott, along with their four children, were less than a week away from being homeless due to a series of events that were beyond their control. They were referred to Marian House by a partner agency who was providing medical support for the family. Scott, says, “Our meal at Marian House slingshotted our family to recovery.” They came to Marian House for a meal, and

found much more: referrals that resulted in their acceptance into a temporary housing program allowing the family to stay together; help with getting replacement birth certificates so they could apply for jobs; children's clothing, diapers and formula so they could save their limited dollars for first and last months rental fees; help with furniture once they were able to move into their own place; a van to transport their children to school and Scott to his new job. It really does take a village to raise a family, and it takes a giving, supportive, connected community of generous donors and collaborative social service agencies to achieve success in helping a family on the brink of destruction find hope.

Other clients are not in such dire straights when they arrive at our offices, but the emotional impact is just as strong. We work with many families who wish to adopt. It can be an emotional roller coaster, and no one can predict the outcome.

Recently, we worked with a pregnant mother who decided to give her baby up for adoption. It was very important to her that Little One, as she called the baby, be brought up in a two parent home. After checking out several agencies, she chose Catholic Charities because she says, “I immediately felt a connection with them.”

After the counselors explained the difference between open and closed adoption, she chose to pick the adoptive parents and meet with them. It was important to her that the adoptive parents be involved in the process as much as they could, and in fact, were in the birthing room when the baby was born. She said, “I believe the Little One came into this world to be a blessing for another family. My Little One will now grow up in a loving, two parent home, as well as knowing me.”

From the adoptive parents perspective, they had been on a long journey of brokenness, healing, renewed hope, trust, beauty and redemption. They had checked into several adoption agencies and eventually decided to pursue an open adoption with Catholic Charities. When they got the call they had been selected by a Birth Mom, they said the feeling was like getting a positive on a pregnancy stick!

They began building relationships with both the Birth Mom and Grandma as they prepared for the baby/arrival. The Adoptive Mom says, “They gave us the gift of naming our son, and invited us to be at his birth. When he was baptized, he was surrounded by us, his Grandparents, Godparents, our friends, and his Birth Mom. We are deeply blessed with our son and our relationship with his Birth Mom! Through the help of the Life Connections program, she provided hope to the adoptive family.

Sister and brother enjoying lunch in the Family Room at the Marian House Soup Kitchen.

The Circle of Hope: Changing Lives Everyday
Simply said, Catholic Charities could not achieve its mission of helping anyone in need without the help and support of our volunteers. Volunteers truly are the foundation of everything we are able to achieve in our programs.

This past year, over 18,000 volunteers donated 96,998 hours to our programs. This translates to a dollar donation of $2,022,414. Our organization would not be able to afford to pay staff for this amount of time, which means less help would be provided to people in our community seeking assistance.

Our volunteers come from all walks of life, various faiths, businesses, organizations, etc., resulting in one of the most ecumenical groups of volunteers in the area. The majority of the volunteers work in one of the four Marian House programs. Fifty volunteers are needed everyday at the Marian House Soup Kitchen to help prepare, serve and clean up after the daily meal. These volunteers make it possible to serve over 600 meals most days, 365 days a year.

Volunteers also help receive, sort, and distribute donations in Marian House Client Services, Life Support, and Community Outreach programs, helping clients receive the items they need to survive.

In Family Immigration Services, long-term volunteers teach English as a Second Language classes. These volunteers commit to a year-long volunteer term, two days a week, to either teach ESL classes, or provide literacy based childcare to the children of the ESL students.

We also have long-term volunteers in our Life Connections program who teach Childbirth Education, Pre-Natal classes, and serve as Mentors. A committee of volunteers helps plan and execute the St. Patrick's Day Gala. This year, the Gala was 9 years old. Volunteers actually developed the concept of the gala nine years ago, and it has grown from raising $3,200 in the first year, to netting $155,000 this past year. This is in large part due to the commitment of our volunteers who call individuals and businesses for donations for the silent, big board, and live auctions. We also have members of the community and students from St. Mary’s High School who regularly volunteer to make this event a success.

This past year, we implemented a new fund-raiser, Cycling for Change, whose main goal was to provide education about poverty in our community. Over 100 community volunteers were used to run this multi-tiered event. We also had multiple organizations participate, many who donated time and in-kind goods.

For the past two years, community members have volunteered their time to help run the Mountain of Hope fund-raise, which is planned, hosted, and implemented by staff at The Country Club of Colorado at Cheyenne Mountain Resort. The resort is opened for people to become a “Member for a Day” and enjoy all the amenities the resort has to offer. Volunteers help check people in, sell raffle tickets, and run the children’s game area.

We are very fortunate to have a group of regular, core volunteers in all of our programs and committees. These core groups welcome and teach new volunteers the basic responsibilities of the job. We are also very fortunate to have Frank Mora, our dedicated Volunteer Coordinator. Frank volunteers his time 5 - 6 days a week, to schedule the volunteers needed in the soup kitchen.

We cannot thank our volunteers enough for their dedication and support. You are the Foundation of Hope and everything we do at Catholic Charities.

Volunteers in the Circle of Hope are a very important spoke on the Circle of Hope, providing the necessary manpower to implement our programs and fund-raisers throughout the community.

We are very fortunate to have a group of regular, core volunteers in all of our programs and committees. These core groups welcome and teach new volunteers the basic responsibilities of the job. We are also very fortunate to have Frank Mora, our dedicated Volunteer Coordinator. Frank volunteers his time 5 - 6 days a week, to schedule the volunteers needed in the soup kitchen.

Volunteers prepare salads at the Marian House Soup Kitchen.
The Bridge to Hope

Helping people in need is what we do at Catholic Charities. Whether it is supporting a family to give 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, staff is the Bridge to Hope for our clients.

Over the past two years, the number of people coming to Catholic Charities in need of assistance has significantly increased, primarily due to the current state of the economy. Last year alone, over 225,000 people received multiple services from us. 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.

Our staff is highly qualified, experienced, and resourceful in helping our clients, and regularly go above and beyond to help people in need.

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 pay towards rent and utilities. These services are delivered by our highly qualified soup kitchen staff who have more than 75 years of hospitality experience between the four full-time employees, and they bring that experience to all aspects of serving our guests at the Marian House.

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 with our new Naturalization and Family Immigration program for immigrants who wish to become, or who have family members who wish to become, legal citizens. One of our immigration counselors recently became a legal citizen herself, and knows and understands the laws and regulations firsthand, which helps her guide our clients through the process in a loving and caring manner.

Just this past year, she helped six immigrants become legal citizens.

The directors overseeing these programs have 68 combined years of experience in this field. The experience and connections they have amassed over the years allows them to help our clients get the support they need in a timely and efficient manner.

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 child-birth education classes, and adoption support based on the decisions made by the birth and adoptive families. Our counselors all have Master-level degrees and are Licensed Professional Counselors, and combined, have 60 years of social service experience with 30 years concentrated in adoption. It is not unusual for our counselors to be a birth coach for our pregnancy clients at the time of delivery.

Whatever the need, it is the goal of Catholic Charities to provide our clients with the most appropriate help, by experienced professionals. While most of our staff has been in the social service field for many years, with the average tenure at Catholic Charities being 5 or more years, most of our staff has had successful careers in the for-profit arena prior to joining the non-profit world. Prior careers include teachers, Executive Directors, missionary worker, military officers, ministers, deacons, business owners and managers, vice presidents of international corporations, Presidents, CEO’s, entrepreneurs, professional cheerleader, dancer, advertising manager, restaurant managers, students, nurses and other medical personnel, writer/authors, food and beverage industry managers, stay at home mothers, and the list goes on and on.

This wealth of experience allows our staff to develop solutions to address specific client situations from different perspectives, and to move the organization to a highest level of non-profit administration.
Donors

Partners in Hope

Ms. Catherine M. Mirch
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Mr. and Mrs. Arthur O'Dea
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The William and Betty Osborne
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Mr. and Mrs. Robert M. Sullivan
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Mr. and Mrs. Christopher A. Rothe
Mrs. Val Stiles
Catholic Charities of Pueblo
Mr. and Mrs. Robert A. Ratey
Mr. and Mrs. Robert B. Reinhart
Mr. and Mrs. John E. Reilly
Mr. and Mrs. William T . Stevenson II
Mr. and Mrs. Dwight Sterling
Mr. and Mrs. Paul E. Stellick
Mr. and Mrs. Fred Stattman
Ms. Tracy Stansberry
Mr. and Mrs. Robert E. Stansberry
Mr. and Mrs. John E. Reilly
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Mr. and Mrs. Dwight Sterling
Mr. and Mrs. Paul E. Stellick
Mr. and Mrs. Fred Stattman
Ms. Tracy Stansberry
The Circle of Hope: Partners in Hope

Ways to Give

Financial Support

Contributions of any size are deeply appreciated. Send donations to Catholic Charities, 228 North Cascade Ave., Colorado Springs, CO, 80903, or go on-line at www.ccharitiescs.org/donate

Matching Gifts

Does your company match employee's donations to charitable organizations? Consider asking your employer if there is a matching program in place. You may be able to double the impact of your contribution with a match.

Monthly Giving

Each month, your credit card or bank account will be charged in the designated amount. Your commitment will help reduce poverty among families, children, and seniors throughout the 10 county area we serve.

Requests

Name Catholic Charities as a beneficiary in your will. In doing so, you will be remembering Catholic Charities in perpetuity. Please consider making Catholic Charities your charity of choice.

In-Kind Donors

We also want to thank our In-Kind Donors, who this year, contributed over $1.6 million in material goods such as food, clothing, vehicles, baby items, and household goods to Catholic Charities. These items were used in our programs to benefit clients.

Volunteer

Volunteers provide needed human resources for Catholic Charities and allow us to offer compassionate services to more people in need. Visit us at www.ccharitiescs.org/waystohelp or call 719.636.2345 for more information.

To discuss these and other giving options, please call 719.966.6440

Follow us at: www.ccharitiescs.org

Facebook MySpace

Contact us at: Rev. Michael O'Donnell VP Advancement 719-866-6441

Rochelle Schlott
Communications Director 719-866-6443

Janet Hutchinson Development Director 719-866-6440

Betsy Finley
Executive Administrative Assistant 719-866-6422

Catholic Charities of Colorado Springs appreciates all of our generous donors and partners. We apologize for any omission that may have occurred in the development of this Annual Report. Thank you for your continued support, which allows us to serve those in our community who need help the most.

We apologize for any omissions or inadvertent additions. If you have any questions or concerns regarding this donor list, please contact us at 719-866-6440
## Financials: Opportunity For Hope

### FY 2009 vs. FY 2010

#### REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>FY 2009</th>
<th>FY 2010</th>
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<tbody>
<tr>
<td>Contributions</td>
<td>$984,346</td>
<td>$932,892</td>
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<td>Grants</td>
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<td>Empty Stocking Fund</td>
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<td>Direct Diocesan Financial Support</td>
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<td>United Way/Combined Federal Campaign</td>
<td>$161,448</td>
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<td>Government Agencies</td>
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<td>Service/Program Fees</td>
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<td>Change in Net Assets - Catholic Foundation</td>
<td>$3,821</td>
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<td>Special Fundraising Event</td>
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<td>Investment Income/(Loss)/Miscellaneous Loss</td>
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<td><strong>TOTAL INCOME</strong></td>
<td>$2,445,043</td>
<td>$2,443,853</td>
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#### EXPENSES

<table>
<thead>
<tr>
<th>Description</th>
<th>FY 2009</th>
<th>FY 2010</th>
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<tbody>
<tr>
<td>Marian House Life Support Center</td>
<td>$188,617</td>
<td>$178,869</td>
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<td>Marian House Soup Kitchen</td>
<td>$590,865</td>
<td>$593,055</td>
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<td>Parish Social Ministry</td>
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<td>Family Immigration Services</td>
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<td>Marian House Client Services</td>
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<td>Marian House Community Outreach</td>
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<td>Emergency Services</td>
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<td>Disaster Relief Activity</td>
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<td>$1,389</td>
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<td>Institutional Advancement</td>
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<td>Administration</td>
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<td>Marian House Capital Campaign</td>
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<td><strong>TOTAL EXPENSES</strong></td>
<td>$2,279,894</td>
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#### Income/Expense Breakdown

- **Contributions** 14.3%
- **Grants** 5.0%
- **Empty Stocking Fund** 6.8%
- **Direct Diocesan Financial Support** 2.3%
- **United Way/Combined Federal Campaign** 2.3%
- **Government Agency Support** 1.4%
- **Service/Program Fees** 1.2%
- **Change in Net Assets of the Catholic Foundation** 0.1%
- **In-Kind/Diocesan Support & Services** 4.5%
- **In-Kind Volunteer Hours** 29.3%
- **In-Kind Goods/Food etc...** 23.7%
- **Capital Campaign Pledges/Cash** 4.3%
- **Life Support Services** 2.7%
- **Bond Interest** 1.9%
- **Depreciation Expense** 3.2%
- **In-Kind Food & Goods** 23.0%
- **Management & Administration** 6.0%
- **Marian House Capital Campaign** 1.8%
- **In-Kind Volunteer Hours** 29.1%
- **Disaster Relief Activity** 0.8%
- **Institutional Advancement** 6.0%
- **Marian House Community Outreach** 3.6%
- **Marian House Client Services** 2.2%
- **Family Immigration Services** 3.3%
- **Parish Social Ministry** 3.3%
- **Life Connections** 4.4%
- **Marian House Soup Kitchen** 7.9%
- **Life Support Services** 2.7%
- **Depreciation Expense** 3.2%
- **In-Kind Diocesan Support & Services** 5.3%
- **In-Kind Volunteer Hours** 29.1%
- **In-Kind Goods/Food etc...** 23.7%
- **Capital Campaign Pledges/Cash** 4.3%
- **Emergency Services** 0.7%
- **In-Kind Volunteer Hours** 29.3%
- **Diocesan In-Kind Support & Services** 5.3%
- **In-Kind Volunteer Hours** 29.1%
- **In-Kind Goods/Food etc...** 23.7%
- **Capital Campaign Pledges/Cash** 4.3%

Catholic Charities relies on financial and in-kind contributions from individual supporters, organizations, corporations, and foundations to support our programs.

Audit results and audited financial statements are available upon request; please call Mike Wolf at 719-866-6423, or visit our website at: [www.ccharitiescs.org/who-we-are](http://www.ccharitiescs.org/who-we-are)
Mission Statement
To enhance the value and dignity of human life, the mission of Catholic Charities of Colorado Springs is to provide services to people in need, to advocate for justice in social structures, and to call the entire church and other people of good will to do the same.

For questions regarding this publication, please call 719-866-6443

Outcomes for Catholic Charities Programs

Life Connections
• On average, clients experiencing an unplanned pregnancy had their stress reduced by more than a third as a result of the pregnancy counseling they received
• As a result of the adoption services provided, 92% of parents agreed that Catholic Charities better prepared them to deal with the lifelong issues of adoption
• Children in placement met 96% of their monthly developmental skills

Family Immigration Services
• 90% of the students feel they are making progress
• 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, business, and other members of the Greater Colorado Springs community
  • 202,197 total meals served in FY 2009-2010

• Community Outreach Services
  • 31% more clients were served through rural community outreach
  • 12 vehicles were donated and then delivered to clients in need, predominately single mothers
  • 754 boxes of food, weighing 37,700 pounds, were delivered to families and food pantries in need

• Client Services
  • Our Clothing Closet distributed 57,803 emergency items (clothing, sleeping bags, hygiene items, etc.) - a 45% increase versus FY 08/09
  • 31 clients engaged in multi-level Case Management services, while 4,995 unduplicated people were served throughout the program

• Life Support Services
  • 38 families/clients received multi-level Case Management services, while 6,523 unduplicated people were served throughout the program
  • 91% of clients stated that items received were a “must have” and were crucial in allowing them to pay other essential bills such as rent, utilities, and medical expenses