

2019 ANNUAL REPORT

THE YEAR IN REVIEW

On July 24, 2019, Catholic Charities of Southern Missouri's (CCSOMO) celebrated 10 years of serving the vulnerable living across the 39 southernmost counties of Missouri

This annual report documents key statistics from the 2019 calendar year. Program totals reflect the calendar year, January 1 through December 31, 2019. Financial totals are reported on a fiscal year basis, running from July 1, 2018 through June 30, 2019.

In 2019, CCSOMO operated 11 programs with an administration cost of nine percent.

KEY FACTS

PROGRAM EXPENDITURES

(Per audited statements
June 30, 2019)

\$6,133,138

DIRECT FINANCIAL ASSISTANCE

\$1,189,254

VOLUNTEERS

620

VOLUNTEERED HOURS

26,687

STAFF

89

NOTABLE ACHIEVEMENTS

In April, CCSOMO volunteer and retired schoolteacher Jana Hukriede, was named Catholic Charities USA Volunteer of the Year out of a pool of 300,000 volunteers who contribute their time and talents to one of the 167 Catholic Charities agencies across the United States. Jana received her award in Albuquerque, New Mexico at the Annual Gathering in October.

In December, CCSOMO earned accreditation from the Council on Accreditation (COA). The designation recognizes CCSOMO's use of best practices in nonprofit management and social services delivery. COA accreditation was the culmination of a multi-year effort to build service capacity. COA accreditation facilitates multi-year grant funding eligibility thereby enhancing and smoothing CCSOMO revenue streams which permits increased agency capacity to fund programs serving more vulnerable people.

4,026

SERVED

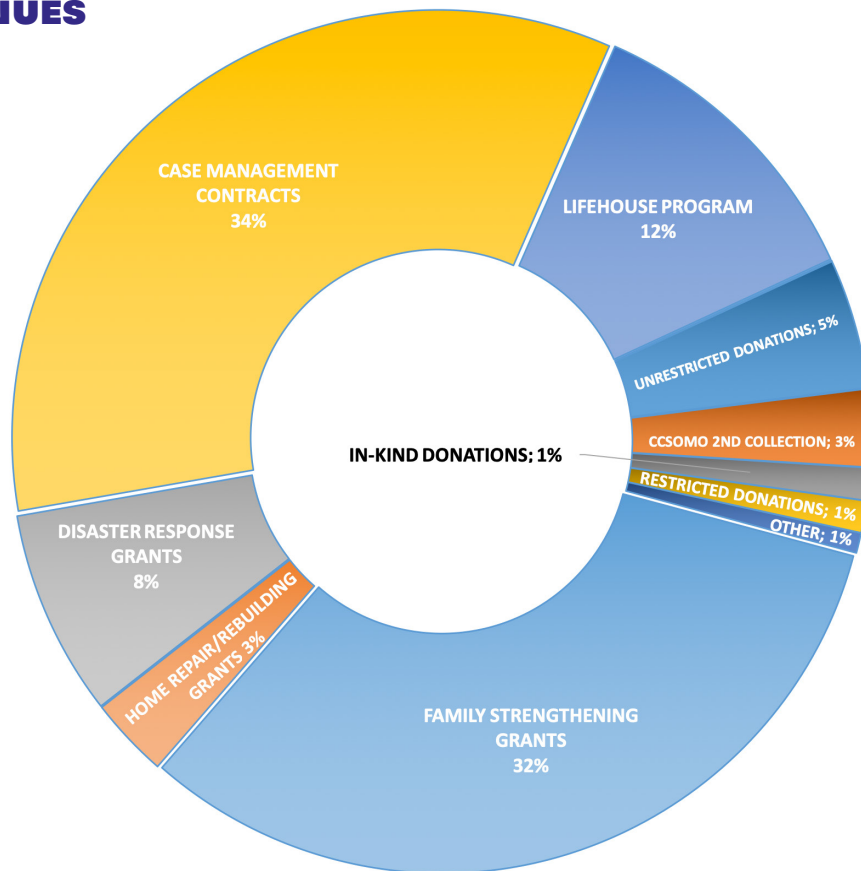
9%

ADMINISTRATION

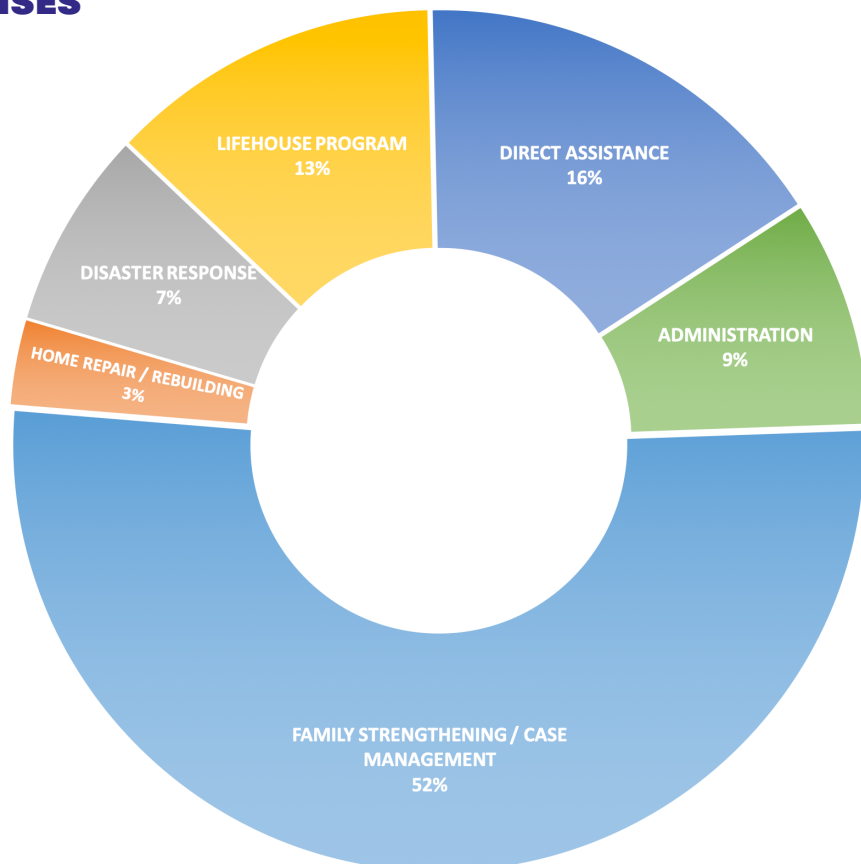


Jana Hukriede is Catholic Charities USA's 2019 Volunteer of the Year.

2019 REVENUES



2019 EXPENSES





A CCSOMO case manager (above) inspects a highway underpass in search of unsheltered persons in rural Van Buren.



A CCSOMO truck delivers supplies to a new home build for a flood survivor.

DISASTER PREPAREDNESS, RESPONSE & LONG-TERM RECOVERY SERVICES

190
INDIVIDUALS

113
FAMILIES

PROGRAM OVERVIEW

CCSOMO continued to provide disaster preparedness, response, and long-term recovery services in 2019 throughout southern Missouri. Disaster case management work that was spun up for the 2017 Van Buren and southern Missouri floods finally wound down in 2019. With help from CCSOMO and community partners, flood survivors were afforded opportunities to begin life anew through home repairs and home rebuilds.



Executive Director Maura Taylor speaks to guests and dignitaries on the occasion of CCSOMO's 10th anniversary on July 24, 2019, in Springfield.

HOMELESS & HOMELESSNESS PREVENTION SERVICES

1,867
INDIVIDUALS

919
FAMILIES

126 VETERANS

PROGRAM OVERVIEW

CCSOMO helps the homeless and individuals and families at imminent risk of homelessness by providing intensive case management services and temporary financial support to overcome housing crises and achieve self-sufficiency.

HOME REPAIR AND REBUILDING FOR DISASTER SURVIVORS, LOW-INCOME CLIENTS, SENIORS, VETERANS AND THE DEVELOPMENTALLY DISABLED

93
CLIENTS

58
HOUSEHOLDS

PROGRAM OVERVIEW

CCSOMO serves low income households with home repairs that address deferred maintenance issues that lead to detrimental health and safety conditions as well as blight in local neighborhoods across southern Missouri.

FEATURED PROGRAM PROFILE



A former LifeHouse Crisis Maternity Home resident describes to a crowd at the annual Dinner for Life fundraiser event how the LifeHouse program changed her life.

LIFEHOUSE CRISIS
MATERNITY HOME

37

RESIDENTS

7

CHILDREN

23

INFANTS

LIFEHOUSE AFTERCARE

37

WOMEN AND CHILDREN

LIFEHOUSE CRISIS MATERNITY HOME PROGRAM OVERVIEW

LifeHouse Crisis Maternity Home is a program of Catholic Charities of Southern Missouri. It is a 24/7 residential transitional housing program for homeless pregnant women age 18 and older and their infants and young children under the age of five. Residents receive safe shelter, food, access to health care, prenatal and post-

delivery health education. Residents benefit from holistic case management and counseling to address complex problems at their root. LifeHouse provides assistance to residents for obtaining a high school GED, vocational, or college education. The program helps residents with employment training and acquiring critical budgeting and life skills. The goal of the program is to improve pregnancy outcomes for

LIFEHOUSE PROGRAM OVERVIEW (CONTINUED)

mother and infant while reducing homelessness, addressing generational poverty, and child abuse and neglect, among this high risk population.

Women can come at various times during their pregnancy and can stay up to a year after delivery as they continue to work toward self-sufficiency. LifeHouse is a program, so although it is elective, there are expectations for the women to be accountable and actively engaged in changing their lives. There is a strong focus on team oriented client-centered case management. The on-site LifeHouse staff includes the director, manager, two social work case managers, a registered nurse, a licensed professional coun-

selor, a part-time cook, and support staff including a live-in support staff member.

LIFEHOUSE AfterCare PROGRAM OVERVIEW

After completion of the LifeHouse residential program, residents may then move into the two-year LifeHouse AfterCare program. As residents transition into permanent housing, they are provided case management, counseling, health services, infant care, and resource connections to assist with achieving self-sufficiency and ultimately prevent a return to homelessness. The goal of the LifeHouse AfterCare program is to continue to promote stability and a support network that empowers healthy families to achieve personal goals that lead to brighter futures.

HOUSING AND FINANCIAL COUNSELING (HUD-CERTIFIED)

68

INDIVIDUALS

32

HOUSEHOLDS

PROGRAM OVERVIEW

CCSOMO employs HUD-certified counselors to provide financially distressed individuals and families with education and guidance on budgeting and money management. These counselors are also able to provide information needed to obtain and maintain housing and prevent home foreclosures.

PREGNANCY AND PARENTING SUPPORT (HEALTHY MOMS, HEALTHY BABIES)

PROGRAM OVERVIEW

CCSOMO provides individuals and families with assistance to facilitate good parenting and strengthened families. Financial and housing



The Healthy Moms, Healthy Babies program helped this mother become housed and self-sufficient.

213

INDIVIDUALS

82

HOUSEHOLDS

assistance is made available to expectant mothers. Case management is provided to aid with achieving a healthy pregnancy, nurturing families, and long-term self sufficiency.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) ENROLLMENT ASSISTANCE

562
INDIVIDUALS

358
HOUSEHOLDS

PROGRAM OVERVIEW

CCSOMO helps individuals and households determine eligibility, apply, and re-certify for the Supplemental Nutrition Assistance Program. This service was made possible through a grant from the **Walmart Foundation**.

Walmart  org

SUPPORT COORDINATION FOR INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

766
CONSUMERS

PROGRAM OVERVIEW

CCSOMO Support Coordinators provide people with intellectual and developmental disabilities, and their families, the services and supports they need to maximize their potential and strengthen their level of independence.

This program was offered in Cape Girardeau and Scott counties.



A CCSOMO Support Coordinator works with a consumer in southeastern Missouri.



CCSOMO housed this U.S. Army veteran. Homeless and under-resourced until CCSOMO helped, he is now self-sufficient and receives the entirety of Veterans benefits to which he was entitled.

SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF)

126
VETERAN
HOUSEHOLDS

88%
HOMELESS

12% ON VERGE OF HOMELESSNESS

PROGRAM OVERVIEW

CCSOMO serves Veterans and their families who are homeless or at imminent risk of homelessness through temporary financial assistance, intensive case management, and connections with community resources to achieve self-sufficiency.

VOLUNTEER INCOME TAX ASSISTANCE (VITA)

212
FEDERAL AND STATE TAX
RETURNS PREPARED

\$267,000
IN TAXPAYER
REFUNDS

\$30,000 IN SAVED FEES (AVERAGE \$150 FEE PER RETURN)

PROGRAM OVERVIEW

CCSOMO provides free federal and state tax preparation assistance for low-income individuals.

CONSUMER CREDIT COUNSELING SERVICE OF THE OZARKS (CCCS)

1,083
HOUSEHOLDS

\$7.3 *MILLION*
CLIENT DEBT
UNDER
MANAGEMENT

25 FREE FINANCIAL COUNSELING WORKSHOPS

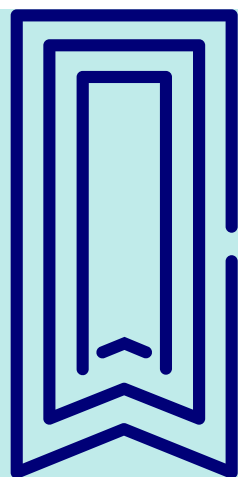
PROGRAM OVERVIEW

CCCS is a wholly-owned subsidiary of CCSOMO.

Founded in 1969 and celebrating 50 years of service to communities in the Ozarks, CCCS offers debt management, financial management, credit and budgeting counseling, student loan counseling, bankruptcy counseling, and personal finance and credit education.

In 2019, CCCS completed a comprehensive technology upgrade and began the process of innovating its nonprofit service capacity into its sixth decade operating in the region. CCCS was re-accredited by the Council on Accreditation for an additional three years.

CCSOMO AND CCCS
ACCREDITED IN 2019 BY COUNCIL ON ACCREDITATION



**COUNCIL
ON
ACCREDITATION**



MONASTERY
ADMINISTRATIVE OFFICES

2019 ANNUAL REPORT

ABOUT CCSOMO

MISSION

Motivated by the love of Christ, CCSOMO seeks to improve the lives of the vulnerable by providing quality, compassionate social services which meet local needs.

VISION

CCSOMO envisions local communities and individuals working together so that people in need receive necessary social services, obtain a sense of hope, and achieve self-sufficiency.

SERVICE AREA

CCSOMO serves the 39 southernmost counties of Missouri, an area that includes many of the state's most impoverished communities. CCSOMO operates out of eight offices. Offices are located in Joplin,

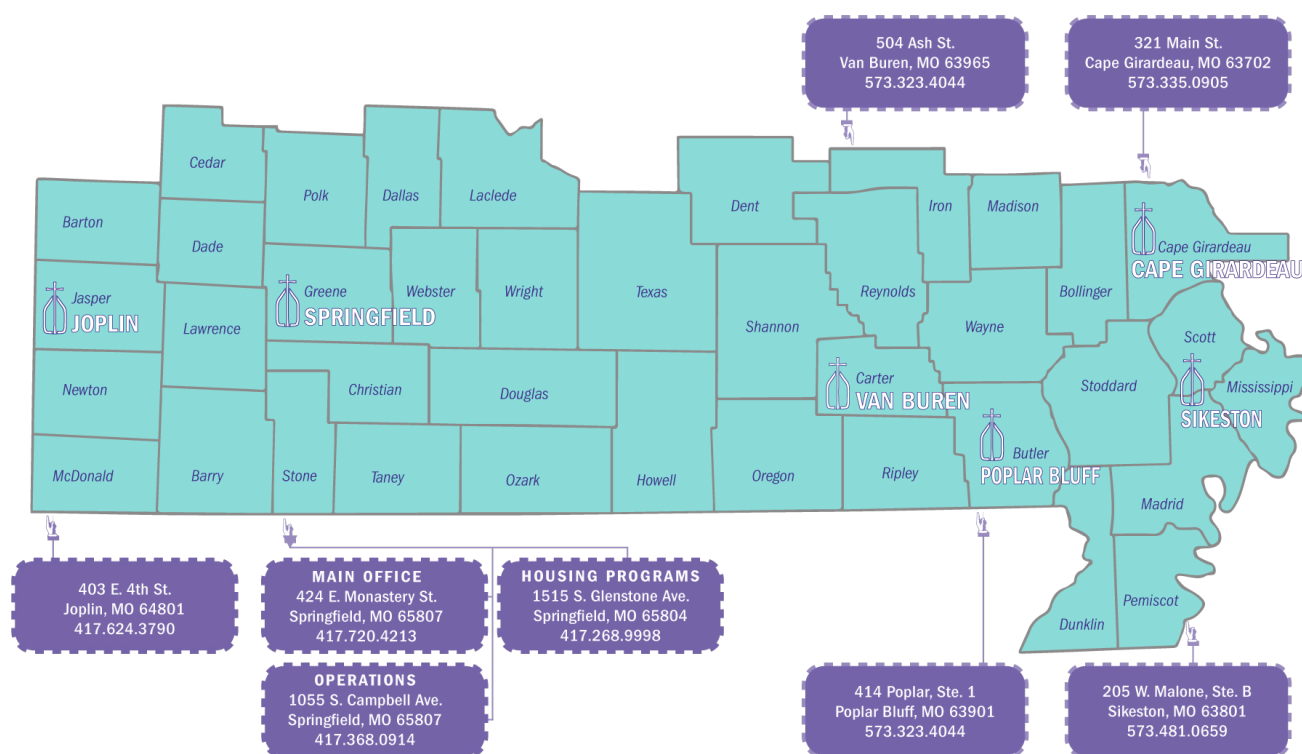
Poplar Bluff, Sikeston, and Van Buren; two offices in Cape Girardeau; and three in Springfield.

HISTORY

CCSOMO is a faith-based 501(c)(3) social services agency. Incorporated on July 24, 2009, the agency has grown to fill gaps in services across the counties it serves. The agency has continued to add programs to serve the vulnerable. The number of agency employees has grown from two in 2010 to 89 in 2019. In the same time frame, the agency's operations budget has grown from \$107,551 in 2010 to \$6,709,861 in 2019.

Since its incorporation, CCSOMO has grown to become a leading provider of long-term disaster case management in southern Missouri. As of 2019, CCSOMO is accredited by the Council on Accreditation.

CCSOMO SERVICE AREA AND OFFICES



CCSOMO BOARD OF DIRECTORS

Renee Motazed, President

Joplin Area Catholic Schools - Joplin

Susy Barr

Community Volunteer - Springfield

Mike Cherry

Community Volunteer - Springfield

Richard Cuba

Owner, Cuba Financial Group - Cape Girardeau

Deacon David Farris

Pharmacist - Key Drugs

Bill Hennessey

Vice-President Mission, Mercy - Springfield

Vicki Karlovich

Owner, Karlovich & Associates - Springfield

James Lawrence

Director of Mission, Saint Francis Medical Center – Cape Girardeau

James Randall

Attorney, Randall, Masri & Randall, Attorneys - Monett

Justin Rone

Attorney, Farmer - Portagevillage

Tim Roth

Partner, The Vecino Group - Springfield

John Ryan

Attorney - Spencer Fane

Maura Taylor, ex-officio

Executive Director, CCSOMO - Springfield

Laura Guy-Rice, ex-officio

Chief Financial Officer, CCSOMO - Springfield