ABOUT
Catholic Charities of Central Florida

OUR MISSION
Our mission is to embrace all those in need with hope, transforming their lives through faith, compassion, and service.

OUR VISION
Our vision is that every person’s basic human needs are met through love and empowerment.

WHY WE SERVE
The Gospel of Jesus Christ calls us to love our neighbors and serve those in need. Our mission is rooted in the seven principals of Catholic Social Teaching.

1. Life and Dignity of the Human Person
2. Call to Family, Community, and Participation
3. Rights and Responsibilities
4. Option for the Poor and Vulnerable
5. The Dignity of Work and the Rights of Workers
6. Solidarity
7. Care for God’s Creation
My Sisters and Brothers in Christ:

Recently, we took up the annual collection for Catholic Charities of Central Florida in all our parishes of the Diocese of Orlando. One parishioner asked me, “Bishop, don’t we give to Catholic Charities of Central Florida through Our Catholic Appeal?” Another parishioner said, “Why should I give to Catholic Charities of Central Florida when our parish already has a social outreach?” To answer these questions, I ask you to consider St. Paul’s words to the Romans, “How beautiful are the feet of those who bring the Good News!”

Yes, we do provide funding to Catholic Charities of Central Florida through your donations to Our Catholic Appeal. Many of our parishes also serve as outreach to those in need. The grace-filled response is that these efforts are not enough to spread the Good News to all God’s people. You and I, through Catholic Charities of Central Florida, are called to be the feet of Jesus throughout the 9,611 square miles of the Diocese of Orlando.

Open this 2019 Annual Report and walk with Jesus. His love is the foundation of affordable housing for the lost and forsaken; His bread is broken through Agape Mission Markets and food trucks serving children, families, the elderly; His healing touch anoints the sick who come to free medical clinics for health and dental care; His arms of welcome enfold refugees and immigrants in comfort and hope.

Is there more to be done? Yes. Can you help? Please do. Pray my sisters and brothers that our feet are worn with beauty. Volunteer to walk God’s smile from your home to another’s. Give another dollar to what you have already given so that Catholic Charities of Central Florida can transport God’s goodness throughout the land. Pray with gratitude for the board of directors, staff and volunteers of Catholic Charities of Central Florida who allow you to wear their feet when you are unable.

May our feet worn from use, be beautiful in the sight of the Lord.

Sincerely yours in Christ,

Most Reverend John Noonan
Bishop of Orlando
Dear Friends of Catholic Charities,

Catholic Charities of Central Florida (CCCF) was truly blessed in the past fiscal year as our ministries assisted families and individuals throughout the Diocese. In addition to our traditional ministries, some key expansions took place that are noteworthy:

- Funds were received from the American Red Cross to provide behavioral health services to individuals who lived in any of the 48 counties designated as disaster areas when Hurricane Irma came through in the fall of 2017. This effort started in late spring, 2018 and allowed CCCF to serve people needing help in the Diocese of Orlando, the Diocese of St. Augustine and the Diocese of St. Petersburg.
- Groundbreaking occurred on the First Step Shelter, a homeless shelter for single men and women in Daytona Beach. CCCF is proud to be the managing partner of this important ministry.
- Resurrection Property Management was launched and began managing Monsignor Bishop Manor, an affordable housing community for families with 143 one, two- and three-bedroom units.
- CCCF opened the Lazarus Free Dental Clinic in partnership with St. Paul Catholic Community in Leesburg and the Lazarus Free Medical Clinic in Wildwood.
- CCCF assumed coordination of the Diocese of Orlando Human Trafficking Task Force.
- CCCF provided Mental Health First Aid training to hundreds of men and women, assisting them in better understanding the impact of behavioral health issues on adults and adolescents needing help.

At Catholic Charities we are blessed and privileged to serve thousands of families and individuals who come through our doors seeking mercy in the form of food, emergency financial assistance, adult education, medical services, senior services, housing, and more. Pursuing Bishop Noonan’s call for harmonization of ministries we work with parishes, Catholic schools, other Catholic ministries and community-based organizations in meeting the needs of our brothers and sisters in Christ. The staff and volunteers who make these ministries possible extend the love of Christ to each person they come in contact with. Our belief is that those who come through our door are seeking mercy, in many forms. Our response must be merciful.

Our ministries are not possible without the generous support of hundreds of volunteers and donors. Please join us by sharing your time, your talent and your treasure as together we are the hands and feet of Jesus, reaching out to those struggling to find hope and stability in a world that often appears hopeless and unstable. Thank you for making our ministries possible!

God bless you today and always!

Brian Stokes,
Corporate Board Chairman

Gary Tester,
President
“The bread you store up belongs to the hungry; the cloak that lies on your chest belongs to the naked; the gold you have hidden in the ground belongs to the poor.”

- St. Basil the Great

Through the generosity of our many donors, Catholic Charities of Central Florida is supported in the provision of numerous ministries serving those in need. Without this generosity, these ministries would simply not be possible. For a listing of donors supporting CCCF ministries in Fiscal Year 2019 please visit www.cflcc.org.

Thank you for joining us in loving ministry to those we are privileged to serve!
Robert Wade first called on Catholic Charities of Central Florida (CCCF) eight years ago when he needed a house he and his wife could afford. She recently died, making the rent out of his reach. Once again, Catholic Charities stepped in. “When my wife died, I didn’t know which way to go and Catholic Charities was there for me all the time,” said Wade. “I asked the Lord to help me and he did.”

Wade’s experience is not unique. Orlando leads the nation in fewest affordable housing units available for low income renter households (13 available for every 100 seeking) according to the National Low Income Housing Coalition’s March 2019 report. To address the issue, CCCF has identified affordable housing as its primary growth ministry, hoping to provide additional units for those in need.

Gary Tester, CCCF president, recently announced the creation of Resurrection Property Management “to bring the ministries of Catholic Charities to the world of property management.” He added, “We hope to become more involved in the management of diocesan affordable housing for seniors and families; to create new affordable housing; and to acquire additional housing... so that on all fronts we’re doing what we can to make affordable housing more available.”

Catholic Charities already provides affordable diocesan housing for seniors in Orlando (St. Joseph Garden Courts) and St. Cloud (St. Anthony Garden Courts), managed through other entities. Both facilities are intentionally located near parishes to enable faith enrichment and spiritual growth. Recently, it took over management of Monsignor Bishop Manor, an apartment complex serving families located next to St. Andrew Parish in Orlando. Tester explained Catholic Charities has also applied to become a recognized and approved Housing and Urban Development (HUD) property manager. “That is our long-term goal – to become HUD approved so we can begin to provide our version of ministry management at St. Joseph Garden Court and other diocesan properties over time.” He is also working with the City of Orlando to acquire additional properties.

“I didn’t know what’s going to happen next... If it weren’t for Catholic Charities, I could not have made it, I don’t think. They didn’t throw me away. They kept me. And you don’t find that too often you know.”

Catholic Charities recently accepted an opportunity to receive four single family homes from the City of Orlando through the Neighborhood Stabilization Program (NSP). “We’ve received four homes to date and three more are slated to come our way,” he reported. Individual family homes are typically three bedroom, two bath and around 1,400 sq. ft. “Our goal is to rehabilitate those homes using funds made available through various funds from the City of Orlando and then make those available to families that qualify financially,” said Tester.

That unwavering determination is something Wade appreciates. “When they (landlords) first came to me and were telling me (I had to move), I said, ‘Oh my!’ I didn’t know what’s going to happen next... If it weren’t for Catholic Charities, I could not have made it, I don’t think. They didn’t throw me away. They kept me. And you don’t find that too often you know.”
Catholic Charities
HURRICANE RELIEF: BEING CHRIST TO OTHERS
After shredding the Bahamas mercilessly with torrential rains and savage winds, Hurricane Dorian skirted the Florida coast, leaving the Diocese of Orlando relatively unscathed. The Carolinas were less fortunate. Local Catholics mobilized to assist both the Bahamas and the Carolinas with the help of Catholic Charities of Central Florida (CCCF).

As expected, emergency food and water was brought to the Bahamas by the Red Cross and Catholic Charities followed. Prior to the hurricane, the southeast region partners (North and South Carolina, Florida, Georgia, Virginia) and Catholic Charities of Florida directors discussed Dorian’s projected path, where it would go and what they would do.

Gary Tester, CCCF president says, “Once we knew we had been spared and that the Carolinas were hit, we talked about what kind of aid we could extend. We can dispatch supplies we’ve gathered through our state efforts. Depending on the weather, we may also allocate staff.”

Additionally, seven locations throughout the diocese were prepared to be collection sites for donations. “We worked on the logistics with each parish to help them with the collection parameters they can manage best and then we’ll be sharing those lists on our website,” said Tester.

The first shipments headed to the Bahamas several weeks later due to the massive devastation sustained by the islands, leaving no safe place for planes to land and many areas unreachable, even by boat. The U.S. Coast Guard limited ships into the Bahama Islands and the Federal Aviation Administration limited flights as well.

Circumstances continue making possible storage locations difficult to determine. Tester noted, “… we are looking at the longer term needs to get this group of islands back up and functioning. I can comfortably say it will be years.”

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The Bahamas is a Catholic Relief Services (CRS) site. Tester indicated CRS will rely on Catholic Charities USA for assistance. Because of its proximity to the U.S., the Archdiocese of Miami and Catholic Charities regularly work in the Bahamas, therefore the southeastern region also helps “direct cash and supplies to the Bahamas, working with the Archbishop and his staff there,” said Tester.

Floridians may find comfort in donating and being spared of the hurricane’s effects, but Father Anthony Aarons, Chaplain for Catholic Charities of Central Florida and a Missionary of Mercy, notes that such natural disasters often cause many Christians to question God’s presence. In a Mass celebrated at CCCF shortly after the storm, he told employees they will be witnesses by being “the face of Christ in this crisis.” He said our prayers and donations will also reveal Christ’s hands and feet.
Catholic Charities
SURVIVING HUMAN TRAFFICKING
After nearly two decades of abuse, two kidnappings, and almost getting killed, human trafficking survivor, Flor Turcio, shares her story of terror and how Catholic Charities helped her through it.

The horrific tale began at age 9. That’s when Turcio says she was molested and eventually had to leave home. For six years she stayed with friends or lived in homes where she worked. “I was a young girl belonging to no one. I preferred it over returning to the abuse,” says Turcio, author of *Esclava de un Infierno* (A Slave in Hell).

Then one day she met a man who began “speaking of love,” recalled Turcio. She was 17. “I was vulnerable. I wanted someone to take care of me and protect me.” Turcio says it was the first time anyone told her they loved her. “It was very motivating,” she said. Almost immediately, he took her more than 30 hours away to another town with the promise of marriage. He was a human trafficker and she had been easy prey – with no education and no family.

Arriving in a small town, she discovered many other women and even more men. Her fiancé began mistreating her, forbidding she speak with the other women. He paraded her around the local bars.

One night, Turcio says her captor put something in her drink. With no recollection of the previous night, she learned she had been given over to several other men. “I was ashamed. I was afraid to return home,” she recalled. That night, he bought her nice clothes, make-up and a handbag. She learned he had four other women. It was too late. She became a “sex slave”, a term she prefers because it is more accurate.

Three months later, Turcio became pregnant. When her daughter was born, the child was taken to blackmail Turcio into staying. She would have three children in three years whom she barely saw. She was told her escape would cost them their lives.

“I was in shock. It was something like a movie you would see that you didn’t think was real.”

The nightmare continued for almost 20 years. Then one night, she was given to a client as his “birthday gift.” He called her “a woman of leisure” and informed her he did not care to spend the night with her. The judgement infuriated her. But they spoke and over time, the two became friends. “He was the only man who never touched me. So I trusted him,” she recalls. Eventually he called the police and they were able to catch several traffickers.

Turcio eventually married her rescuer. Catholic Charities in Tennessee provided services to reintegrate her into everyday living. “They were like family,” said Turcio. When she relocated to Florida, Catholic Charities of Central Florida managed her case. “It was challenging at first,” admitted Rosa Alamo, her new caseworker who had never dealt with a trafficking victim. Alamo recalled the first time they spoke. “I was in shock. It was something like a movie you would see that you didn’t think was real.” Alamo hugged Turcio and reassured her of a personal commitment to help.

Yet the years of trauma had left Turcio scarred, leading to a breakdown and hospitalization. “I remember the only person who came to see me at the hospital was Rosa,” recalls Turcio. “She was no longer my caseworker,” said Turcio. “She was my friend.” Alamo and Karen Kanashiro, an employment specialist, helped her find a job, get counseling for her and her children, and enroll in English classes. “It’s been great to see how she went from being that person to the woman she is now – secure and willing to help others who went through the same things,” said Alamo.
Catholic Charities
PROVIDING FOOD FOR TSA EMPLOYEES
Three weeks after the government shutdown began in December 2018, Transport Security Administration (TSA) employees felt the absence of a regular paycheck. Since the beginning, strangers and corporations stepped up to help nationwide. TSA set up an official food drive to help employees and manage donations at Orlando International Airport.

It was then that Carmen Burgos stepped into action coordinating the food drive for fellow TSA employees. With the help of airport chaplain, Father Bob Susann and Catholic Charities of Central Florida (CCCF), the drive successfully helped feed 900 employees and their families.

Burgos is TSA deputy assistant federal special director at the airport. Working under the direction of Systems Federal Director of Mission Support, Carlos Amado, Burgos began the task of distributing meals and supplies that arrived daily for the 400 employees on duty. She was assisted by Miggie Gonzalez, a St. John Vianney Parish parishioner who helps Father Susann as an altar server in the airport chapel, just behind a TSA security station.

Burgos and Gonzalez set up distribution in the breakroom as at least a dozen companies, including Second Harvest Food Bank, sent in toiletries, diapers and essentials. Other community outreach groups provided meals.

Observing the concerted efforts, Father Susann approached Gonzalez and said, “As Catholics, we have to do something.” Reaching out to Catholic Charities, he procured 100 information sheets on available services, especially the mobile food market. Realizing that it operated during work hours, he arranged to pick the food up and bring it to the airport distribution center.

“When I saw Father Bob pull up with those carts, full to the top with groceries, it was very emotional,” noted Burgos. “That increased the team spirit and morale of all the officers. They felt taken care of.”

“When Father Susann reached out to Catholic Charities to inquire about food for the TSA Employees, we were more than happy to assist,” said Julie Yetter, senior director of operations at Catholic Charities. “We immediately put together 30, 20-pound bags of food for the employees. If we can provide some sense of relief, hope, strength or encouragement during a time of need, we are thankful.”

With CCCF’s commitment, Father Susann gathered the food and called ahead as he neared the airport for help unloading. “When I saw Father Bob pull up with those carts, full to the top with groceries, it was very emotional,” noted Burgos. “That increased the team spirit and morale of all the officers. They felt taken care of.”
Catholic Charities
Caring for the elderly, spiritually and physically

CARE
Fortunately, as the needs of seniors grow in Polk County, Catholic Charities of Central Florida (CCCF) is rising to the challenge with two new mobile services for seniors centers. New centers opened at Holy Spirit Parish in Lake Wales and St. John Neumann Parish in Lakeland.

“As a leader and shepherd, I am aware of many situations affecting our older adults,” said Holy Spirit Parish pastor, Father David Vargas. “It’s our responsibility as a Church to bring meaningful activities in which they may obtain or keep the basic principles ruling their lives: autonomy, social and spiritual connectedness, altruism as they desire to give something back to the world, personal growth as they desire to continue developing as human beings and revitalization.”

The Holy Spirit Parish center offers free lunch, exercise, brain games, activities and crafts along with nutritional seminars and health checks.

Acknowledging the vast number of seniors in the state, Gary Tester, CCCF president said, “Seniors struggle with isolation which can lead to deteriorating mental health. They’re also vulnerable to nutrition and health issues, especially slips and falls. So we promote socialization, good nutrition and health and wellness through a variety of activities that are designed to stress flexibility and muscle development.”

Holy Spirit parishioner, Julia Flowers, appreciates that understanding. The 80-year-old, first-time participant from Frostproof came seeking more exercise. She noted, “knowing each other” is an added bonus.

Since joining the group, she has made new friends, including Carol First.

“I have no public contact, so this gets me out of the house. And I love games immensely... the more cerebral, the better. So this is my socialization for the week.”

First is 75 and lives in Avon Park. She lives alone and noted, “I have no public contact, so this gets me out of the house. And I love games immensely... the more cerebral, the better. So this is my socialization for the week.”

Although Catholic Charities operates a permanent location out of the Lakeland Activity Center for Seniors (LACS), many find transportation there difficult. Thus, the idea of partnering with parishes came to life. “It’s designed to help their stage of life be as productive as possible,” stated Tester. He noted that the effort coincides with Bishop John Noonan’s priority of harmonizing ministries. “Many of our parishes have large, senior populations that they simply don’t know how to serve. We have a model that works well and they have the space and population. It’s a natural way to go.”
Catholic Charities
EMBRACING THE VULNERABLE
Community leaders in Daytona Beach and Volusia County have struggled for well over a decade to determine how best to serve the many homeless individuals so visible and needing assistance. After nearly three years of intense advocacy by Fighting Against Injustice Toward Harmony (F.A.I.T.H.) and other community organizations concerned about this issue and intense planning, Daytona Beach is preparing to open a new homeless shelter with Catholic Charities of Central Florida (CCCF) in charge of day to day operations. The hope is this 100-bed facility will help transition clients to independent living.

CCCF was invited to participate due to its reputation for quality, caring and effective services. Trained and qualified staff will help people receive what they need from a ministry standpoint 24/7, 365 days of the year. CCCF will coordinate the services of partner agencies to provide a well-rounded continuum of care to residents including general and specialized case management, behavioral health services (routine and crisis-based), health care services, employment skill development and housing navigation.

“Not everyone on the street desires to be on the street forever... most just don’t know there’s a way out. Our goal is to embrace them,” shared CCCF president, Gary Tester.

William Bernardo, director of operations for the shelter, brings experience as a clinical supervisor and program director with community reintegration programs, including work release and community corrections. His experience relates directly to homeless individuals who often struggle knowing where and how to fit in to society today. He says the shelter plans to provide “general life skills regarding healthy relationships, financial management, behavioral health services and medical services, as well as master case management.”

“One of the main challenges these folks have is, this is an issue of reintegration into a community that they don’t necessarily feel a part of, for whatever reason – mental health, substance abuse, etc.,” explained Tester. “They’ve become more functional living in a dysfunctional way on the streets.”

Bernardo added, “Almost all of them have a story of how they became homeless and they don’t see beyond that. They’ve kind of accepted that this is where my story ends. Through the services that we’re going to provide, this doesn’t have to be where their story ends. It can be a much better, healthier outcome.”

“Our hope is to provide an intensive level of support and service, designed to be transformational in the lives of people who are homeless and desire something different,” said Tester. “We are concerned with providing more than three hots and a cot”—referring to a more traditional temporary shelter model that offers refuge and three meals from 7 a.m. to 7 p.m.

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“From a Catholic perspective, we are called to serve. We are called to implement the Corporal Works of Mercy,” noted Tester. “This shelter, in many ways, is just one very visible way of incorporating those Corporal Works of Mercy and embracing the vulnerable in a beautiful way that restores them to the dignity that should be inherent in anyone who is created in the image and likeness of God.”
Father Ralph DuWell, pastor of St. Charles Borromeo Parish, congratulated the crowd amidst beautiful produce stands, shelves full of breads, canned foods and cereal. He noted the market was a year in the making. After Brother’s Keeper pantry closed due to financial strain, Father DuWell approached Gary Tester, president of Catholic Charities of Central Florida (CCCF), to see how the two could “harmonize ministries” to meet the needs of those left unserved.

In fact, several parishes have partnered to make the market an ongoing reality. “We’re harmonizing ministries with St. Charles Borromeo (Orlando) and St. Francis of Assisi in Apopka, Annunciation and St. Mary Magdalen (Altamonte Springs), St. Margaret Mary (Winter Park) and Resurrection in Winter Garden. They are all the parishes invited to participate because the demographics support this area,” said Tester.

Julie Yetter, CCCF senior director of operations, helped design the market. Rustic wood-clad walls, crates and bins, and little signs of hope and prayer give it a warm atmosphere. “I put myself in the client’s shoes,” she said. “It’s hope. It’s choice.”

“The thing that makes the Mission Market unique is that the front end is a choice pantry,” said Tester. “At most pantries, we put what we have in a bag and you get it. Here, you get to walk folks around and they can choose whatever their family wants within the amount provided.” He added, “Here, we have hygiene items as well, like toilet paper. We will have an office for a family stability case manager, financial counseling, budgeting, and start putting an immigration official out here.” Staff is also bilingual.

Strategic needs are being assessed in the hopes of opening other markets in Lakeland, another in Orlando and hopefully in Palm Bay or south Brevard County.

“Jesus is the fulfillment of love. Take all the commandments, all the rules, and it comes down to love God and love neighbor. That’s what this market does,” said Father DuWell. “It’s a way for us to give to the community because the community gives to us.”
**Financial Statement**

**Support and Revenue**

![Pie chart showing the distribution of revenues.]

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**Expenses**

![Pie chart showing the distribution of expenses.]

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