



EVERY DAY HOLDS
THE POSSIBILITIES
OF A MIRACLE WITH
CATHOLIC CHARITIES



LETTER FROM THE PRESIDENT

Is it an understatement to say 2016 was full of surprises? For Catholic Charities, the year unfolded into an incredible journey of opening doors and expansion. Your support served as an integral part of this year's greatest achievements.

Two big highlights for 2016 included getting re-accredited by the Council on Accreditation (COA) and being one of the first non-profits in Arizona to receive a Service Enterprise certification for our volunteer program.

COA holds non-profits up to national best practices and financial transparency. We passed with flying colors. Our Service Enterprise certification attests to our nationally recognized volunteer program. We couldn't reach this level of quality without you and others who support us with your time and gifts.

Other exciting projects included opening the Willow Creek House that provides affordable housing for homeless veterans in Prescott, Ariz., and the Juniper House, transitional home for women leaving jail in Flagstaff, Ariz.

We expanded our homeless services to Mohave County by opening offices and a day resource center for the homeless in Bullhead City, Ariz. Our Flagstaff office relocated to a larger office building on 4th Street, closer to other service organizations to help serve the vulnerable.

Doors opened for Desert Willow, our affordable housing community in Tempe, Ariz. In Phoenix, we broke ground on a new 84-unit housing community that will serve veterans and the elderly called Rosewood Court. We purchased the St. Francis of Assisi House that will be renovated and serve disabled individuals in central Phoenix.

Our plans for this upcoming year are to increase affordable housing for low-income families and launch our capital campaign for veteran services in Phoenix and Prescott, Ariz.

These are exciting times for you and Catholic Charities—together we are building services today that will last for decades to come. Thank you for being a part of this great work!

May God bless you!

Hope and Blessings,

Paul S. Mulligan, MBA, MTS
President and CEO



96

Parishes, faith-based organizations, Catholic schools that provide support

MIRACLE PROJECTS

Are done by students who volunteer to make items and sell them to earn money to support our programs.

2014: 73 projects - St. Francis Xavier

2015: 77 projects - St. Francis Xavier

2016: 172 projects

St. Francis Xavier: 80 projects

Corpus Christi parish: 6 projects

St. John XXII: 65 projects

Sacred Heart: 21 projects



30

Grants = \$1,203,861

HOW YOUR GIFTS TO CATHOLIC CHARITIES MAKE **MIRACLES** HAPPEN **EVERY DAY.**



105,210

 Lives Touched in 2016

438 STAFF



Tamara Bohannon, Vice President of Philanthropy, received the Outstanding Fundraising Executive Award from the AFP (Association of Fundraising Professionals) for her ethics and capabilities in increasing raised funds by 70 percent in 2015.



Richard "Rick" Brust, homeless outreach supervisor, won the 2016 Kevin Collins Award by the Arizona Coalition to End Homelessness (AZCEH) for the state. Brust literally takes to the streets to find the homeless and works strategically with communities to end homelessness.



Our **VOLUNTEER PROGRAM** received the **SERVICE ENTERPRISE CERTIFICATION** for its **HIGH QUALITY** volunteer program.



4,449 volunteers GAVE

241,224
hours of work worth
\$5,771,452
in people power!

CATHOLIC CHARITIES COMMUNITY SERVICES
WHERE MIRACLES HAPPEN EVERY DAY
 FISCAL YEAR 2015-2016

105,210 lives touched

CHILDREN



49,009
 Youth Development & Education

42,289 North Star Youth Partnership/
 Abstinence Program
6,720 Westside Head Start/Early
 Head Start



2,600
 Found Children
 Homes

1,375 Foster Care
405 Adoption
820 Unaccompanied Minors/
 International Foster Care



1,889
 Sheltered from
 Domestic Abuse

992 My Sisters' Place
897 Pathways



411
 Saved from Sex
 Trafficking

18% Ages 18-21
28% Ages 22-25
25% Ages 26-29
25% Ages 30+
4% Unknown

VULNERABLE WOMEN



7,028
 COUNSELED

4,635 Intervention and Guidance
434 School Counseling
1,959 Pregnancy Counseling



1,814
 Increased
 Financial Stability

883 Financial Education
931 Tax Preparation (VITA)



3,791
 Strengthened
 Families

1,360 In-Home Services
1,690 Families First
741 Parents as Teachers



18,737
 Helped Refugees/
 Reunited Families

17,208 Immigration Services
1,529 Refugee Resettlement

FAMILIES



15,230
 Emergency
 Services

14,189 Provided with food
1,041 Medical lending closet



3,415
 Sheltered and
 Empowered
 the Homeless

1,647 Searched for and
 empowered
270 The Loft Drop-In Center
1,498 Shelter and Housing



1,286
 Supported
 Veterans

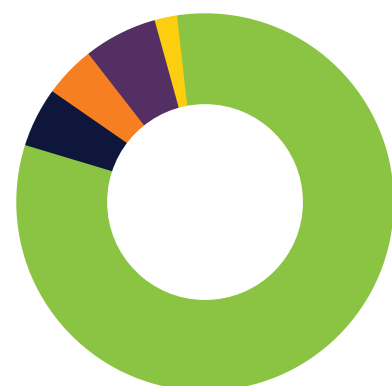
328 MANA House Transitional
 Housing
958 Northern Services, AZ



4,449
 Volunteers

241,224 Hours of work worth
\$5,771,452 In people power

HOW DOES CATHOLIC CHARITIES RECEIVE ITS FUNDING?



REVENUE AND SUPPORT

Private Contributions	6.65%
In-Kind Contributions	1.64%
Government Contracts	82.82%
Program Service Fees	4.88%
Investments & Other Sources	4.02%

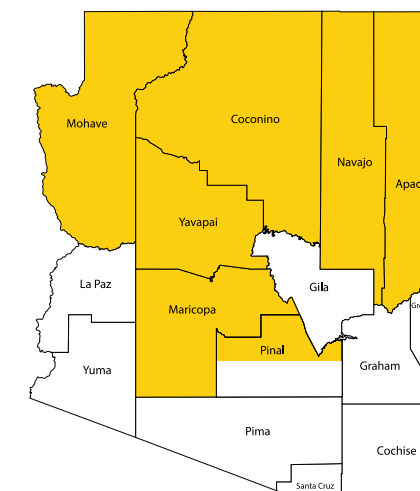
WHERE DO YOUR CONTRIBUTIONS TO CATHOLIC CHARITIES GO?



USE OF RESOURCES

Education & Family Support	31.21%
Refugee & Immigration Services	16.76%
Foster Care	11.58%
Housing Stability	1.36%
Support/Emergency Services	15.19%
Pregnancy, Adoption & Counseling	1.54%
Management & General	18.45%
Fund Raising	2.56%
Other	1.35%

WHERE ARE CATHOLIC CHARITIES PROGRAMS?



22 PROGRAMS IN 7 COUNTIES

- Apache
- Coconino
- Maricopa
- Mohave
- Navajo
- Northern Pinal
- Yavapai

HIGHLIGHTS FOR 2016

SERVING VETERANS

We love our veterans! In 2016, we found a site and began designing our new MANA (Marines, Army, Navy, Air Force) House to provide transitional housing for veterans. In Yavapai County, we opened the Willow Creek House in Prescott, Ariz. Willow Creek provides affordable housing to veterans. Read more about this exciting development at CatholicCharitiesAZ.org/2016AnnualReport.



Oscar came to the MANA House homeless and without work. He was placed in our work program at our social enterprise, The Refuge Cafe, went back to school and is now a chef pursuing his dream. Read his full story at CatholicCharitiesAZ.org/2016AnnualReport.



YOU ARE PART OF A TEAM

EXECUTIVE TEAM

- Paul S. Mulligan**, President and CEO
- Tamara Bohannon**, Vice President of Philanthropy
- Steve Capobres**, Executive Director Housing for Hope/Vice President of Business Development
- Dave Paddison**, Vice President of Strategy/Analytics and CFO/CIO
- Cathy Peterson**, Executive Director Northern Arizona Region/ Vice President of Operations

Board Members

Jim LaBrie, Chairman
See list of board members at CatholicCharitiesAZ.org/leadership-board.

Our Donors

See a list of the people who contributed financially to our work in 2016 at CatholicCharitiesAZ.org/2016AnnualReport.

Our Partners

See a list of the corporations and organizations who contributed financially to our work in 2016 at CatholicCharitiesAZ.org/2016AnnualReport.

CATHOLIC CHARITIES EXPANDS TO BULLHEAD CITY

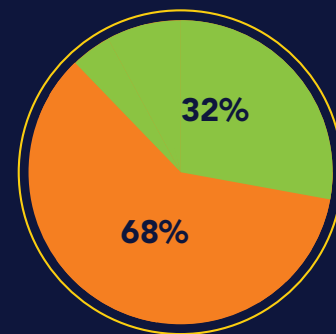
You helped expand our work in Mohave County with our newest office opening to serve western Arizona cities and frontier country. Services offered include adoption, foster care and homeless services. Our staff is already working with several City officials, churches and other non-profits to create change, like the Bullhead City park clean up. Read more about it at CatholicCharitiesAZ.org/2016AnnualReport.



"I'm finally going home." Gerry (Bullhead City, Ariz.) After years of living on the streets from mental illness and confined in a wheelchair, Gerry is now on proper medication, walking and living in an apartment. Read Gerry's full story at CatholicCharitiesAZ.org/2016AnnualReport.

FOSTER CARE TAX CREDIT

With close to 19,000 children in foster care, you and Catholic Charities are providing a wide-array of services throughout the state to help foster care families and children. Because of this work, Catholic Charities qualified for the Foster Care Charitable Giving Tax Credit. Our legislators made several changes to this tax credit in 2016, such as a gift deadline extension until April 18, 2017 to get your tax credit of \$500 (singles) and \$1,000 (joint filers). Learn more at TaxCreditChamps.org.



SEE HOW WE QUALIFIED

- Our programs serving: Foster Care & Support Services
- Our other programs serving: Veterans, Homeless, Domestic Abuse, Sex Trafficking

More than 50% of our programs go to helping foster care families and children.



HOUSING FOR FAMILIES

The Low Income Housing Coalition reports that Phoenix has only 18 affordable housing units available for every 100 extremely low-income households. Catholic Charities' Housing for Hope is opening housing communities all over Phoenix to help families afford safe places to live. In 2016, we opened Desert Willow in Tempe, Ariz., one of three of our housing communities. In 2016, construction started on Rosewood Court apartments in central Phoenix and at St. Frances of Assisi House, also in Phoenix. Learn more about our affordable housing at CatholicCharitiesAZ.org/2016AnnualReport.

FINANCIAL REPORT FOR FISCAL YEAR 2016

REVENUE AND SUPPORT

Private Contributions 2,159,112 6.65%
In-Kind Contributions 532,904 1.64%

Government Contracts 26,887,641 82.82%
Program Service Fees 1,582,956 4.88%
Investments & Other Sources 1,304,459 4.02%

TOTAL REVENUE AND SUPPORT

FY 2016

2,159,112 6.65%
532,904 1.64%
26,887,641 82.82%
1,582,956 4.88%
1,304,459 4.02%

32,467,072

100.0%

FY2015

1,618,199 5.18%
572,475 1.83%
26,151,557 83.72%
1,299,783 4.16%
1,594,617 5.10%

31,236,631

100.00%

EXPENSES

Education & Family Support 10,152,718 31.21%
Refugee & Immigration Services 5,451,259 16.76%
Foster Care 3,768,522 11.58%
Housing Stability 441,161 1.36%
Support/Emergency Services 4,942,110 15.19%
Pregnancy, Adoption & Counseling 501,427 1.54%

Management & General 6,002,374 18.45%
Fund Raising 833,819 2.56%
Other 438,374 1.35%

TOTAL EXPENSES

32,531,764

100%

31,724,042

100%

TOTAL GAIN/(LOSS)

(64,692)

(487,411)

NOTE ABOUT LOSS: Catholic Charities Community Services is committed to maximizing the use of our fiscal resources both from your support and our accumulated reserves. A loss year is a sign of that commitment. We thank you for your continued support and commitment to our mission.

SEE WHAT OUR CLIENTS SAY ABOUT US

96%

of clients would choose Catholic Charities over another agency

96%

of clients reported that staff treated them with courtesy and respect

98%

of clients would recommend Catholic Charities

96%

of clients satisfied with quality of service



93%

of clients felt Catholic Charities directly made an improvement in their lives

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ON SOCIAL
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CC Blog CatholicCharitiesAZ.org/blog

SEE HOW YOU MAKE A DIFFERENCE. VISIT OUR BLOG AT
CATHOLICCHARITIESAZ.ORG/BLOG

GET THE LATEST NEWS...SIGN UP FOR OUR E-NEWSLETTER
CATHOLICCHARITIESAZ.ORG/NEWSLETTER



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FLAGSTAFF, AZ 86004

COTTONWOOD OFFICE
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COTTONWOOD, AZ 86326

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